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APPENDIX I

Interview Questions

Initial Experience with the Chatbot

1. Can you describe your first experience using the Gemini chatbot for English language learning?
2. What were your initial thoughts or feelings when you first interacted with the chatbot?
3. How easy or difficult was it to get started with the chatbot? Did you encounter any challenges during your first use?

Experience During the Use of the Chatbot

4. How would you describe your overall experience while using the chatbot for learning English?
5. Did the chatbot meet your expectations in terms of providing learning support? Why or why not?
6. Were there any features of the chatbot that you found particularly helpful or unhelpful? Could you explain?

Experience After Using the Chatbot

7. How do you feel about your progress in English language learning after using the chatbot?
8. Did your motivation or approach to learning English change after using the chatbot? If so, how?
9. Would you continue using the chatbot for your English studies? Why or why not?

Challenges and Difficulties

10. What challenges or difficulties did you face while using the Gemini chatbot for English language learning?
11. How did you overcome these challenges? Did the chatbot provide any assistance in resolving them?
12. Were there any aspects of the chatbot that hindered your learning experience? If so, please describe them.

APPENDIX II

Keyword	Respondent	Interview Quote
Initial Experience	Respondent 1	"My first experience using the Gemini chatbot was quite enjoyable. The app was easy to use, and I could start practicing right away."
Initial Experience	Respondent 2	"My first experience using the Gemini chatbot was quite challenging because I had to adapt to the new technology, but eventually, I felt comfortable."
Initial Experience	Respondent 3	"At first, I was a bit confused, but after trying out the conversation practice feature, I felt more confident in speaking."
Initial Experience	Respondent 4	"At first, I felt a bit awkward. I wasn't sure what to say. But eventually, it became fun, like chatting with a friend but in English."
Initial Experience	Respondent 5	"My first experience using the Gemini chatbot was quite positive. I found it easy to interact with the chatbot and understand the instructions."
Experience During Usage	Respondent 1	"I use the Gemini chatbot almost every day, usually for completing assignments or practicing conversation."
Experience During Usage	Respondent 2	"I use the Gemini chatbot three to four times a week, mostly at night after classes."
Experience During Usage	Respondent 3	"Two to three times a week, usually when studying new grammar and vocabulary materials."

Keyword	Respondent	Interview Quote
Experience During Usage	Respondent 4	"I use Gemini usually two to three times a week. Mostly when I'm relaxed or have some free time."
Experience During Usage	Respondent 5	"I typically use the Gemini chatbot three to four times a week, for 30-60 minutes per session."
Difficulties	Respondent 1	"Sometimes I experience difficulty with slow internet connection, which disrupts my interaction with the chatbot."
Difficulties	Respondent 2	"The biggest challenge is self-motivation to keep using the chatbot regularly. Sometimes I feel lazy or too busy with other tasks."
Difficulties	Respondent 3	"Sometimes Gemini doesn't understand what I mean, especially when I use slang."
Difficulties	Respondent 4	"Sometimes I struggle to find the right vocabulary, especially when talking about specific topics. And when the internet is slow, it lags and disrupts the conversation."
Difficulties	Respondent 5	"So far, I haven't found any features that are not useful or difficult to use. I feel that all the Gemini chatbot features are well-designed and easy to use."

APPENDIX III

Observation Sheet for Students' Experience in Utilizing Gemini Chatbot

- Participant ID: Respondent 1
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- Participant's Initial Reaction:
    - ☐ Confident
    - ☑ Hesitant
    - ☐ Curious
    - ☐ Confused
- Ease of Access to Gemini Chatbot:
    - ☑ Easy
    - ☐ Moderate
    - ☐ Difficult
- Participant's Initial Expectations:
    - ☑ High expectations
    - ☐ Moderate expectations
    - ☐ Low expectations
    - Comments: Participant learned about the chatbot from a friend and was eager to try a new, interactive learning method.

Section 2: Interaction During Usage

- Frequency of Usage:
    - ☑ Daily
    - ☐ 2-3 times a week
    - ☐ Weekly
    - ☐ Less frequently
- Type of Activities Observed:

- o ☑ Conversation practice
- o ☐ Grammar exercises
- o ☑ Vocabulary building
- o ☐ Pronunciation practice
- Challenges Faced:
  - o ☐ Understanding chatbot instructions
  - o ☐ Technical difficulties
  - o ☐ Language comprehension issues
  - o ☑ Internet connectivity issues
- Feedback from Chatbot:
  - o ☑ Immediate
  - o ☐ Delayed
- Participant's Response to Feedback:
  - o ☑ Positive
  - o ☐ Neutral
  - o ☐ Negative
  - o Comments: The participant appreciated the detailed and clear feedback from the chatbot, which helped them improve speaking and writing skills.

Section 3: Post-Usage Reflection

- Challenges Remaining After Usage:
  - o ☑ Internet dependency
  - o ☐ Difficulty in understanding native speakers
- Participant's Overall Satisfaction:
  - o ☑ Very satisfied
  - o ☐ Satisfied
  - o ☐ Neutral
  - o ☐ Dissatisfied

- o Comments: Overall, the participant was very satisfied with the chatbot, although they noted the limitation of internet dependency.

Section 4: Observer's Notes

- Overall Impression of Participant's Interaction:

  - o The participant showed consistent engagement and reported significant progress in both speaking and writing.

- Key Observations:

  - o The participant's enthusiasm for interactive learning methods and positive response to feedback contributed to their progress.

- Suggestions for Future Sessions:

  - o Consider exploring alternative resources to support learning during periods of poor internet connectivity.

- Participant ID: Respondent 2
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- Participant's Initial Reaction:
  - ☐ Confident
  - ☑ Hesitant
  - ☐ Curious
  - ☐ Confused
- Ease of Access to Gemini Chatbot:
  - ☑ Easy
  - ☐ Moderate
  - ☐ Difficult
- Participant's Initial Expectations:
  - ☑ High expectations
  - ☐ Moderate expectations
  - ☐ Low expectations
  - Comments: Participant was intrigued by the chatbot's modern and innovative approach after seeing it advertised on social media.

Section 2: Interaction During Usage

- Frequency of Usage:
  - ☐ Daily
  - ☑ 2-3 times a week
  - ☐ Weekly
  - ☐ Less frequently
- Type of Activities Observed:
  - ☐ Conversation practice
  - ☑ Grammar exercises
  - ☑ Vocabulary building

- o ☐ Pronunciation practice
- Challenges Faced:
    - o ☑ Motivation to continue
    - o ☐ Technical difficulties
    - o ☐ Language comprehension issues
    - o ☐ Internet connectivity issues
- Feedback from Chatbot:
    - o ☑ Immediate
    - o ☐ Delayed
- Participant's Response to Feedback:
    - o ☑ Positive
    - o ☐ Neutral
    - o ☐ Negative
    - o Comments: The participant found the feedback constructive and useful for learning but noted the challenge of staying motivated.

Section 3: Post-Usage Reflection

- o ☑ Motivation
- o ☐ Difficulty in understanding native speakers
- Participant's Overall Satisfaction:
    - o ☑ Very satisfied
    - o ☐ Satisfied
    - o ☐ Neutral
    - o ☐ Dissatisfied
    - o Comments: The participant valued the ability to learn at their own pace but noted the difficulty in maintaining consistent motivation.

Section 4: Observer's Notes

- Overall Impression of Participant's Interaction:
    - o The participant showed a solid understanding of grammar and listening skills, although motivation was a recurring issue.

- Key Observations:

  - Structured learning goals and community support could help maintain motivation.

- Suggestions for Future Sessions:

  - Incorporate features that allow interaction with other learners to increase engagement and motivation.

- Participant ID: Respondent 3
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- Participant's Initial Reaction:
    - ☐ Confident
    - ☑ Hesitant
    - ☑ Curious
    - ☐ Confused
- Ease of Access to Gemini Chatbot:
    - ☑ Easy
    - ☐ Moderate
    - ☐ Difficult
- Participant's Initial Expectations:
    - ☑ High expectations
    - ☐ Moderate expectations
    - ☐ Low expectations
    - Comments: The participant was encouraged by a friend and was curious to see if the chatbot could help improve their English.

Section 2: Interaction During Usage

- Frequency of Usage:
    - ☐ Daily
    - ☑ 2-3 times a week
    - ☐ Weekly
    - ☐ Less frequently
- Type of Activities Observed:
    - ☑ Conversation practice
    - ☑ Grammar exercises
    - ☑ Vocabulary building

- o ☐ Pronunciation practice
- Challenges Faced:
  - o ☐ Understanding chatbot instructions
  - o ☐ Technical difficulties
  - o ☑ Language comprehension issues (slang)
  - o ☐ Internet connectivity issues
- Feedback from Chatbot:
  - o ☑ Immediate
  - o ☐ Delayed
- Participant's Response to Feedback:
  - o ☑ Positive
  - o ☐ Neutral
  - o ☐ Negative
  - o Comments: The participant found the feedback useful, particularly for correcting grammatical errors.

Section 3: Post-Usage Reflection

- Challenges Remaining After Usage:
  - o ☑ Difficulty in understanding slang or informal language
  - o ☐ Difficulty in understanding native speakers
- Participant's Overall Satisfaction:
  - o ☑ Very satisfied
  - o ☐ Satisfied
  - o ☐ Neutral
  - o ☐ Dissatisfied
  - o Comments: The participant noted significant improvements in speaking and grammar but struggled with slang and informal expressions.

Section 4: Observer's Notes

- Overall Impression of Participant's Interaction:

- o The participant benefited greatly from conversation practice and grammatical feedback, though they had challenges with understanding slang.

- Key Observations:

  - o Additional resources or support could be provided to help with understanding slang or informal language.

- Suggestions for Future Sessions:

  - o Introduce specific lessons or features focused on slang and informal expressions.

- Participant ID: Respondent 4
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- Participant's Initial Reaction:
    - ☐ Confident
    - ☐ Hesitant
    - ☑ Curious
    - ☐ Confused
    - **Comments:**
    - Participant was excited to try out the chatbot for speaking and listening practice after hearing about it from a friend.

- **Ease of Access to Gemini Chatbot:**
    - ☑ Easy
    - ☐ Moderate
    - ☐ Difficult

- **Participant's Initial Expectations:**
    - ☑ Moderate expectations
    - ☐ High expectations
    - ☐ Low expectations
    - **Comments:**
    - Participant was initially curious but had moderate expectations regarding the effectiveness of the chatbot.

Section 2: Interaction During Usage

- **Frequency of Usage:**
    - ☐ Daily
    - ☑ 2-3 times a week
    - ☐ Weekly
    - ☐ Less frequently

- **Type of Activities Observed:**

- o ☑ Conversation practice

- o ☑ Grammar exercises

- o ☑ Vocabulary building

- o ☐ Pronunciation practice

- o ☐ Other (Please specify): _____

- **Challenges Faced:**

  - o ☐ Understanding chatbot instructions

  - o ☐ Technical difficulties

  - o ☑ Language comprehension issues

  - o ☐ Other (Please specify): _____

  - o **Comments:**

  - o Participant found it challenging to use certain features, like story creation, and faced occasional internet issues.

- **Feedback from Chatbot:**

  - o ☑ Immediate

  - o ☐ Delayed

  - o ☐ Not applicable

- **Participant's Response to Feedback:**

  - o ☑ Positive (e.g., applying feedback immediately)

  - o ☐ Neutral

  - o ☐ Negative (e.g., ignoring feedback)

  - o **Comments:**

  - o Participant found feedback useful, especially in correcting grammar and improving pronunciation.

Section 3: Post-Usage Reflection

- **Challenges Remaining After Usage:**

  - o ☐ Lack of confidence in speaking

  - o ☐ Difficulty in understanding native speakers

- o ☐ Other (Please specify): _____

- **Participant's Overall Satisfaction:**

  - o ☑ Very satisfied

  - o ☐ Satisfied

  - o ☐ Neutral

  - o ☐ Dissatisfied

  - o **Comments:**

  - o Participant felt that their English improved significantly and appreciated the interactive nature of the chatbot, though initial awkwardness was noted.

Section 4: Observer's Notes

- **Overall Impression of Participant's Interaction:**

  - o Participant engaged enthusiastically with the chatbot, particularly valuing the conversation practice and feedback features.

- **Key Observations:**

  - o Initial hesitance gave way to strong engagement, especially with features like conversation practice and recording analysis.

- **Suggestions for Future Sessions:**

  - o Consider providing more guidance on underutilized features like story creation to enhance user experience.

- Participant ID: Respondent 5
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- Participant's Initial Reaction:
  - ☐ Confident
  - ☐ Hesitant
  - ☑ Curious
  - ☐ Confused
  - **Comments:**
  - Participant was intrigued by the chatbot's potential to enhance their English learning in an interactive manner.

- **Ease of Access to Gemini Chatbot:**
  - ☑ Easy
  - ☐ Moderate
  - ☐ Difficult

- **Participant's Initial Expectations:**
  - ☑ High expectations
  - ☐ Moderate expectations
  - ☐ Low expectations
  - **Comments:**
  - Participant had high expectations due to their interest in interactive and enjoyable learning tools.

Section 2: Interaction During Usage

- **Frequency of Usage:**
  - ☐ Daily
  - ☑ 3-4 times a week
  - ☐ Weekly
  - ☐ Less frequently

- **Type of Activities Observed:**

- o ☑ Conversation practice

- o ☑ Vocabulary building

- o ☐ Grammar exercises

- o ☐ Pronunciation practice

- o ☐ Other (Please specify): _____

- **Challenges Faced:**

  - o ☐ Understanding chatbot instructions

  - o ☐ Technical difficulties

  - o ☑ Language comprehension issues

  - o ☐ Other (Please specify): _____

- **Feedback from Chatbot:**

  - o ☑ Immediate

  - o ☐ Delayed

  - o ☐ Not applicable

- **Participant's Response to Feedback:**

  - o ☑ Positive (e.g., applying feedback immediately)

  - o ☐ Neutral

  - o ☐ Negative (e.g., ignoring feedback)

  - o **Comments:**

  - o Participant found feedback on their performance helpful and applied it to improve their skills.

Section 3: Post-Usage Reflection

- **Challenges Remaining After Usage:**

  - o ☐ Lack of confidence in speaking

  - o ☐ Difficulty in understanding native speakers

  - o ☐ Other (Please specify): _____

- **Participant's Overall Satisfaction:**

  - o ☑ Very satisfied

- o ☐ Satisfied

- o ☐ Neutral

- o ☐ Dissatisfied

- o **Comments:**

- o Participant expressed satisfaction with their improved English skills and the interactive nature of the chatbot.

Section 4: Observer's Notes

- **Overall Impression of Participant's Interaction:**

  - o Participant was highly engaged and satisfied with the chatbot, particularly valuing its interactive features and feedback.

- **Key Observations:**

  - o Strong engagement with conversation practice and vocabulary building, with positive feedback on improvements.

- **Suggestions for Future Sessions:**

  - o Consider adding features such as flashcards or quizzes for vocabulary enhancement and writing practice.

- Participant ID: Respondent 6
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- Participant's Initial Reaction:
    - ☐ Confident
    - ☐ Hesitant
    - ☑ Curious
    - ☐ Confused
    - **Comments:**
    - Participant was eager to try the chatbot after learning about it through a review on YouTube.

- **Ease of Access to Gemini Chatbot:**
    - ☑ Easy
    - ☐ Moderate
    - ☐ Difficult

- **Participant's Initial Expectations:**
    - ☑ High expectations
    - ☐ Moderate expectations
    - ☐ Low expectations
    - **Comments:**
    - Participant had high expectations for the chatbot to be an effective tool for improving English skills.

Section 2: Interaction During Usage

- **Frequency of Usage:**
    - ☐ Daily
    - ☑ 4-5 times a week
    - ☐ Weekly
    - ☐ Less frequently

- **Type of Activities Observed:**

- ☑ Conversation practice

  - ☑ Vocabulary building

  - ☑ Grammar exercises

  - ☐ Pronunciation practice

  - ☐ Other (Please specify): _____

- **Challenges Faced:**

  - ☐ Understanding chatbot instructions

  - ☐ Technical difficulties

  - ☑ Language comprehension issues

  - ☐ Other (Please specify): _____

- **Feedback from Chatbot:**

  - ☑ Immediate

  - ☐ Delayed

  - ☐ Not applicable

- **Participant's Response to Feedback:**

  - ☑ Positive (e.g., applying feedback immediately)

  - ☐ Neutral

  - ☐ Negative (e.g., ignoring feedback)

  - **Comments:**

  - Participant found feedback helpful in improving their English skills and appreciated the chatbot's constructive criticism.

Section 3: Post-Usage Reflection

- **Challenges Remaining After Usage:**

  - ☐ Lack of confidence in speaking

  - ☐ Difficulty in understanding native speakers

 - ☐ Other (Please specify): _____

- **Participant's Overall Satisfaction:**

  - ☑ Very satisfied

- o ☐ Satisfied

- o ☐ Neutral

- o ☐ Dissatisfied

- o **Comments:**

- o Participant was very satisfied with their progress and found the chatbot to be a valuable tool for learning English.

Section 4: Observer's Notes

- **Overall Impression of Participant's Interaction:**

  - o Participant was highly engaged and satisfied with the chatbot, valuing its interactive features and immediate feedback.

- **Key Observations:**

  - o Strong engagement with various features and noticeable improvement in English skills.

- **Suggestions for Future Sessions:**

  - o Incorporate more interactive scenarios and real-life conversation practice for a more immersive learning experience.
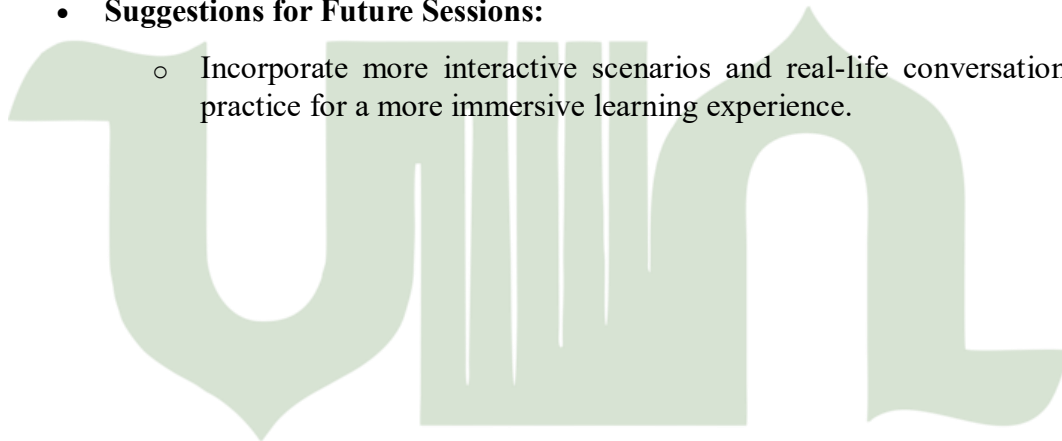
- Participant ID: Respondent 7
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- **Participant's Initial Reaction:**
  - ☐ Confident
  - ☐ Hesitant
  - ☑ Curious
  - ☐ Confused
  - **Comments:**
  - Participant was eager to explore the chatbot's potential for enhancing their language learning after reading a positive review online.

- **Ease of Access to Gemini Chatbot:**
  - ☑ Easy
  - ☐ Moderate
  - ☐ Difficult

- **Participant's Initial Expectations:**
  - ☑ High expectations
  - ☐ Moderate expectations
  - ☐ Low expectations
  - **Comments:**
  - Participant expected the chatbot to offer a highly interactive and supportive learning experience.

Section 2: Interaction During Usage

- **Frequency of Usage:**
  - ☐ Daily
  - ☑ 3-4 times a week
  - ☐ Weekly
  - ☐ Less frequently

- **Type of Activities Observed:**

- o ☑ Conversation practice

- o ☑ Vocabulary building

- o ☑ Grammar exercises

- o ☑ Pronunciation practice

- o ☐ Other (Please specify): _____

- **Challenges Faced:**

  - o ☐ Understanding chatbot instructions

  - o ☐ Technical difficulties

  - o ☑ Language comprehension issues

  - o ☐ Other (Please specify): _____

- **Feedback from Chatbot:**

  - o ☑ Immediate

  - o ☐ Delayed

  - o ☐ Not applicable

- **Participant's Response to Feedback:**

  - o ☑ Positive (e.g., applying feedback immediately)

  - o ☐ Neutral

  - o ☐ Negative (e.g., ignoring feedback)

  - o **Comments:**

  - o Participant appreciated the immediate feedback and used it to correct mistakes, particularly in grammar and pronunciation.

Section 3: Post-Usage Reflection

- **Challenges Remaining After Usage:**

  - o ☐ Lack of confidence in speaking

  - o ☐ Difficulty in understanding native speakers

  - o ☐ Other (Please specify): _____

- **Participant's Overall Satisfaction:**

  - o ☑ Very satisfied

- o ☐ Satisfied

- o ☐ Neutral

- o ☐ Dissatisfied

- o **Comments:**

- o Participant was very satisfied with the chatbot's effectiveness in improving their language skills and appreciated its interactive and diverse features.

Section 4: Observer's Notes

- **Overall Impression of Participant's Interaction:**

  - o Participant was highly engaged and enthusiastic about the chatbot, finding it very beneficial for various aspects of language learning.

- **Key Observations:**

  - o Participant demonstrated strong engagement with all aspects of the chatbot, particularly valuing the pronunciation practice and immediate feedback.

- **Suggestions for Future Sessions:**

  - o Incorporate more personalized feedback and practice scenarios that mimic real-life situations to enhance learning outcomes.

- Participant ID: Respondent 8
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- **Participant's Initial Reaction:**
  - ☐ Confident
  - ☐ Hesitant
  - ☑ Curious
  - ☐ Confused

- **Ease of Access to Gemini Chatbot:**
  - ☑ Easy
  - ☐ Moderate
  - ☐ Difficult

- **Participant's Initial Expectations:**
  - ☑ High expectations
  - ☐ Moderate expectations
  - ☐ Low expectations
  - **Comments:**
  - Participant was interested in improving English skills and had high expectations for the chatbot's interactive features.

Section 2: Interaction During Usage

- **Frequency of Usage:**
  - ☐ Daily
  - ☑ 2-3 times a week
  - ☐ Weekly
  - ☐ Less frequently

- **Type of Activities Observed:**
  - ☑ Conversation practice
  - ☑ Grammar exercises

- o ☑ Vocabulary building
- o ☐ Pronunciation practice

- **Challenges Faced:**
  - o ☐ Understanding chatbot instructions
  - o ☐ Technical difficulties
  - o ☑ Language comprehension issues
  - o ☐ Other (Please specify): _____

- **Feedback from Chatbot:**
  - o ☑ Immediate
  - o ☐ Delayed
  - o ☐ Not applicable

- **Participant's Response to Feedback:**
  - o ☑ Positive (e.g., applying feedback immediately)
  - o ☐ Neutral
  - o ☐ Negative (e.g., ignoring feedback)
  - o **Comments:**
  - o Participant found the feedback on grammar mistakes useful and applied it to improve their language skills.

Section 3: Post-Usage Reflection

- **Challenges Remaining After Usage:**
  - o ☐ Lack of confidence in speaking
  - o ☐ Difficulty in understanding native speakers
  - o ☐ Other (Please specify): _____

- **Participant's Overall Satisfaction:**
  - o ☑ Very satisfied
  - o ☐ Satisfied
  - o ☐ Neutral
  - o ☐ Dissatisfied

- o **Comments:**
- o Participant was very satisfied with the chatbot, particularly valuing conversation practice and feedback, though they found the pronunciation drill less useful.

Section 4: Observer's Notes

- **Overall Impression of Participant's Interaction:**
  - o Participant was highly engaged with the chatbot, showing a clear interest in improving various aspects of their English skills.

- **Key Observations:**
  - o Positive engagement with conversation practice and feedback. The participant faced challenges with pronunciation drills and had to use additional resources to overcome difficulties.

- **Suggestions for Future Sessions:**
  - o Enhance pronunciation practice features and add more varied listening exercises to address current limitations.

- Participant ID: Respondent 9
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- **Participant's Initial Reaction:**
  - ☐ Confident
  - ☐ Hesitant
  - ☑ Curious
  - ☐ Confused

- **Ease of Access to Gemini Chatbot:**
  - ☑ Easy
  - ☐ Moderate
  - ☐ Difficult

- **Participant's Initial Expectations:**
  - ☑ High expectations
  - ☐ Moderate expectations
  - ☐ Low expectations
  - **Comments:**
  - Participant was excited to use the chatbot based on a recommendation and was curious about its capabilities.

Section 2: Interaction During Usage

- **Frequency of Usage:**
  - ☐ Daily
  - ☑ 3-4 times a week
  - ☐ Weekly
  - ☐ Less frequently

- **Type of Activities Observed:**
  - ☑ Conversation practice
  - ☑ Grammar exercises

- o ☑ Vocabulary building

- o ☐ Pronunciation practice

- **Challenges Faced:**

  - o ☐ Understanding chatbot instructions

  - o ☐ Technical difficulties

  - o ☐ Language comprehension issues

  - o ☐ Other (Please specify): _____

- **Feedback from Chatbot:**

  - o ☑ Immediate

  - o ☐ Delayed

  - o ☐ Not applicable

- **Participant's Response to Feedback:**

  - o ☑ Positive (e.g., applying feedback immediately)

  - o ☐ Neutral

  - o ☐ Negative (e.g., ignoring feedback)

  - o **Comments:**

  - o Participant valued the immediate feedback and tracking progress, which helped in refining their language skills.

Section 3: Post-Usage Reflection

- **Challenges Remaining After Usage:**

  - o ☐ Lack of confidence in speaking

  - o ☐ Difficulty in understanding native speakers

  - o ☐ Other (Please specify): _____

- **Participant's Overall Satisfaction:**

  - o ☑ Very satisfied

  - o ☐ Satisfied

  - o ☐ Neutral

  - o ☐ Dissatisfied

- o **Comments:**
- o Participant found all features beneficial, particularly conversation practice and feedback, with no significant issues reported.

Section 4: Observer's Notes

- **Overall Impression of Participant's Interaction:**
  - o Participant was very positive about the chatbot, utilizing it extensively for various learning activities.

- **Key Observations:**
  - o High engagement with conversation practice and feedback features. No significant challenges were reported, and the participant showed noticeable improvement in their language skills.

- **Suggestions for Future Sessions:**
  - o Incorporate more real-world conversation scenarios and collaborative learning features to enhance the learning experience.

- Participant ID: Respondent 10
- Date of Observation: 5th July 2024

Section 1: Initial Interaction (Before Usage)

- **Participant's Initial Reaction:**
  - ☐ Confident
  - ☐ Hesitant
  - ☑ Curious
  - ☐ Confused

- **Ease of Access to Gemini Chatbot:**
  - ☑ Easy
  - ☐ Moderate
  - ☐ Difficult

- **Participant's Initial Expectations:**
  - ☑ High expectations
  - ☐ Moderate expectations
  - ☐ Low expectations
  - **Comments:**
  - Participant was keen to use the chatbot for improving speaking skills and was enthusiastic about its potential.

Section 2: Interaction During Usage

- **Frequency of Usage:**
  - ☐ Daily
  - ☑ 2-3 times a week
  - ☐ Weekly
  - ☐ Less frequently

- **Type of Activities Observed:**
  - ☑ Conversation practice
  - ☐ Grammar exercises

- o ☐ Vocabulary building
- o ☐ Pronunciation practice

- **Challenges Faced:**

  - o ☐ Understanding chatbot instructions
  - o ☐ Technical difficulties
  - o ☐ Language comprehension issues
  - o ☑ Other (Please specify): Issues with speech recognition

- **Feedback from Chatbot:**

  - o ☑ Immediate
  - o ☐ Delayed
  - o ☐ Not applicable

- **Participant's Response to Feedback:**

  - o ☑ Positive (e.g., applying feedback immediately)
  - o ☐ Neutral
  - o ☐ Negative (e.g., ignoring feedback)
  - o **Comments:**
  - o Participant found feedback helpful for improving grammar and vocabulary, though faced occasional issues with speech recognition.

Section 3: Post-Usage Reflection

- **Challenges Remaining After Usage:**

  - o ☐ Lack of confidence in speaking
  - o ☐ Difficulty in understanding native speakers
  - o ☐ Other (Please specify): _____

- **Participant's Overall Satisfaction:**

  - o ☑ Very satisfied
  - o ☐ Satisfied
  - o ☐ Neutral
  - o ☐ Dissatisfied

- o **Comments:**
- o Overall satisfaction with the chatbot, though some issues with speech recognition were noted. Appreciated the feedback and interactive features.

Section 4: Observer's Notes

- **Overall Impression of Participant's Interaction:**
  - o Participant was highly engaged and saw significant benefits from using the chatbot, despite some issues with speech recognition.

- **Key Observations:**
  - o Effective use of conversation practice and feedback features. Challenges with speech recognition should be addressed to enhance user experience.

- **Suggestions for Future Sessions:**
  - o Improve speech recognition capabilities and consider adding more interactive elements to practice speaking.