

Results

- Positive Observations
 - One participant liked the supportiveness of having the situation and clear goal
 - Participants were using language support tools as we expected.
 - Both for preparing the task and during the task
 - Some reported a lower level of stress/nervousness when conversing with an AI agent
 - “I feel fine when talking to him. After all it’s a machine.”
- Negative Observations
 - Participants got stuck because they didn’t understand some of the things the mechanic said.
 - **“The main challenge is that I don’t understand what he was saying”**
 - **“If I don’t know what to say, I’ll use a dictionary. But it’s going to be awkward if I don’t understand what he said [translated from Chinese]”**
 - The conversations seemed to be largely driven by the “AI” mechanic. Participants didn’t have many opportunities to ask questions or initiate a turn. Some mostly responded to what the mechanic said
 - One might not buy the “talking to an AI” part
 - Overlapping speech with no visual cues to what the “AI” is doing (thinking, listening, about to speak, etc.)
 - Some participants did not find the goal clear.
 - Some confusion over the instructions and mechanic’s response - instruction said they have full insurance coverage but the mechanic asked for \$3000 at one point.
 - Impression - “this may not be helpful for general English learning. If you don’t have a car, or you have a different problem, this may not be useful. I think day-to-day activities may be better, like ordering food from restaurants. For language learning, **I’m not sure if I would ever need this. But I can see how we can use it to practice speaking. Some people are afraid to talk in English. There’s potential for practicing speaking.**”
- Surprises
 - Many did think they were conversing with an AI
 - Most expressed the AI is pretty smart or too good
 - All participants took the time to prepare for the conversation. They imagine what would happen and what they would say and used translators/dictionaries to help them prepare.
 - All used language support tools during the engagement with the AI to look up words they try to say, though frequency varies.
 - Some reported that he would not use tools when conversing with humans because it’s not polite.

- Impression about our idea - **“As for language learning, you know why VR would be very useful? Many people from China don’t have the chance to go aboard. This could be very helpful for them to learn a foreign language. I can speak about that from my experience. It’s not easy to learn Italian in China.”**
- Recommendations
 - One participant asked for feedback on his English/task Performance
 - When getting stuck, participants wished the AI to repeat, rephrase or explain what it said.
 - **“I will ask again, maybe it will explain. But if it’s a person, he/she will know that I didn’t understand without me asking. They will explain it right away. The computer may explain it in a more complex way. But if it’s a human, they will say it in an easier way.”**
 - Wish to learn the correct pronunciation
 - **“Learning to talk like a native speaker is showing respect to the language. Pronounce the words the way they would Pronounce them.”**
- Potential script changes based on the results:
 1. Making it adaptive. Add different ways to phrase the same thing.
 2. Manipulating script so that they can’t just say ok - make the script more problem-solving.
 3. Make them feel it’s okay to say “I don’t know” and it’s okay to make mistakes
 4. Make it clear that they don’t have to pay
 - a. Full insurance and ask them for money?? Or tell them they don’t have to pay
 5. We told her to ask for a repeat if she wants to be repeated, or a new way of saying it
 6. The participant had trouble understanding “Tow”?
 7. Alternate phrases used:
 - a. Your car was brought into the garage yesterday
 - b. Was the temperature of the car higher than normal?
 8. Were there any lights on the car dashboard?
- Might need a different goal in the end. The end goal was not very clear for both participants.
 - The experimenter can ask “Did you accomplish your goal. Do you want to end the game now?”
 - Put in the instruction - goals 1,2,3 (scheduling, and alternative)

Things to further address:

- Potential script changes:
 - Make the script more problem-solving
 - Making it adaptive. Add different ways to phrase the same thing.

- Manipulating script so that they can't just say ok - make the script more problem-solving.
- Make them feel it's okay to say "I don't know" and it's okay to make mistakes
- Make it clear that they don't have to pay
 - Full insurance and ask them for money?? Or tell them they don't have to pay
- We told her to ask for a repeat if she wants to be repeated, or a new way of saying it
- The participant had trouble understanding "Tow"?
- Alternate phrases used:
 - Your car was brought into the garage yesterday
 - Was the temperature of the car higher than normal?
- Were there any lights on the car dashboard?
- Might need a different goal in the end. The end goal was not very clear for both participants.
 - The experimenter can ask "Did you accomplish your goal. Do you want to end the game now?"
 - Put in the instruction - goals 1,2,3 (scheduling, and alternative)