

# **English The Saint James Way. Pilot Tests Report. October & November 2011 CONEXIA**

**REPORT ON THE PILOT TESTS CARRIED OUT BY CONEXIA S. COOP. FOR THE  
LEONARDO DA VINCI ENGLISH THE SAINT JAMES WAY PROJECT IN SPAIN, IN OCTOBER  
AND NOVEMBER 2011.**

Version 1.0

## Pilot tests description

In order to begin the pilot tests, Mondragon Lingua contacted and held a meeting with NEKATUR in San Sebastian in July 2011. NEKATUR is the "NEKAZALTURISMOA-LANDATURISMOA" association which brings together rural farmhouses and rural guesthouses in the Basque Region. See <http://www.nekatur.net/Default.aspx?lang=es-ES> for more information. The purpose of the meeting was to draw their attention to the project and enlist their support in attracting participants from the rural tourist accommodation sector as users in the pilot tests.

Participants originally interested in doing the pilot course:

PROVINCE	ESTABLISHMENT	OWNER
Araba	La Casa Vieja	M <sup>a</sup> Reyes Uriarte Iturrate
Araba	Arkaia	M <sup>a</sup> Angeles Arroyo Sanchez
Araba	Behitegi	M <sup>a</sup> Teresa Ruiz de Apodaca Landa
Araba	Abaienea	Lidia Camara
Araba	Apezetxea	Ana Landa
Araba	Los Huetos	Miren Olano Cuesta, Aitor XXX
Gipuzkoa	Laskin-Enea	Joseba
Bizkaia	Ordaola	Araceli Fernandez Gil
Bizkaia	Akuiola	M <sup>a</sup> Angeles Aldekogarai
Bizkaia	Satzu	Arantza Cañamares
Bizkaia	Gane	Miren
Gipuzkoa	Usotegi	Aitzpea Areizaga Aranberri
Gipuzkoa	Txerturi Goikoa	Itziar Isasti Balenciaga
Gipuzkoa	Donibane	Rosa M <sup>a</sup> . Zubikarai Salegi
Gipuzkoa	Zelaieta Berri	Xalbador Astigarraga
Gipuzkoa	Itulazabal	Gurutze Aramendi
Gipuzkoa	Korteta	Asun Urkola

Gipuzkoa	Ekoigoa	Gaizka Sarasketa
Gipuzkoa	Troya	Imanol Zarauz Bengoetxea

## Getting started

Mondragon Lingua held a separate meeting with each group of participants, in Araba, Bizkaia and Gipuzkoa at the agrarian schools in each province.

### Objectives of the initial meeting:

- o Present the service: introduce the course objectives and methodology
- o Give an overview of the tools
- o Give out user names and passwords
- o Show the participants how to enter the course and navigate
- o Distribute user manuals in a paper format
- o Distribute the promotional stickers and posters to place in their establishments
- o Explain the tutorial service
- o Explain the time frame of the experiment
- o Answer questions and clear up doubts

## The Service and Tutorial Sessions

48 hours after the initial introductory meeting, the tutor telephoned each of the participants to find out if they had been able to start the course successfully, and to encourage those who had not started to do so.

One week and a half after the initial meeting, we held the first tutorial sessions, by telephone, due to the geographical dispersion of the participants. The tutors spoke to each participant and asked the corresponding Checking Questions in order to verify that the language exponents for each unit had, in fact, been assimilated. Those who were not able to answer the questions successfully were encouraged to repeat the units.

Those participants who had been unable to send enter the course for technical reasons were referred to the Conexia SAT. The technical team contacted 4 students who had had difficulties which were caused by the students' use of old versions of Internet Explorer. In all cases, the problem was solved by helping the students to install Google Chrome, which is easier to do than updating Internet Explorer.

The second tutorial session was held one week and a half after the first session. Again, the Checking Questions were used to ascertain the level of assimilation of the language contents. One student decided to drop out of the trial due to the fact that she was an absolute beginner learner and the course was too difficult for her. In fact, the course has a starting level of A2, and is not designed for complete beginners.

The next session was conducted near the end of the trial period, which had been extended from the 10th of November to the 20th in answer to a request by some of the participants. In fact, access to the English course was left available to all the participants

until the end of the project, the 31st of December, 2011 as some of the participants did not have enough time to complete the course in the month originally contemplated.

In fact, all the participants in all the countries have access to the course until the end of the grant period, 31 December 2011, as added value for them.

We requested the participants to complete a satisfaction questionnaire about all aspects of the course and the service, via a link to:

[https://docs.google.com/a/virtua.ua.es/spreadsheet/viewform?hl=en\\_US&formkey=dHNYdS1YcXIzRTVxMFEeY2pLcklwCFE6MA#gid=0](https://docs.google.com/a/virtua.ua.es/spreadsheet/viewform?hl=en_US&formkey=dHNYdS1YcXIzRTVxMFEeY2pLcklwCFE6MA#gid=0)

Those participants who had successfully complete the course with a score of 70% or better were given the Certificate of Completion, and those who had participated but had not fully completed the course, or who had not achieved a score of 70%, were given a Certificate of Participation. All the certificates were sent by post.

## **Results of the Pilot Tests**

### **Final levels achieved**

20 people were chosen to do the course.

18 participants began the course

9 participants finished all 11 units or at least 70%

12 participants began the course and did some but not all units

6 participants did not complete Unit 1

The reasons most frequently stated for not doing the course were: not enough time, the level was too difficult or the participant had problems with the computer.

See the questionnaires for hte details on the participants' comments and evaluation.

## Technical Considerations and improvements

After doing the pilot tests, we detected the following areas for improvement:

We have decided that it would be a good idea to include in the manual some instructions to help those people who can not access the the activities on how to install a more recent version of their navigator, or to recommend directly that they install Google Chrome and how to do so.

We also need to improve the sound level in some exercises. Some of the audio tracks are better than others.

Some of the photographs are a little too small to see comfortably, depending on the screen size.

There are a few answers where we need to be more flexible and accept more variations, e.g. with or without “the” before the noun.

### Language Learning Considerations:

The ENGLISH THE SAINT JAMES WAY course is an innovative, valid and motivating, training method. The system is effective, easy to use and flexible. It is less convenient to do the course with a Smart Phone, due to the size of the screen, but it could be used as a complementary way to access the system away from the habitual computer.

The language items included in the contents are closely connected to the drivers' needs in real life situations and the customized units for each city make the course especially relevant.

The contents of the course are suitable for learners with an initial level of A2 and has not been designed for absolute beginners. The instructional design has improved on the Taxi Driver course by eliminating the activities based on deduction. After some research into the findings by M David Merrill author of “First Principles of Instruction”, we decided that all the language items would be initially presented to the students in non-evaluable activities. Only at this point would the students be required to answer questions based on understanding of the linguistic contents.

It will be relatively easy to adapt the contents of the course for future versions:

- A simpler version designed for absolute beginners
- Local versions for other geographical locations
- More functional areas

As in all distance learning, the contact with the tutor is essential, for the assimilation of the contents, especially pronunciation, as well as for individual follow up to keep the learner motivated and participating. This is especially important in those cases where people need encouragement to find the time for self-study and ensure that they do so.

For related considerations, see the Transferability Report.

**Annex 1**  
**e-Report**  
**(final version 31-12-2011)**

**Annex 2**  
**Presentations**

**Annex 3**  
**Certificates**

## Pilot tests satisfaction surveys

Once the students finished the pilot tests, they were asked to answer a brief satisfaction survey, and here are the results:

### Satisfaction

5 = excellent, 4 = good, 3 = just OK, 2 = not very good, 1 = very poor

The system is effective	3.46
The system is suitable for my needs	3.38
It is easy to use	3.62
It is flexible	3.85
It is convenient to do the course with a Smart phone	2.00
It is convenient to do the course with a Tablet.	2.23
It is convenient to do the course with a PC	3.23
The amount of time I was given to complete the course.	3.85
The tutorials	3.38
The course was individualized.	3.31
The course will help improve the service I give.	3.77
Indicate how satisfied you are globally with the service	3.62
<b>Overall satisfaction</b>	<b>3.31 (66.2%)</b>

Do you feel that you learned?	Yes: 11 No: 2
Would you like to continue with this training?	Yes: 2 No: 2

## Comments

<b>Do you feel that you have learned?</b>
I've reviewed my English knowledge
I had forgotten most of the questions, and it helped me to remember them
I had forgotten vocabulary, pronunciation, sentences construction, etc.
I've learned things I didn't know

<b>Would you like to continue with this training?</b>
Yes because it has flexible timetables
While learning more english, I will feel more confident with my future customers
Once started, I would like to continue to refresh concepts, vocabulary, etc.
To get a more knowledge of english and offer a better service to customers
Yes, because I have no time to go to English Academies, so and online course is great for me.

<b>Positive comments</b>
Flexible timetables and easy to go on
Specially focused on our sector with lots of specific vocabulary
Easy to use
You can record your voices and then listen again

<b>Improvements suggested</b>
Some response were not correct
Sounds are not in best quality
Improve the use from a smartphone



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**Other comments**

It may not be easy to follow the course without a basic English knowledge.

I'm really satisfied with the course, and I hope to receive customers in the best way.