Background Research

- Existing solutions can be categorized into 3 and they all have advantages and disadvantages: Language schools (well-structured but high-priced), Online materials (affordable but lacks community engagement which may cause motivation problem), Offline materials (affordable and have community engagement, yet often lack platforms for learners to find a good place to attend).

- Key points for language learners to gain skill/knowledge effectively and efficiently: (1) Being communicative (2)Recognizing language as a tool of communication rather than as a subject to be memorized (3)Paying attention to social practices in the contexts in which individual learners learn the language. (Wong, L. L. C., & Nunan, D. (2011))

- In order to encourage learners to have willingness to be communicative, it is important to prepare the environment where they can be comfortable to communicate (MacIntyre, P., Baker, S., Clément, R., & Conrod, S. (2001))

- For adult language learners, often it is essential not to let them compare themselves to other learners, especially to younger generations (Bernal Castañeda, S. (2017))

- Language learning through social network provides a benefit that many learners feel more comfortable communicating with native speakers. However it has drawbacks in that it lacks long term persistence, and learners sometimes concern about the learning quality and other learners being too focusing on social aspects rather than learning.

- The use of media that was familiar for the learners as users is beneficial for them to socialize and learn at the same time. (Li, Jia, Cummins, Jim, & Deng, Qizhen. (2017))

- Text messaging allows learners to have some time to think or prepare before they send messages, which make them less anxious to interact with native speakers. lso because it is proven that texting contributes their oral fluency. (Blake, C. (2009))

- Fluent speakers can be found on volunteer basis (From an interview with MIKE, a founder of Chatloop.io)

Design Process

BACKGROUND RESEARCH	USER RESEARCH	LOW-FIDELITY PROTOTYPE	HIGH-FIDELITY PROTOTYPE	FINAL PROTOTYPE
- Domain Research - Existing Solutions - Expert Interview	- Interview for language learners - Academic research on language learners	- User testing for communication method - User testing for pair matching - Academic research to support the findings	- User testing for usability	

Main Challenges

- Let learners communicate with native speakers (including all of reading, writing, speaking, and listening skills) and let them use the language as a tool for communication
- Provide an environment for learners apart from other language learners
- Provide a comfortable environment for learners to communicate
- Encourage learners to keep learning through social network system

Target User

- Language learners (18 years +) who are attempting to connect them with native speakers in order to refine their language skills.
- Fluent speakers who willingly volunteer to be conversation partners for language learners

Conceptual Model

Solution
- Provide language learners an environment where they can focus on conversation with native speakers using reading, speaking, and listening skills.
- Provide an one-on-one setting for the conversation.
- Let learners choose their conversation partner based on their preferences
- Remind learners of their learning purpose everyday.

How the System Works
- "Gengo" connects language learners and fluent speakers for one-on-one setting communication practice in a particular language.
- "Gengo" has a filter function to let language learners choose their conversation partners based on their preferences
- "Gengo" provides medium for texting, voice message, and video call as communication options.
- "Gengo" has a chatbot character to motivate learners by reminding them of their learning purposes everyday, and support the conversation when necessary.

Problem Statement

"Design an online platform application to support comfortable and motivational second language communication practice with native speakers by language learners."

Key

1- Activity to be supported
2- Form of the solution
3- Identify the users
4- Level of user support

Interaction Paradigm
Mobile

Interaction Mode
Manipulating and Instructing

Key Interface Metaphors

it's work like a facebook messenger with a text, voice and video call feature to connect the learners and tutors.

Connecting people who are eager to practice or refine their second language skills with those who are fluent in particular languages. More specifically people are looking to be connected with similar interests in languages who do not have a medium available.