

# A solution to improve the language exchange experience

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## Background

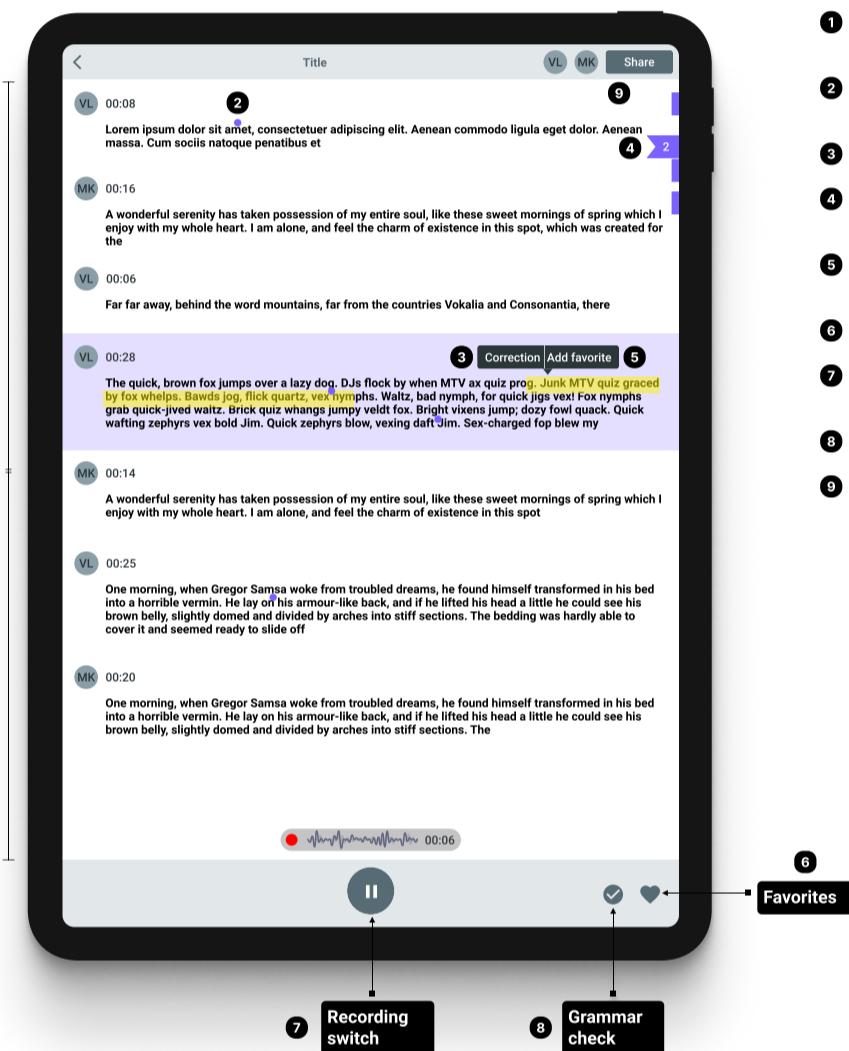
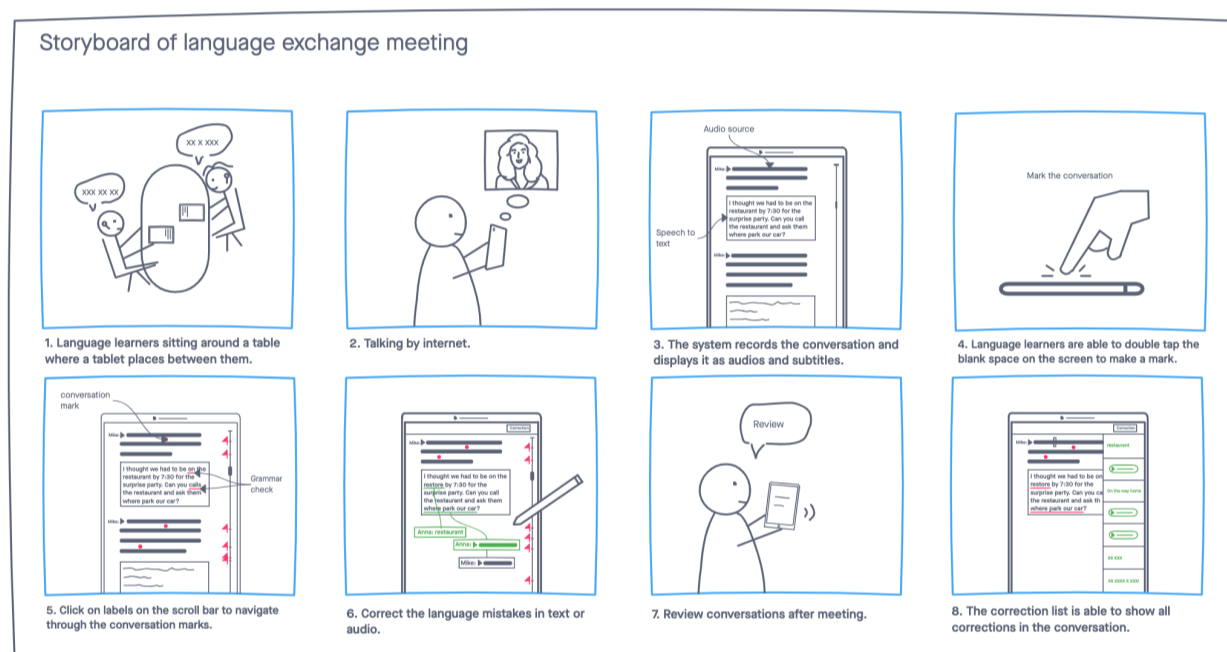
Speaking is the most difficult part of language learning for language learners. Finding language exchange partners is an effective way to practice speaking and writing. Goldsmiths University set up a language exchange service a few years ago, including an online forum and offline mixers activities, to help their students learn a foreign language and meet new friends.

## Problems

- Finding the right language partner can take a long time
- Students find it difficult to keep meeting with their language partners
- Pandemic reduces willingness to meet in person

## Prototype

Language exchange notebook. It can record all the meeting in text, mark the important point of conversation, get users working together on correction and support reviewing.



## Evaluation

user journey map

Step	Question	Comment	Idea
Step1: Create a new note page and invite friends to join in	Is the use of the word "meeting" a more accurate representation of the system than the word "notes"?	Can I use the note book just by myself?	In addition to the main process, exception scenarios and other scenarios need to be considered
Step2: Start recording the meeting and mark the conversation.	How to distinguish between marks made by different users?		
Step3: Make corrections at some point in the conversation.	It is distracted to add favorites when conversation is going.	The corrected audio should also be in chronological order, rather than inserted in the middle of the transcript.	Only two lines of text content need to be displayed dynamically in the transcript section, as too many lines can make users impossible to focus quickly on the right place.
Step4: Stop recording, add favorites and check grammar	Does the notes automatically save when the system crashes accidentally?	The icon of grammar checker are ambiguous.	Adding interactions for intermediate processes.
Step5: Review the conversations, grammar mistakes and favorites.	How to quickly locate a correction during a review?	Can I check grammar only for a specific sentence?	A marker is also needed to assist with orientation when reviewing. You can add a switch for it.
			When I back to the home page, the record should be stopped by itself.

## Key takeaways

- As the behaviour of language exchange varies in language capability, motivation and learning habits, the way to collect requirements and cluster users is worthy to explore.
- Upgrade the online forum with more matching strategies may help users to speed up finding language partners.
- Be careful about designing interactions that need to be done during the conversation as it can be distracting.