

User Test Plan – Language Learning App for Refugees

Test Goal

The goal of this test is to evaluate the **usability and clarity** of the language learning app prototype. We want to know if users can **easily start learning Dutch from their native language** and if the overall flow of the app is **intuitive and effective**.

Test Scenarios

1. **Scenario 1:** A first-time user opens the app, selects their native language, and starts learning Dutch.
 2. **Scenario 2:** The user completes a basic vocabulary or sentence exercise and navigates through the feedback and progress flow.
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Test Criteria

- Can the user easily find and understand the language selection?
Yes it is pretty clear
It was at the front page so yes
- Can the user complete a basic lesson without help?
Yes they know where to go
They know where to go and they liked the lesson
- Is the navigation (buttons, icons, instructions) clear?
Yes with the text underneath it
The text underneath it made them understand it better but they liked the icons
- Do users understand what each screen and action does?
Yes
Yes it's clear for them
- Are there any points of confusion or hesitation?
No

They wanted to see if they had a profile since they had to put in their name but they couldn't find it.

- How long does it take for the user to start and complete the first lesson?

Maximum of 5 minutes

Around 5 minutes

Tasks

- **Task 1:** Open the app and choose the Turkish language.
- **Task 2:** Start the first Dutch lesson from the category fruit.
- **Task 3:** Complete a basic exercise but fill in a wrong answer.
- **Task 4:** Go to the game section

Encourage participants to **think aloud** so you can understand their thought process.

Post-Test Questions

- What did you think of the app overall?

It's a nice app, everything is pretty clear and I like the mascot

It looks pretty similar to DuoLingo, create an own style, overall it looked great.

- Was anything unclear or confusing?

The icons would be confusing but with the text it makes it better, I also like the numbers under the levels to indicate at what level I am, and the stars of course.

I thought I had a profile because I had to write down my name but you don't see your name back anywhere.

- Would you use this app to learn Dutch?

Yes I would use this app

I would

- Is there anything you would change or improve?

Not really, it is simple and clear

Make the design more original and maybe something with a profile

- Would you recommend it to others?

To others who don't know Dutch yet, Yes.

Yes, to Non Dutch speakers