

Citizen Literacy: App & Course Resources User Testing Notes

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Welcome to the Citizen Literacy User Testing Exercise!

Thank you for your interest in our work.

To find out more about our work please visit our website at <https://citizenliteracy.com/>.

These User Testing notes provide information and guidance about providing testing and feedback information about our work in developing two connected adult literacy learning resources:

1. A smartphone app that helps adults improve their reading and writing skills, and a teacher version of the app to use as a teaching resource
2. An adult literacy course for teachers to deliver, with a comprehensive set of learning resources and teacher support materials.

To access the app and download the course resources please visit this web page

<https://citizenliteracy.com/testing-feedback/>

About the App

Currently, the app is running as a 'web-app' with all the functionality of the final app, with some limitations on browsers to use (see below). We are releasing the test version in this way so that we can get user feedback from learners, learner advocates, adult literacy teachers and anyone who is interested in improving adult literacy, so that we can make the app and course as good as we can. When it is ready the app will be converted into a native smartphone app that will be available from the Apple App Store and the Android Play Store.

The app will be free to use, with no registration required, no adverts and no personal data recorded – it is being made available as a common good. The app can be used on its own

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by learners but is intended to support a face-to-face adult literacy course we are developing for teachers to deliver, with a comprehensive set of learning resources to use and teacher support materials.

Accessing the test version of the App and course materials

Always use the Chrome web browser for best results using the app. You can find the test site at this web address <https://citizenliteracy.com/testing-feedback/> where you will find a link to the app itself plus other support and information resources. On the same page you will find links to download the course materials in the form of a Teacher Handbook and a Student Workbook, plus other materials. In both the app and course resources we have made the first lesson openly available in order to get your feedback.

Providing Feedback about the App

You have several options to provide feedback:

- If you would like to get involved in taking part in our research and evaluation exercise please head over to our '[Get Involved](#)' web page where you can register your interest and we will get back to you
- If you would like to complete a short questionnaire about using the App and Course Resources from a teaching point of view then this [online form](#) will be perfect for you
- You can email us directly at info@citizenliteracy.com
- For technical support with the App please email support@citizenliteracy.com

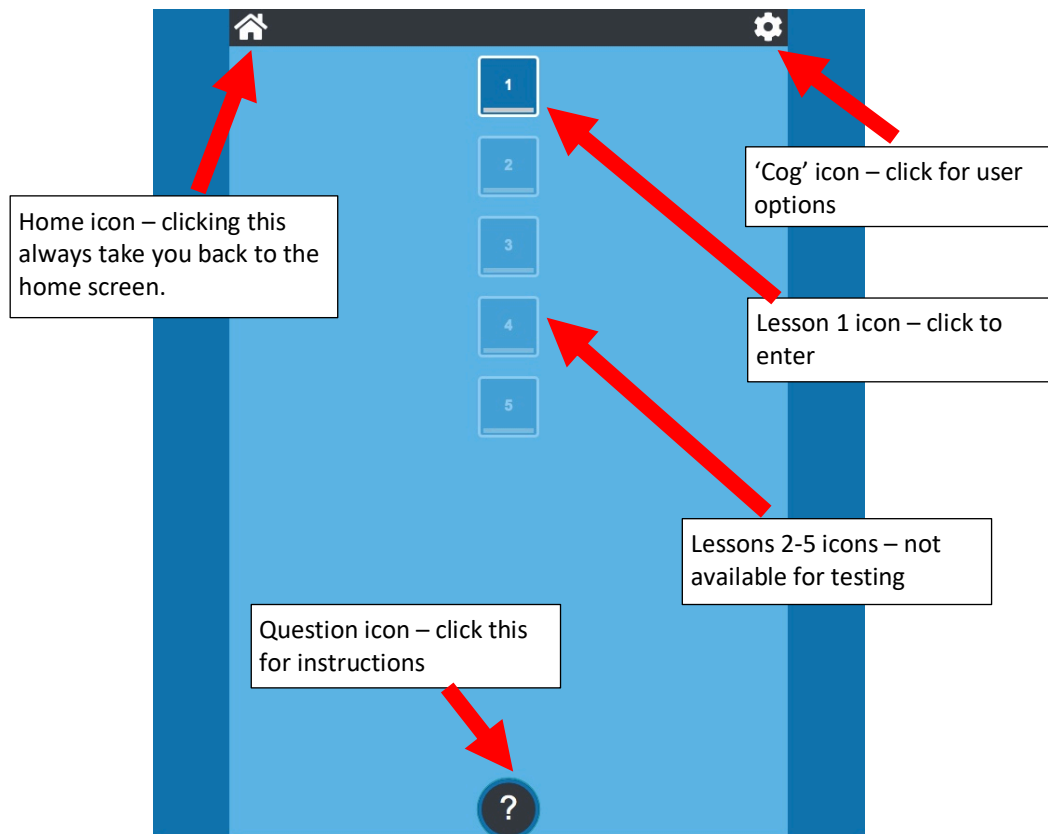
Using the App

Before using the app please make sure you watch the short video that introduces the course and how to use the App at this web link <https://youtu.be/7UXNah1JV9U>. The app is designed for low literacy users – so we use sound for instructions. You can find the web version of the app at this link <https://citizenliteracy.com/beta4/>. Remember for best results please **only use the Chrome web Browser** on a laptop or desktop PC, and please note that the voice recognition function in this web version will not work on Apple iOS devices (iPhone & iPad) but should be OK on Mac laptops and desktops. **Tap the pulsing question mark icon** at the bottom of every screen to access directions from the virtual tutor. The App should work in the Chrome Browser on most Android devices.

On the following pages you will see annotated screen shots of the app that you can use as a handy reference.

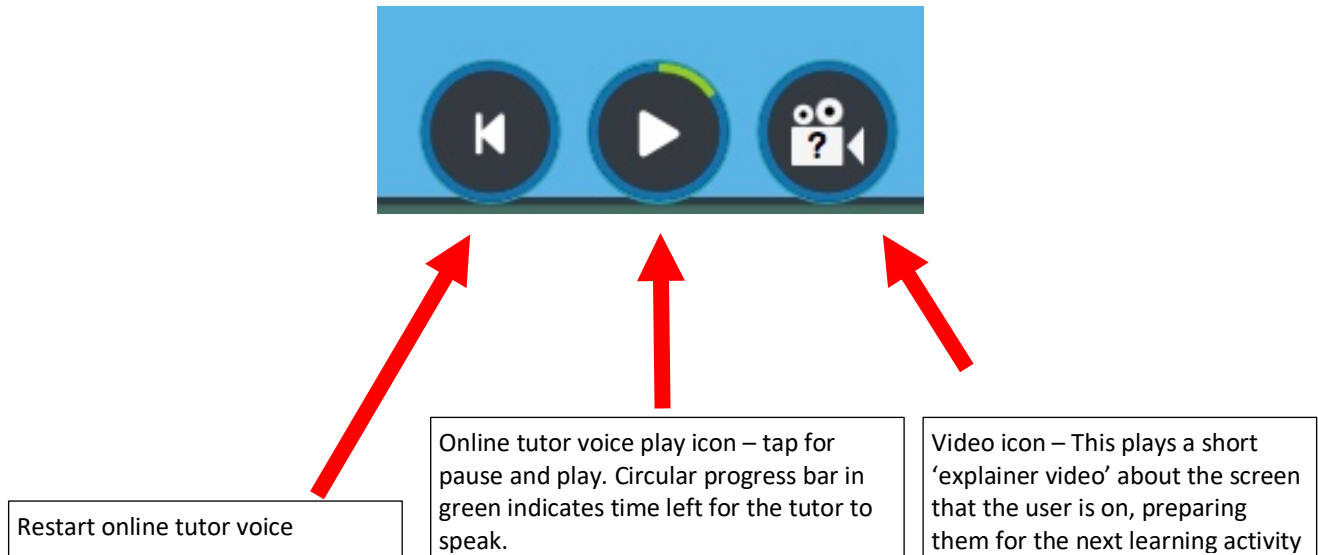
Home Screen Features

When you open the web link for the App you will see the home screen as shown below. Lessons 1 is available to use. Lessons 2 – 5 are shown 'greyed-out' to indicated they are not available. The main home screen elements and their functions are named in the illustration.



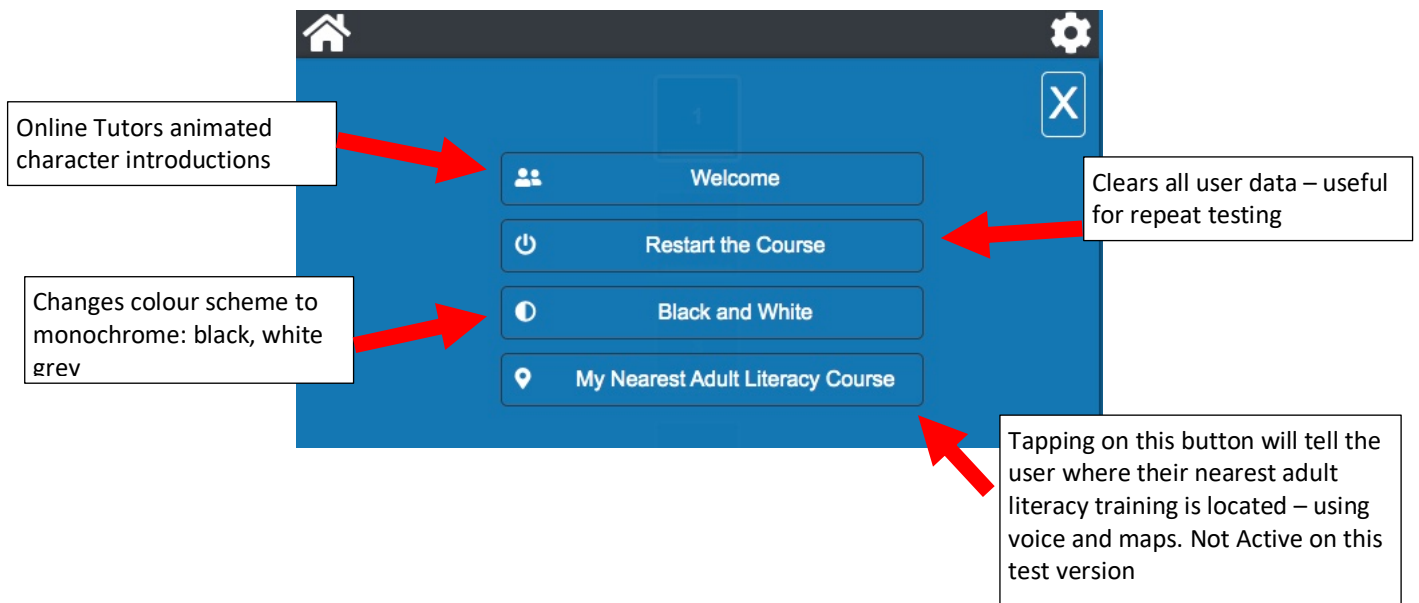
Question Mark Icon for instructions and explainer videos

The question mark icon at the bottom of the screen needs to be tapped to activate the information and instructions for the home screen. The question mark icon exists in the same place at the bottom of every Lesson and Activity screen in the app to provide the same functionality. If you click on the question mark icon a new set of 3 icons appears in its place and the online tutor voice starts to speak giving information and instructions to the user – these icons are shown below with their functions indicated:

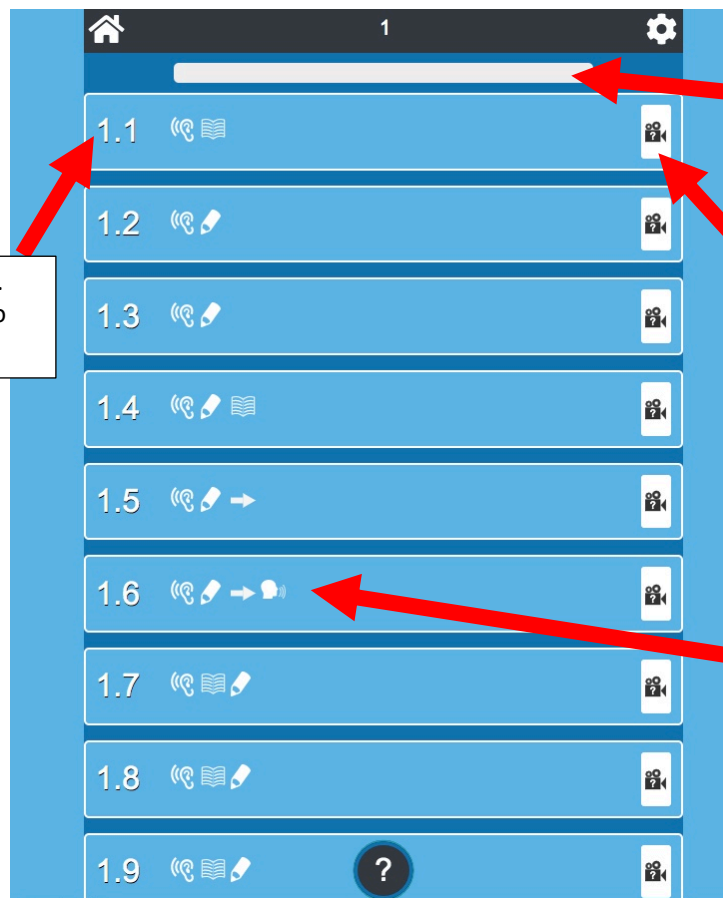


Cog Icon: user Options Features

Tapping the cog icon at the top right of the Home screen reveals the pop-up window shown below. It has four buttons that the user can tap to change the look of the course or get more information. The features are indicated:



Lesson 1 Screen Features



Progress bar to indicate how much of Lesson 1 is complete

Learning Activities by Number. Click on the blue activity bar to open the Activity

Explainer videos for each activity. To watch before doing the Activity. Click on icon to open

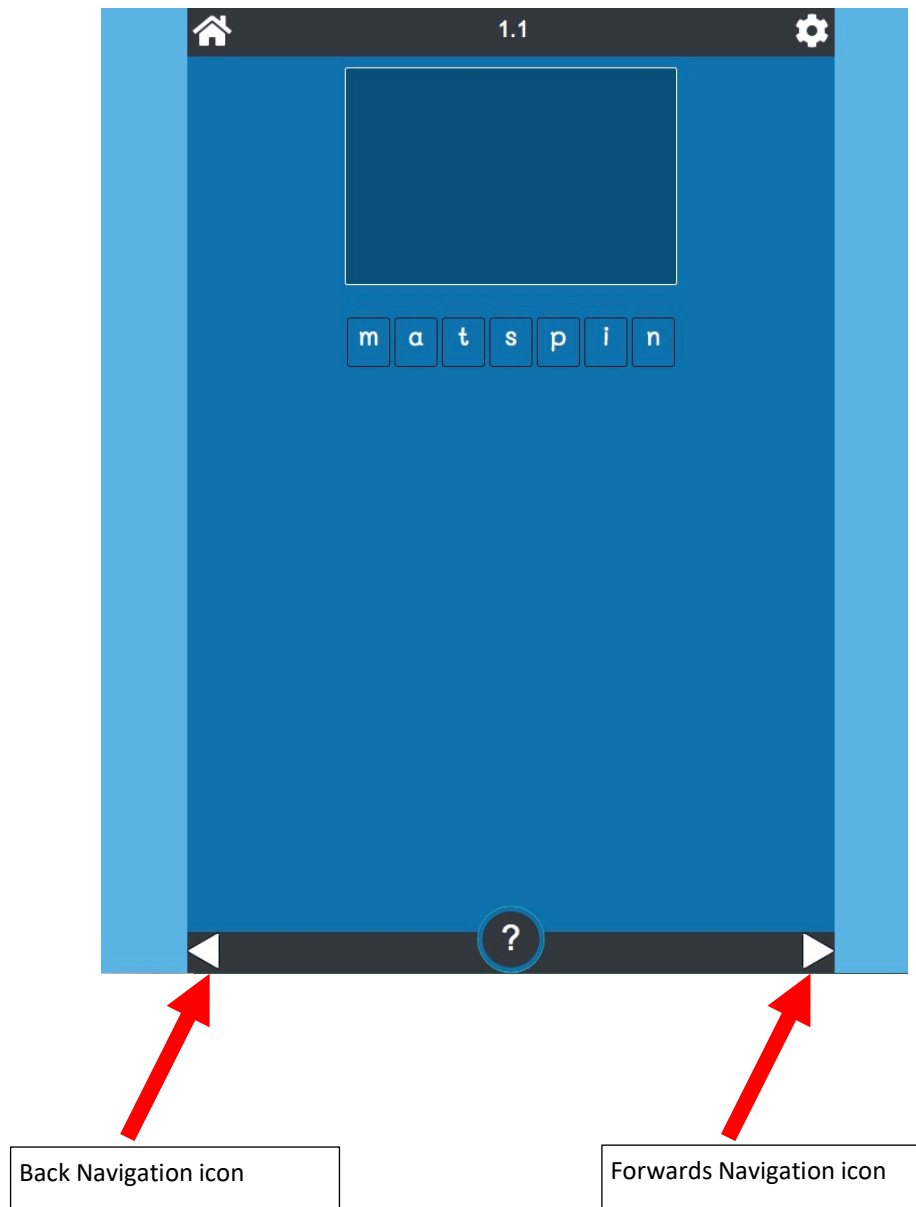
Each Activity bar displays the skills icons for this activity that the learner is developing. In this activity the skills are:

- Listening
- Writing
- Blending
- Speaking

Activity Screen Features

This is the first activity screen Lesson 1. The interactive screen elements will change for each activity – in this activity the user is asked to tap a letter to hear its sound. But the constant elements and their function will appear on every activity screen. The Home icon. The Cog icon and the question mark icon.

The new important elements on this screen are the forwards and back navigation icons at the bottom of the screen. These will take the learner forwards or backwards through the activities in a Lesson:



About the Course Resources: Teacher Handbook, Student Workbook, YouTube Channel



You can find the course resources at this web address <https://citizenliteracy.com/testing-feedback/>. We know our App is likely to get a lot of attention because of its novelty, but it is our course resources that are at the foundation of our work. These are designed for teachers to use in face-to-face session with their students and they are paper-based because that makes most sense for adult literacy classes. The App supports the course materials. Our experience and research have indicated that there is a shortage of adult literacy learning resources available. Our development work is based on the collective experience and insights of some of the leading adult literacy teachers in the UK. The courses and resources we are developing fill an important gap in the adult literacy education sector in the UK and beyond, we think they are distinctive because they provide the following important features:

“A structured and integrated blend of phonics, grammar, alphabet awareness and punctuation for adults just starting out in literacy learning”

It is from this perspective that we have decided to adopt a structured educational design using a mixture of phonics and traditional literacy methods together with modern technologies that our learners can relate to. Our aim is to develop the learner’s ability to analyse and understand the structure of their own spoken language and relate it to its textual form. This provides a basis for their continuing educational development. We describe our approach as a **‘nuts and bolts’** method to developing literacy abilities – for both learners and their teachers.

You can find links to download the evaluation copies of the Teacher Handbook and Student Workbook, editable files and the YouTube Channel on the Test and Feedback page of our website.

Providing Feedback about the Course Materials

- If you would like to get involved in taking part in our research and evaluation exercise please head over to our **‘Get Involved’** web page where you can register your interest and we will get back to you
- If you would like to complete a short questionnaire about using the App and Course Resources from a teaching point of view then this [online form](#) will be perfect for you
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