



LOG6406E - Human-Centered Inquiry for Software and Computer Engineering

Idea Report

Presented to: Professor Jinghui Cheng

Student: Chun-An Bau – 2165883

Fall 2021

Problem Statement

Polytechnique Montreal, one of Canada's oldest high education institutes with an excellent reputation for training engineers, performs the courses mainly in French. Therefore, most of the students in the institute are francophones, and the information is only provided in French. Polytechnique Montreal has started its exchange student program, also known as the International Thematic Cluster, from 2020, which interests many abroad students. However, some of the students from the cluster are not familiar with French and encounters problems receiving information.

RQ: How do foreigners that are not familiar with French acquiring information from Polytechnique Montreal websites?

Motivation

As a foreigner, I have difficulty comprehending the mail Polytechnique sent me and acquiring the intended information from the website since most of them are written in French. In most scenarios, I translate the context via one of the most well-known translation services worldwide, Google Translate. However, when it comes to the context that the Google Translate plugin cannot capture, I have to type the sentences manually to understand them, which costs lots of time.

Target Participants

My target participants are two non-francophone people, and I plan to observe their behaviors when they need to seek information from the websites of Polytechnique. I will exclude people who are francophones or have learned French before. Recruiting participants is easy for me, for most of my friends or relatives can not speak or read French.

Related Work

[1] Moku, Manami, and Hidekazu Yamamoto. "Automatic Easy Japanese Translation for information accessibility of foreigners." proceedings of the workshop on speech and language processing tools in education. 2012.

[2] K. Kemavuthanon and O. Uchida, "System Design of a Mobile Application to Support Foreigners Staying in Japan at the Time of a Disaster," 2021 IEEE 6th International Conference on Computer and Communication Systems (ICCCS), 2021, pp. 1122-1127

[3] Adu, Daniel. "Accessibility and Usability of Selected Information Systems in Ghana with focus on Foreigners." 2019.

[4] Wołk, Krzysztof, Agnieszka Wołk, and Wojciech Glinkowski. "A cross-lingual mobile medical communication system prototype for foreigners and subjects with speech, hearing, and mental disabilities based on pictograms." Computational and mathematical methods in medicine 2017.