

Insights:

- Confusion around game mechanism
- Preferring chatting with AI than real human
 - P1: "If it's an AI, I would feel a little more comfortable making mistakes"
 - P1: "If it's a real person, I would be a lot more conscious that I am wasting their time"
 - P2: [translated from Chinese] "If the AI is smart enough, I'd prefer AI"
- Like the real-life immersive experience
 - P1: "Learning experience definitely felt safe"
 - P2: [translated from Chinese] "I like that it gives me a scenario and encourages me to speak English; regardless being correct or not, I speak more in these scenarios"
- Different learning needs (may be related to proficiency level and preference)
 - P1: Opportunity to hear and imitate - learning through observation instead of direct engagement
 - "As a person that doesn't know much Chinese, I feel like I learn a lot from just observing and then imitating"
 - "Even in the first task where I was given the suggested phrases, it was higher stakes"
 - P2: Immediate feedback to see mistakes
 - "I think it'd be great if I can see real-time feedback on the transcript where I made mistakes or if it offers me some suggestions so that I can express myself better and incorporate the feedback. But, of course, this is my ideal situation."

P1 (English speaker; learning Chinese)

- Chat with someone in Chinese
 - "Not sure why my money is going down"
 - "I like how it gives me suggested phrases before I'm ready"
 - "After pressing "I'm ready", was a little confused at first"
 - "Confused between game money and task specific money"
 - Ended up doing the apple task
- Teach someone a language that I speak
 - Asdf
- Freely chat with someone in Chinese
 - Fairly smooth
- Reflection
 - After the first task, i didn't accomplished the first task, so maybe make it a bit clearer?
 - Suggested phrases were helpful, especially the romanized characters. Wasn't sure of the tonalities
 - Confused about the money situation

- Really liked the map interface, popular interface for choosing your own adventure or your own path
- Didn't think of it being quest until after the main screen
- Didn't understand "free users" at first
- In the free chat task, it would have been cool to be able to select two people and observe their conversation and just watch
 - "As a person that doesn't know much Chinese, I feel like I learn a lot from just observing and then imitating"
 - "Even in the first task where I was given the suggested phrases, it was higher stakes"
- Thought the seller was a hardcoded dictionary, but thought it was smarter as the task progressed
 - Prefer it to be a human looking, non-verbally behaves and speaks like a human
 - "Would rather it be an AI than a human because I don't want to waste another human's time with my lack of knowledge"
 - "If it's an AI, I would feel a little more comfortable making mistakes"
 - "If it's a real person, I would be a lot more conscious that I am wasting their time"
 - "If it's an AI that behaves like a human, it would give me a little bit more of an urgency to be as natural and fluent as possible"
- I Imagine I would like a VR experience, it would be cool to be in the virtual space of a restaurant and ordering food, asking for service, asking for the bill, or interacting with people at my table
- "Learning experience definitely felt safe"
- Wasn't sure about the reward
- Liked actually getting an apple, like I got a deal
 - "Felt satisfied that I, myself, got this thing"
- Teaching was easier because it was my native language
 - It was interesting when he had some rebuttal phrases
 - It's more realistic than most language learning apps
- I think I would be motivated to do the teaching quests

P2 (Chinese speaker; learning English)

- Chat with someone in English and ask them about their hometown
 - A bit confused about the interface and how to use it
 - Started talking before starting a specific quest
 - Took a while to realize what's going on
 - Clicked on buy an apple, hit back, clicked on return a phone
 - Needed a lot of prompting
 - Was confused with how to end the task
- Teach someone Chinese
 - "I don't like this map, what's that!"

- “If you need to use numbers in Chinese, you can use your fingers”
- Clicked give up after explaining a few things
- Reflections
 - Kind of chaotic
 - If you want to teach non-native speaker, this interface is very confusing
 - The interface has multiple languages that are not English
 - The goal is not clear - I’m not sure what I need to do
 - The user should be able to know what to do, should follow user logic and learning sequence
 - You shouldn’t ask me to click random buttons
 - I’m not sure about the part where I need to teach Chinese
 - I’m not sure what to do after I finish my task; didn’t realize I need to click “successfully finished!”
 - Customize based on the user’s native language and the language you see should correspond to the language you want to use
 - Like the Immersive experience - go to country and speak that language
 - I like
 - The scenarios where you can practice English
 - I like that it gives me a scenario and encourages me to speak English; regardless being correct or not, I speak more in these scenarios
- Comments on the live transcription interface
 - I think it’d be great if I can see real-time feedback on the transcript where I made mistakes or if it offers me some suggestions so that I can express myself better and incorporate the feedback. But, of course, this is my ideal situation.
 - I think I can use the dictionary to check what the transcript says
- Player vs AI? Which you’d prefer?
 - If the AI is smart enough, I’d prefer AI
- Comments on the interaction
 - Given these prompts (suggested phrase), I don’t think this can help me learn
 - I think you can give me some hints or prompts about common words I may encounter when returning things. For example, how you broke your phone. Did you drop it or something. The list of possibilities. I think that may help me learn better.
 - I can read and understand but I may not be able to generate that
 - If I have some tips and have the options to use dictionary and translation, it might be better. I’ll be able to know what I want to say and if I know which word to use and need to look it up.
- Are you worried about not being able to understand the other person?
 - I’m not that shy and if I don’t get it I’ll ask a few more times. It’s not a big deal
- What do you think about VR for language learning
 - I’m in the US now so it’s not that helpful to me. Because if you don’t want to speak English, it doesn’t matter how real the experience is.
 - Compare to VR, if it is more intelligent I’ll like it better.