



CHAT2LEARN

Chatbot technologies for digital entrepreneurship education and adult learners

Project n. 2020-1-CY01-KA204-065974

*IO1: Developing a chatbot learning environment in the field of digital
entrepreneurship*

*1.1. Collecting best practices and tools on Technology Enhanced Learning and
creation of a resource library on topic*

PREPARED BY





Title FluentU	
Date/Period Currently available	Authors FluentU & Enux Education Limited
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Element	Guiding question
Type of practice	Language learning chatbots
Publisher (optional)	Desktop research; Sources: <ul style="list-style-type: none"> • Language Immersion Online Learn a Language with Videos FluentU • 5 Resources for Chatbots to Be Your Language Learning BFFs (fluentu.com)
Target audience	The chatbot assistant's target group are language learners, who want to improve their language skill without enrolling a course
Objective/Aim	The aim is to help language learners get their daily language practice and the language immersion they need from the comfort of their couch, bed or living room.
Location/Geographical coverage	Originally registered in Hong Kong but operates worldwide as a platform that helps learners thoroughly learn the actual language used in authentic native content.
Description	FluentU offers several chatbot language assistants, which are available through mobile applications on iOS and/or Android. These are: <ul style="list-style-type: none"> • Duolingo, which offers a free online resource and an app designed to help students learn grammar and vocabulary through interactive spaced repetition. Duolingo Bots use artificial intelligence to allow learners



to have game-based life-like interactions. The Bots can work with thousands of potential responses, but if learners stuck into a difficulty, they could type “help me reply” for extra assistance. The Bots allow learners to choose the character with which they like to chat, for example - pizza maker Chef Roberto, Renée the Driver or Officer Ada. Duolingo Bots are currently available for **French, German and Spanish**, with more languages on the way.

- **Memrise** is a learning programme based on ‘missions’ in outer space. The Bots employ useful vocabulary structured as an adventure. To interact with the Bot, the learner should select words from a list to piece together sentences for a text-based conversation. Currently Memrise offers 20 languages, including popular ones like **Arabic, Chinese, French, German, Italian, Japanese, Korean, Portuguese, Russian and Spanish**, and some rarer choices like **Icelandic and Mongolian**.
- **Mondly** offers not only chat function, but also voice-enabled interaction. The Bot gives a prompt to the learner and they have a list of options for what they might say. Then the learner can speak to the device and the Bot responds. Chatbot scenarios cover common activities, like greeting people and eating out. This makes Mondly an easy way to improve student’s functional speaking skills. Mondly offers over 30 languages, including standard options like **Arabic, Chinese, French, German, Italian, Japanese, Korean, Portuguese, Russian and Spanish**, and some harder-to-find options like **Bulgarian, Indonesian, Persian, Thai and Vietnamese**.
- **Eggbum Education** is designed to support entry-level language students to practice their skills. The Bot, which name is **Lanny**, acts like a tutor and focuses on providing students with guidance and direction in learning the targeted language. The interaction offers text-based dialogue and audio examples. During the ‘conversation’ Lanny will share information and ask the student to type certain words to help them learn



	vocabulary and grammar. Eggbun Education is offered for Chinese, Japanese and Korean .
Methodological approach	Language assistant chatbots use mobile applications. FluentU chatbots take real-world videos - like music videos, movie trailers, news and inspiring talks - and turn them into personalized language learning lessons. This way, language chatbots help learners practice possible scenarios, which they are to encounter in everyday life. The chatbots focus primarily on functional skills, which learners will need for real situations.
Finance	The language chatbots are developed as a commercial service and users pay annual or monthly billing to use them.
Constraints (optional)	Positives: Language chatbots allow learners to enter into interaction with the Bot and have conversation practice anytime and anywhere. Negatives: Chatbots are not available for all languages.
Outcomes	FluentU develops as a private IT endeavour and continuously expand the number of language chatbots and the covered languages.
Replicability and/or up-scaling	Possibilities for up-scaling might be assessed as 5 /according to the scale from 1 (= min) to 5 (= max)/ New languages can be constantly included into the system.
Conclusion (optional)	N/A
Opinion (optional)	On the scale from 1 (=min) to 5 (=max) about: <ul style="list-style-type: none"> ● Usability – 5 – Potentially language chatbots can be used by everybody and from everywhere, as soon as the person has a smart phone and Internet connection. ● Relevance – 5 – the presented good practice addresses a very important problem linked with studying a foreign language, especially a rare one, which is difficult for pronunciation and there are not many courses on offer ● Integration – 5 - the chatbot can easily be up-graded and integrated with other functionalities and for new foreign languages.



Further considerations	None
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