

Duolingo Interview Script

Introduction

Hey there, my name is Victoria. Thanks for taking the time to speak with me. I am conducting research about how language learners learn another language! Our interview will help me understand the wants and needs of language learners and what learning language app features would benefit them.

Before we get started, I want to let you know that I'll be taking notes throughout our discussion. The interview will take about 30 minutes. Please let me know if you would like clarification on any of the topics discussed today. Ready? Let's go ahead and get started!

Questions

- What comes to mind when you think of learning a second language?
 - What do you feel?
- What languages do you speak fluently?
 - Are you proficient in any other languages? What are they/how proficient?
- Why would you want to learn another language?
- What are the benefits of knowing multiple languages?
- How would you go about learning another language?
 - Could you walk me through your process?
 - What difficulties do you encounter in this process?
 - What factors do you consider when researching a language course, program, app, etc.? Why?
- What aspect of the learning process do you value the most?
- What do you think the best way to improve fluency of a second language is?
- What type of language apps or courses have you used/taken?
 - Why did you choose that method of learning?
- What would make your learning experience better?
 - Why?
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Alright, let's have some fun with these last few questions. Feel free to get creative!

- Imagine **Duolingo/participants preferred language app** is adding a new feature. What do you hope that new feature is?
 - Why?
 - How would you imagine this feature works?
 - What do you think the pros/cons of this feature would be?
- What would be your thoughts if Duolingo offered a feature that allowed you to safely chat with a native speaker of the language you are learning and in exchange they speak to you in your native language so both parties are learning and sharing knowledge?

Closing

Thanks for speaking with me today, your time is greatly appreciated. Do you have any final questions or comments?