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| **A****PPENDIX-II**  **Summary of Finding of Learning Apps (*BYJUs, Vedantu, Meritnation, Khan Academy, ePathshala and Unacademy*),** | |
| **Mobile App**  **(BYJUs)** |  |
| **Important features noticed by students** | * Notifications to remind students to check videos * Video Lessons * Multilingual Content * Explanatory and easy subjects content to use * Customized test and personalized learning paths * Game type tests and perfect visuals (Surprised to see microscopic videos for class 11 and 12) * Revising and practice sessions of each module. * Reading a frame of paused video. * One-click Login * Clarifying the   concept more accurately with animations |
| **Barriers of using App** | * Rude a customer service * Weird answer checking system. * difficult to find grade changing * complicated UIs * abrupt sound effects * videos end abruptly. * No option for asking doubts, doubts can be asked on the website only though the responses are very quick. |
| **Facilitators of using App** | * Relevant content * Creative teaching methodology * Good app for beginners who are preparing for competitive exams * Teachers are very good and learning is fun * Perfect visuals. * Exceptional teachers * Great opportunity for students who are unable to pay fees for schools for study |
| **Benefits by using App** | * learning is fun * Concepts can be easily cleared * microscopic videos for class 11 and 12. * Game type tests get caught in the brain easily * Useful for those who do not understand much at school * Math was improved in two weeks after taking lessons * Provide free access to everyone. * Useful at the time of exam week * Every topic is clearly explained without any flaw in it.   **Expected Benefits**   * Candidates wants fluid material with great variety and great diversity. * Option to lessen the blurriness in 1 tap or 2 tap on this video player. * Length of the video to be shown before it starts. * Computer science is provided with the other science subject * Bridge course for non-science and non-engineering   background students |
| **Losses due**  **to using the App** | * Pressurized by the service providers when unable to pay the subscription fees. * Difficult to read a frame of paused video * On pausing the video, the   screen gets dark   * On trying to connect to sales expert via chat for small issues they say call your   mentor.   * Free content is very similar to   the paid one |
| **Mobile App**  **(Vedantu)** | Vedantu launches a National initiative to make 2021 a comeback year for  every student in India. |
| **Important features noticed by students** | * Doubt package * Crash Course * Live class * Good videos are accurate with   meaningful and useful information   * Leaderboard system in the app. * The quizzes are the best to know * provides NCERT solutions , bed time stories , fun facts ,   trending News unknown infos and so on to help the students get more knowledge on the current technologies   * the app provides live video lectures on integrated topics with live quizzes and doubt corners * This app will also provide study material for your preparation and micro courses and mock tests would boost your preparation, resulting in better grades. |
| **Barriers of using App** | * Only two doubts addressed each day * They say content is free but much of it includes purchased courses * Teachers not responding to the doubts and the questions * Only goal is taking money * Classes are postponed * Mode of instruction is English * Lots of lag issues and wrong answers * Worst management- users shared that the counsellors come and ask for money. * The app is violating privacy * Accurate content is not uploaded as there in the notification. * no deep explanations of the chapter * Rude customer service * Calling from different numbers distracting and wasting   everyone’s time.   * It doesn’t have the latest exam papers. * No proper content provided * ,MISBEHAVING educators * Problems in Logging * Lots of irritating messages * the level of question in crash course is not   matched with the level of question of Jee |
| **Facilitators of using App** | * Helpful for poor students * Study materials is fantastic * Helpful in the daily routine and also in preparing for the JEE and other competitive exams aspirants * amazing master teachers and doubt experts * user-friendly interface and the content   focuses on boards but for entrance and some extra stuff's like motivational stories , creative writing etc   * Good faculty for competition and boards   time-to-time organize tests, important questions |
| **Benefits by using App** | * helpful in clearing many concepts * Strong concepts of science * removes all your nervousness for it as the teacher’s guide you a lot. * Expected benefits * A bit of back-end programming will surely enhance the * experience. * Option to launch the Revise India Camp portal would have been available in the menu bar * Keep the replay option of all the Revise India revision sessions' for viewing till the end of board exams * Option to download the PDFs on the devise. |
| **Losses due**  **to using the App** | * Students are in utter dilemma and frustration as their doubt is not solved.   Delay in providing the Answers |
| **Mobile App**  **(Meritnation)** | Meritnation's Competitors, Revenue, Number of Employees, Funding,  Acquisitions & News - Owler Company Profile |
| **Barriers of using App** | * Lots of irrelevant calls * Lots of dependence on the screen which will draw you away * from books * no nice graphics nor good teaching * no use of animation while teaching * no good teaching methods * wastage of money * courses available are useless and expensive * Irrelevant calls * doesn’t clear any queries * Waste of time by downloading and registration * Lots of bugs * Updating the app is a herculean task. * Preference given to math and science * Complicated notes * no videos for social science from class 6 to 9 * teacher gets stuck and many times the voice stops. * Every extra material is chargeable. * app is not running well on the provided Tab by Meritnation. |
| **Facilitators of using App** | * Helps to study well and clear doubts * Good place for self study * best app for learn more and more * Timely assistance * Most trusted online education company. * Dedication of team * perfect answers |
| **Benefits by using App** | * Clears all your doubts regarding any subject * helped me to improve a lot * Videos help in writing answers on own. * I am scoring well * Feeling of proud as I am standing first in the examinations. * Score is consistently increasing Question should be provided of the reference books |
| **Mobile App**  **(Unacademy)** |  |
| **Important features noticed by students** | * Plus support for clearing doubt * lectures for every single subject/topic * news analysis * live class * learning minutes leaderboard * selecting the educator * Goal home screen |
| **Barriers of using App** | * The app is very irritating and buffering * Latest version full of trash * Can see videos only after downloads * huge issue regarding the minutes shown and actual minutes learned * Lack of motivation * Random subscription of the course * Issue of network optimization * Cost of plus subscription is too high. * Daily app updating * Lagging in the class * Lots of notification in the app makes it irritating. * confusion in selecting the educator * problems in registering to the app * Few good teachers * High monthly charges * business oriented app |
| **Facilitators of using App** | * Benefit my communication skills. * Enhances the PCM skills * Easy to learn and easy to understand   Expected Benefit   * To upload and add more effective communication skill course. * Optimize the download manager: If download stops, it starts downloading from the beginning * Facilitate video streaming on low internet speed Render option to post comment with live video screening. * provide a space for every user to make own folders and put the offline videos on them separately * The date in which a video was posted and the date in which comments   were posted should be visible |
| **Benefits by using App** | * Wholesome content and marvelous educators * Very good platform for all the competitive exam aspirants * Everything is very easy to access like We can download the lectures * comprehensive content in tune with upsc syllabus & standards. * Perfect app for me to study every bits n corners. * even in free courses you get so many lectures * free of cost teaching * worth your time and money while preparing the preparation strategy * study material, clear and concise presentation * super friendly app * educators are highly qualified and have nice teaching skills * content is really good * Learning is fun * can study from any teacher * app should show the tab for CGPSC * more personalized courses * scheduling dates for learning a course bookmarking * making separate folders subject wise or chapter wise * wigdet of courses/video lectures * creating your own playlist * digital extractable notes * make notes alongside video for s pen holders * searching in side courses * Arranging the Syllabus and naming of any videos by any educator * Dark mode feature in the app should be provided.   as well as horizontal view in tablets   * UX can be more clean. * CTA need to be more cognitive appealing * Option to change goal could be one step faster * After installation coach marks tour should be given * More option for feedback as G Play * allow once |
| **Losses due**  **to using the App** | Could not download the classes even after strong internet connection Doubts not cleared |
| **Mobile App**  **(Khan Academy)** | **aa** |
| **Important features noticed by students** | * sinusoidal function * recommending me to uninstall and reinstall * exercises and articles and the whole idea of mastery learning. * English composition course * multi-lingual content * app doesn't allow parentheses * The app contains broad range of topics presented succinctly, both in audio form and transcribed form. |
| **Barriers of using App** | * Boring videos * Some subjects are not shown in the abridged version * with poor reception, and videos stop altogether. * Irrelevant advertisements * Full with bugs * Lack in addressing social sciences, specifically psychoanalysis and sociology * UI is atrocious, and there is no way to delete progress so if you mess up or mis-click (often because of UI) then you are stuck   with that mistake and it constantly nags and mocks you about it.   * In some math tests, it involves America currencies that either show the wrong side of the coin so their value cannot be depicted and the images are of low resolution. * Lecturer is irritatingly fast, sloppy, casual, and less than literate in his use of English * Misleading screenshots. * new update made the application small * very annoying crash |
| **Facilitators of using App** | * really easy to use * well presented * good links to the Khan Academy * providing premium education at no cost in this commercial world * Videos are good and clear to understand. * app is good, Helpful even it consists grades 1-Highschool lessons * high quality of the content and overall experience but also for how the world of online learning has improved thanks to its influence and direct contributions. * Very valid and easy to understand presentations in regards to health technology * useful, engaging and entertaining * quality content free of charge * very educational and the instructors are incredible at teaching * comprehensive, and extremely informative * study enjoyable and with fantastic manner * beautifully constructed education app that is accessible for all ages. * Brilliant source of learning. * Exceptional content, no complaints there * one of the most accessible and rich resources for a free education. * provides fundamental knowledge of Math and Sciences for everyone in a medium that engages its users. * accessible and rich resources of free education * Contents are amazingly Explained so Students Can grasp & Understand easily |
| **Benefits by using App** | * Learning math as it is easy to understand * The feature of changing space from internal phone storage to external SD card should be provided * Option to resize the object should be provided * can learn anything to basics to mastery * helped to improve myself in biology and chemistry * guides you from basic to advanced parts of all the * chapters smoothly   Expected benefit   * publish Khan academy (Bangla) version. From Barisal, Bangladesh * Lacks a lot of the features of the website such as marking your progress, connect to videos on YouTube, and the discussions. * less Accounts and Finance related topics. You must provide country   wise Taxation education.   * no option to control the video quality * very educational and the instructors are incredible at teaching, * request you to upload videos related to python programming, machine learning and artificial intelligence so it will me more beneficial * Please add a dark theme. |
| **Mobile App**  **(ePathshala)** | E - Pathshala — Vikaspedia |
| **Important features noticed by students** | * good and useful for aspirants without CBSE background * access all resources at one location * providing e books and economical and efficient way of reading * NCERT used to allow downloading PDF files, which were easily   accessible with quality applications having features like TTS (Read Aloud), highlighting in different colors, sharing, printing, night mode, warm display, inverted  color, marking, commenting and much more. |
| **Barriers of using App** | * All books are not uploaded * Some bugs are present * A very important thing in very low cost. * Not working Not able to open any book or download it * Some chapters don’t open especially last chapters of class vii science and first few chapters * found nothing useful in the app * my eBooks section doesn’t respond * bug in the bookmarking feature. * SD card support for downloaded contents * Language Barrier * this is a UX bug, might be fixed in future) doesn't allow me to view downloaded files in offline mode, defeating the very purpose of the app * please fix this soon   and enable sync for better security. |
| **Facilitators of using App** | **-**Good Font and reading experience  -access all resouces at one location  -useful for teachers and students in the remote areas of the country and today in the digital revolution scenario such apps are truly needed  -User friendly and absolutely free of cost  -the ability to switch from "page view" (PDF like, situatable for equation centric content as in physics/chemistry) to "continuous view" (epub like, suitable for literature-heavy content as in biology subjects) make the app really useful for  learning on the go |
| **Benefits by using App** | * Can carry books around with ease and learn at odd moments like eating or traveling in the bus. * Please add previous year question paper * search option :- so that a word can be found without wasting much time in scrolling the pgs. staying on the same pg.:-while switching b/w the scroll mode and turn-the-page mode the chapter starts from the beginning which is inconvenient * sticky note option :- include this one as well as color option too so that a line or imp word could be made as important   Please provide support for moving app data to external storage instead of moving app only.   * Provide bookmarking, highlighting etc. in Scroll Mode also in the page turn mode, reading is not that user- friendly but in horizontal scroll down mode * useful to study and bookmark and take notes. * request inclusion of Fine Art subject too * better Fullscreen support (I have to use an extra app for that and still one bar remains) * single book instead of one book for each chapter and language+class auto-selection when loading books instead of selecting every time. * please see when installing the app for first time, the books don't open whether downloaded or   copied, the app |