Company’s response to the evaluations:

1. **What are some of the new insights gained or product design changes envisioned based on the Tulna evaluation reports?**

We found the following insights from the Tulna evaluation reports relevant to our work –

1. Feedback thorough answer explanations and using a conversational style for engagement with content:
   - To consider improving answer explanations and share the multiple processes/methods of solving a problem wherever applicable.
   - Using simple and short sentences for explanations of questions of grades 1 and 2.
   - Make use of images and animations and minimize text and reading in the answer explanations.
   - Study research literature, conduct a study within Mindspark to find if the conversational style of display answers leads to better engagement and learning. Use the study to drive further changes.
   - Add voice-overs for content (question and answer explanations) for grades 1 and 2
   - A periodic content audit to check if the explanations are detailed for all questions
   - Add a check/ prompt message/ some cool-down mechanism to discourage answering questions at an unreasonable pace. Mindspark already gives a prompt and cool-down time upon a user getting a series of questions incorrect in a session.

2. **Enhance the student friendliness/support from a design point of view**
   - We will consider exploring the possibility of taking the student to the previous question when there is any system error.
   - Error messages will be re-looked to make them student-friendly.
   - We will identify areas in the design to make it conversational for the student.
   - Identifying areas where students can have autonomy in choosing parts of the topic
   - Assessing the need to have an explicit display of the student’s progress across topics

3. **Making the insights for teachers more actionable**
   - Having actions for teachers to take from the different data points that are shown in the strength, weakness, and common wrong answer reports.
2. Are there any recent developments or background information with respect to product design that will help readers to better contextualize any aspect of the Tulna evaluation reports of the product?

➢ The content that the Tulna team has evaluated is what goes to the private schools. We contextualize and translate this content for Govt. school students so that they can relate to it.
➢ It is a conscious choice to not have chapter names as part of the topic names. The content caters to different boards and each board has multiple textbooks with different chapter names. So, we have ensured that the topic and the learning unit names are easily understandable and relatable to chapter names. The teachers also have an option to check the content of each learning unit if they want.
➢ The flow of content across learning units in Mindspark is crafted by the subject matter expert based on research, data and pedagogical inputs. It is a conscious choice to get learners to go through the content in a pre-defined order. Many units have pre-requisites that need to be mastered to successfully learn the later units. However, Mindspark gives a choice to the learner at the topic level in terms of which topic he/she wants to learn at a given point.
➢ The learners are given more than one attempt to answer a HOTS (challenge) question. If the learner answers incorrectly on the first attempt, the answer explanation is shown after the second attempt is completed.