CCL-EAR COMMITTEE PREVIEW
Duolingo: Schools, Mango Language: Higher Education, Memrise, Rosetta Stone Library Solution
Fall 2015

In Fall 2015 members of the CCL-EAR Committee were asked to write a preview of Mango Languages: Higher Education and Rosetta Stone Library Solution (Ebsco). The team did a preview comparison of these language programs and the two free language programs Duolingo: Schools and Memrise. Below is the comparison preview.

	Duolingo: Schools	*Mango Language: Higher Education*	*Memrise*	*Rosetta Stone Library Solution (EBSCO)*
DATABASE CONTENT/ FORMAT:	**Number of Languages offered: 13** **Content includes:** ● Optional placement test ● Beginner- for students without prior experience or students who are re-engaging after several years. ● Intermediate- for students who can communicate using simple sentences and words. ● Advanced- for students who can express themselves well and are looking to strengthen existing skills. **LMS integration:** No **Student tracking:** Duolingo's dashboard lets instructors track the learning activity of their students. **Format:** Interactive activities for web and mobile.	**Number of Languages offered: 60+** **Content includes:** ● Placement tests ● Units 1-4 ● Example of Unit 1. Unit 1 has Chapter 1-8 Chapter 1 has Lessons 1-3, a review, and a chapter quiz. Each Unit follows this layout. **LMS integration:** No **Student tracking:** Mango's admin portal lets instructors track the learning activity of their students. **Format:** Interactive audio and text based "flashcards" with the option to check answers. ● Web and /or mobile. Mango video: https://youtu.be/dubBh-WgmXo	**Number of Languages offered: 200+** **Content includes:** ● Self-selected courses created by the Memrise community. Beginning through advanced with specialty sections created as well. ● Instructor can create "Groups" and have students complete lessons/ courses they assign to that group. **LMS integration:** No **Student tracking:** Memrise lets instructors create groups where they can assign lessons and see the number of points by week, month, or all time of the list of students in the group. The list shows the "leader board". **Format:** Interactive activities for web and mobile.	**Number of Languages offered: 30** Access is for Level 1 only of each language **Content includes:** ● Units 1-4 ● Example of Unit 1. Unit 1 has Lessons 1-4 and then a Milestone. Each Unit follows this layout. **Library Access is for Level One only of each language.** Level One = 4 Units, the 4 Core Lessons with focused activities and the Milestone **LMS integration:** No **Student tracking:** Rosetta has admin tracking for library statistics. At this time there is not a way for instructors to track students but Rosetta reports working on a new tracking format that will be ready in early 2016.

SEARCH INTERFACE:	**Equipment Requirements:** ● Works on Mac & PC Desktop and Mobile Devices ● iOS, Android, and Windows apps available ● Microphone NOT required (exercises requiring the use of one can be turned off in the settings) ● Need speakers for audio ● Need fast internet connection **NO ADMIN Portal** **User Interface:** ● Good user interface ● Tips & notes provide help at beginning and throughout lesson ● Easy to determine where to start as a new user & follow up lessons ● Create classrooms to track student progress	**Equipment Requirements:** ● Works on Mac & PC Desktop ● iOS, Andriod, Nook, and Kindle Apps available ● Need recent browser ● Need JavaScript and Adobe Flash ● Need speakers for audio ● Microphone not required (can be used for voice comparisons) ● Need fast internet connection **ADMIN Portal:** ● Mango Administration Portal (the MAP) lets you manage your account, promote Mango to your community and check usage statistics ● Not many admin features ● Can track students in admin portal **User Interface:** ● Good user interface with some issues ● User interface not intuitive in regards to where to begin (no introduction explaining what is contained in a lesson ● User interface within	**Equipment Requirements:** ● Works on Mac & PC Desktop ● iOS and Andriod Apps available ● Need speakers for audio ● No microphone necessary (no speaking exercises) ● Need fast internet connection **NO ADMIN Portal** **User Interface:** ● OK user interface ● Not intuitive in regards to what your first lesson should be ● Not easy to get to where you left off ● Can create groups for teaching or study groups	**Equipment Requirements:** ● Works on Mac & PC Desktop ● iOS, Andriod, Nook, and Amazon Apps available ● Need recent browser ● Need cookies and flash enabled ● Need speakers for audio ● Microphone not required (can turn off speaking exercises) ● Need fast internet connection **ADMIN Portal:** ● Reports for users showing progress (units & lessons completed) which can also be used for some usage information ● Increased instructor features to track student progress coming Jan 2016 ● No other admin features (progress/usage only) **User Interface:** ● Good user interface ● Easy to determine where to start as a new user ● Easy to navigate lessons (to continue lesson or start a new

Duolingo video:
https://youtu.be/3TSNuKflI6o

		lessons are easy to navigate		lesson)
USER SUPPORT SERVICES:	**Help Page:** https://dashboard.duolingo.com/help Topics broken down into categories including: ● Reporting Issues/bugs information about how to submit bugs/issues (including abuse) ● Forums/discussions ● Also on Help page: General Questions, Account , Using Duolingo, Technical problems, Duolingo Dashboard, Incubator, Test Center Can submit feedback from within the lessons if bugs are found/questions arise Forum Moderators are from the Duolingo community (course contributors in Incubator and users— volunteer positions). Duolingo directs users to Forums to solve issues/trouble shoot, advice, share etc., before submitting a Bug report form.	**Student Help/Support:** ● Support tab: list of common support topics and option at bottom to submit a help ticket or contact via toll free number or direct email ● Contact tab: gives option to open a help ticket or contact via phone or ● Feedback option at top of page opens a form for short/quick feedback at the top and topics from Support page are listed below. ● Feedback tab also built into the lessons (options: contact customer service, share an idea, report a course error) **Admin/staff/faculty Help/Support:** Clicking on **Terms and Conditions** goes to page with access to: ● Contact Information ● Support Page ● FAQ (common technical issues) ● Webinars ● Marc records (free), etc. ● Training videos: https://www.mangolanguages.com/higher-ed/training-materials/	**Contact Us:** Support contact form, email, and mailing address **Search for Help** (blue **?** at bottom of page) opens search window that will search ● Help topics/articles and Forum topics— (community/user based)if you don't like the answer(s) from the search OR there isn't a match for your question, it gives you the option to submit a Help request **Forum:** community/user based help **FAQs and Help page:** many topics listed—instructions are very clear detailed and a lot of screen shots **Teacher support forum:** also community/user based —OR submit support contact form	**Help Menu:** Includes tutorials/user guides on database capabilities and functions (navigation, searching, viewing, etc.) and provides links to Interactive Help/ Support website: ● **Live Chat** with a Rosetta Stone representative ● **Submit a Request** via email to report an issue or suggest a feature ● Search **Knowledge Base** for articles/help topics. ● Phone: 1-800-ROSETTA ● FAQs **Admin support site**: http://support.rosettastone.com/en/public-sector/Language-Lessons-Version-3-Rosetta-Course-Version-3 OR can contact EBSCO directly ● Phone:1-800-758-5995 ● Email: EBSCO Support Email (form or direct address)

COST:	● Free	Based on FTES tiers ● Yearly subscription ● Expensive, would need to consider if cost is appropriate for college need	● Free	Based on a charge per FTES ● Yearly subscription ● Expensive, would need to consider if cost is appropriate for college need
AVAILABILITY ACCESSIBILITY OF SERVICE:	**Accessibility:** **ADA/ 508 compliant:** No What it does offer: ● Keyboard shortcuts (navigate w/o a mouse) ● Audio settings can be turned on/off (microphone, speaker, voice auto play, sound effects) **Availability:** ● Can sign up using FB or Google accounts ● Mobile apps selected best of year from Apple and Google ● Users sign up for individual accounts ● Can invite other users, join courses, etc.	**Accessibility:** **ADA/ 508 compliant:** No-but VPAT submitted to CCL states Mango languages are *"firmly committed to achieving full compliance with Section 508 Accessibility Standards. Our remediation efforts are in progress…"* What it does offer: ● Alternate Keyboard options allow for navigation through lessons w/o a mouse ● Ability to turn Narration on/off Repeat narrative, add more time to the lesson clock **Availability:** ● IP Authentication ● Mango mobile apps for Apple, Android and Kindle devices	**Accessibility:** **ADA/ 508 compliant:** No What it does offer: ● Keyboard shortcuts (navigate w/o a mouse) ● Choose learning style and reviewing pace **Availability:** ● Can sign up using FB or Google accounts ● Users sign up individually ● Create own course and invite others, or sign up for courses ● Mobile apps for Apple, google, amazon ● Memrise is free— though you can upgrade to Premium	**Accessibility:** **ADA/ 508 compliant:** No--no intent to move toward becoming compliant ([IT Schedule and Pricelist](#) p8 sect. 23) What it does offer: ● Alternate keyboard options-set typing precision levels, or choose a keyboard layout. ● Audio Settings choose a new headset or modify settings for device, set speech precision level, change voice type for speech recognition, or turn answer sounds on or off **Availability:** ● IP Authentication ● Mobile apps

OVERALL ASSESSMENT:

The preview team does not see the need for a full review of these items. They were impressed with the free products and encourage interested colleges to work with the language department to see which languages are being offered and which product could best support those languages.