

User test KLETS App

We are making an application for refugees to learn the Dutch language from their own language. For a lot of other language applications you have to know English to learn Dutch, so that's what we want to do differently in our application.

This user test will be for navigating through the app. If everything is understandable and is easy to use.

Test scenario's:

Step 1: Select that you speak the Turkish language follow the steps and continue to the starting page where you will see the categories.

Step 2: Now you want to change the language to English.

Step 3: Go to **Fruits at Words** and finish the first level of learning words.

Step 4: You want to practice your pronunciation, go to **Pronunciation** in the app.

Step 5: You want to practice your sentences, go to **Sentences** in the app.

Step 6: You want to play games, go to **Games**.

Test criteria:

- Are you able to switch from languages easily?
Yes
- Can the user navigate the process without help?
Yes
- Are there any errors or obstacles that make the process difficult?
Yes
- How long does it take for the user to go through the entire process?
3 minutes
- Was it clear where to find Pronunciation, Sentences and Games in the app?
Yes, only doubt at Sentences.

Questions after the test:

- Overall, what did you think of the application?
Fun, nice colors and pictures, it makes you want to play. Font also fits,
- Are there any improvements you'd like to see with the features that are already there?
 - Put words next to the menu pictures to make it easier.
 - A happy looking cow when you finish a level.

- What other features would you like to see in the app?

Nice cow, who doesn't look angry. Put words next to the pictures, so that it becomes clearer.

- Was it clear where to find Pronunciation in the app?

Yes, only with that of words I had to doubt.

- Would you recommend the App to others. Why yes or why not?

Because it's cute.

- Would you recommend the app for adults and children?

Yes

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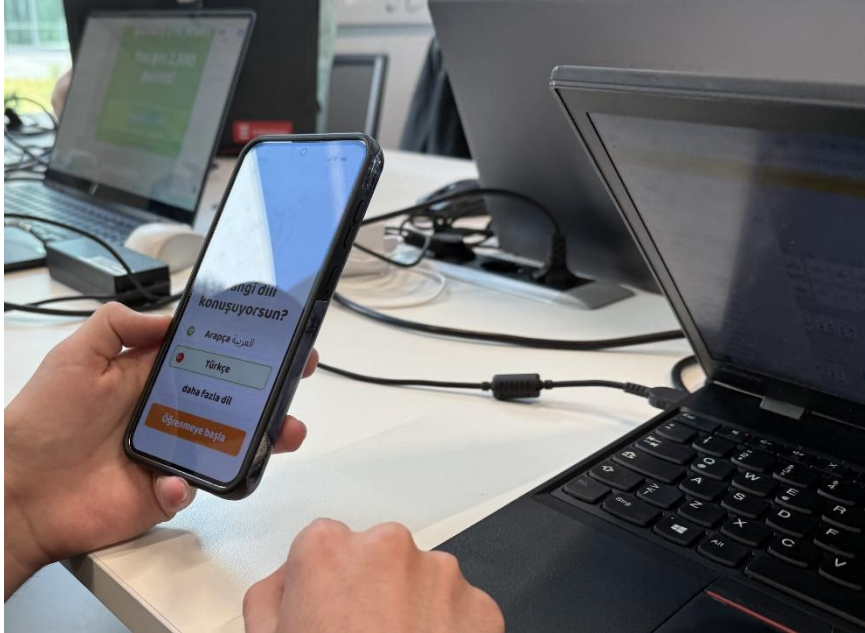
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Yes
- Can the user navigate the process without help?
Yes
- Are there any errors or obstacles that make the process difficult?
Yes
- How long does it take for the user to go through the entire process?
5 minutes
- Was it clear where to find Pronunciation, Sentences and Games in the app?
Yes, only doubt at Sentences.

Questions after the test:

- Overall, what did you think of the application?
Amazing
- Are there any improvements you'd like to see with the features that are already there?
Instructions at the games.
- Was it clear where to find Pronunciation, Sentences, and Games in the app?
Yes. Only with finding the sentences I was struggling.

- Would you recommend the App to others. Why yes or why not?
Yes, cause it's amazing.
- Would you recommend the app for adults and children?
Yes



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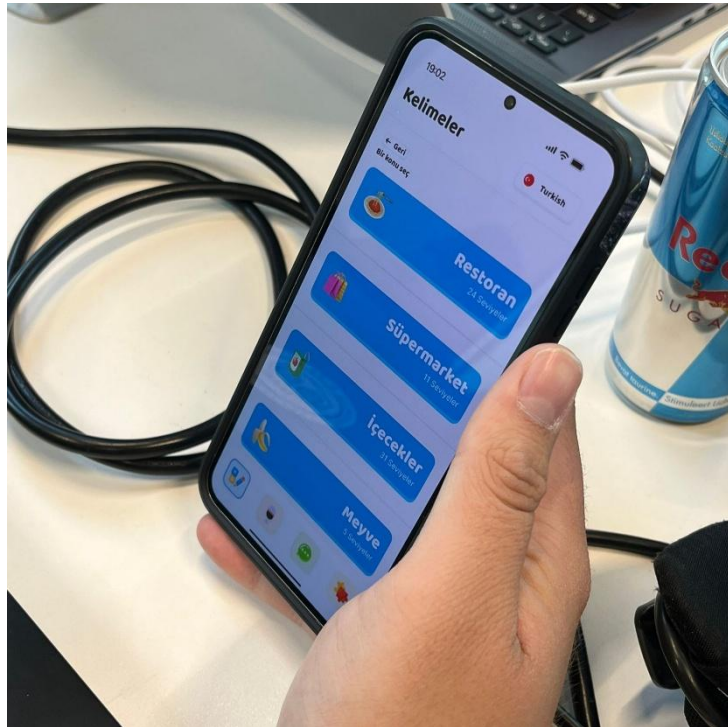
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3 minutes
- Was it clear where to find Pronunciation, Sentences and Games in the app?
Yes

Questions after the test:

- Overall, what did you think of the application?
Very cute, I like the mascot and design.
- Are there any improvements you'd like to see with the features that are already there?
Maybe a dropdown menu in the upper left corner.
- Was it clear where to find Pronunciation, Sentences, and Games in the app?
Yes

- Would you recommend the App to others. Why yes or why not?
Yes, I would recommend it for everyone that is trying to learn the Dutch language.
Would you recommend the app for adults and children?
Yes, I think the design is fine for both.



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Yes

Questions after the test:

- Overall, what did you think of the application?
- it reminds me of SQUILA
- Liked the design
- Are there any improvements you'd like to see with the features that are already there?
 - Keeping track of the levels.
 - Think about how you will actually learn from tasks that you have to do.
 - See if it's necessary for the 4 sections in the menu.

- Was it clear where to find Pronunciation, Sentences, and Games in the app?
Yes
- Would you recommend the app for adults and children?
Yes

Feedback of Penni

- Think about the BACK button, if it's necessary.
- At sentences you have to put the translation so that you can learn, otherwise it's a guessing game if you don't know what it means. At every word you can put the translation, the people can also learn the other words.
- Maybe you can do words and pronunciation together instead of separate. That you hear how to pronounce it when you click on one card.
- For the demonstration you can do it in the English version only.
- Think of an account page. So that the progress stays, so that you don't start at level 1 every time.
- Put languages in an alphabetical order.
- A catching title at every page
- There are several options for filling in the sentences.

Short summarization of user tests

What worked well:

- Easy to use and navigate without help.
- Switching from languages.
- It has a fun design, colorful visuals and a cute mascot.
- Suitable for adults and children.

Suggestion for improvements:

- Add **text labels** next to icons (especially for Sentences).
- Show **translations** when practicing to support learning.
- Combine **Words and Pronunciation**.
- Allow **progress tracking** via user accounts.
- List **languages alphabetically**.
- Add a **"Back" button** where needed.

Summary and what I implemented in project

During the development of the KLETS App, I conducted a usability test to evaluate how easily a refugee user could navigate the app and switch between languages. The test included step-by-step scenarios, and the participant was asked follow-up questions for qualitative feedback.

Feedback highlights:

- Overall positive impression of the design and ease of navigation.
- Suggestions included adding translations in the Sentences section, combining Words and Pronunciation, rethinking the necessity of four main sections, adding a BACK button where needed, saving user progress, ordering languages alphabetically, and adding a catchy title for each page.

What I implemented based on the feedback:

- **Translations:** I added translations for the Sentences section to make it clearer and more effective for users who do not yet know Dutch.
- **Progress saving:** We implemented progress tracking to save user progress, so learners do not need to restart at level 1 each time. We didn't at a user page for this.
- **Back button:** I removed the BACK button on the pages where it wasn't needed immediately since most users could easily navigate using the main menu.
- **Add text labels:** I put text labels underneath the icons. This helps them to navigate through the different pages. With the icons only they have to guess a little to know to which page they have to go.

What I chose NOT to implement:

- **Combined learning:** I did not merge the four main sections into fewer ones because there are some refugees that don't know Dutch at all. So to start small and easy with only words is a better way of starting to learn the language. And when they feel like they know a bit, they can start to practice learning sentences.
- **Language ordering:** We got advised to put the languages in an alphabetic order, but we came with the idea to not do it that, but to put them in the order of the ethnicity that is higher in quantity.