Appendix A Interview Questions

Questions used to conduct User Requirement Capturing interviews.

1. Could you briefly introduce yourself and describe your current fluency level in English?
2. What challenges have you encountered while learning English?
3. Which EFL (English as a Foreign Language) education software or apps have you used in the past?
4. Can you share your experience using these EFL education software or apps? Were they helpful? Why?
5. In what ways do you think EFL education software could be improved?
6. Are you familiar with or have you used ChatGPT? If yes, have you used it to assist with your English learning? If not, why?
7. In your opinion, how could ChatGPT be further tailored to support English learners?
8. What specific features do you desire in an EFL education software?