



## FAQ - 31/01/2020

- **What is a chatbot?** 

It's a conversational robot operating over a messaging app, such as Facebook Messenger.

- **I heard chatbots were dumb.** 

There are two types of chatbots: chatbots powered with artificial intelligence, which can understand the natural language of a human, and chatbots that allow you to answer predetermined messages in an already structured architecture or decision tree. And then you can have a bit of both. When the latter are badly designed, they might look a bit dumb to a human.

Mr. and Mrs. Winston are mostly based on predetermined messages, but we sure hope they will not look dumb. In the end, their purpose is to help students review their English lessons 

- **You talk about levels A2 and B1 of the CEFR... What is this?** 

The full title is “The Common European Framework of Reference for Languages: Learning, teaching, assessment“. Simply put, this is the framework of reference for languages in the European Union. Level A2 corresponds to upper beginner level and level B1 corresponds to lower intermediate.

- **Will you only be creating a chatbot?** 

No, we will create chatbots and several supporting tools to help teachers use them in the classroom. Have a look at the [resources page](#).

- **Aren't there already plenty of chatbots in education?** 

Well, there are a few chatbots existing in education, but not that many tutor chatbots for English language education. Have a read at our research in the [Booklet on chatbots in education](#) to know more!

- **What's the point of creating a chatbot to learn English when you already have tons of apps for that?** 

First: who wants to download another app?

Second: rather than having to think about studying, a chatbot is contacting you directly in your messaging app to remind you to study for 3-5 minutes. How cool is that?

- **My students don't use Facebook Messenger, they say it's for old people...** 🙄

When we started to develop Mr. Winston, it was (and probably still is) the messaging platform that offered the most tools to develop a chatbot and to access to the biggest base of users. When we are done creating our guide on chatbot design, you will have tips to create your own chatbot where you want though!

- **Where can I test Mr. Winston?** 🇬🇧

It is not ready yet, but it will be available on Facebook Messenger.

- **Where can I test Mrs. Winston?** 🇬🇧

It is not ready yet, but it will be available on Facebook Messenger. We have just started to develop this chatbot as we realised it would be more logical to have one chatbot per language level.

- **Why do you need a chatbot for students in VET (Vocational Education and Training)?** 😬

3 reasons led the partnership to focus on teaching English to VET learners:

1. to reach a large variety of learners (from initial to continuous VET, all types of population and all age ranges are present);
2. learners in need of support such as those with Specific Learning Disorders (dyslexia for instance) and/or a socially disadvantaged background are tendentially more present in VET than in school education;
3. English is a key skill for employability: the European Commission Study on Foreign Language Proficiency and Employability (2015) revealed that over four in five employers interviewed and three quarters of advertised online vacancies stated that English was the most useful language for the jobs discussed in all sectors and in almost all non-English speaking countries.

- **If Mr. & Mrs. Winston are for learners in VET, does this mean I can't use it in other schools?** 😬

You will be able to use our resources for other types of schools as well of course!

- **Your booklet on chatbots in education looks cool! Can I use it?** 📖

Yes, just bear in mind that it's under Creative Commons License: Attribution – NonCommercial – ShareAlike 4.0 International CC BY-NC-SA 4.0.

- **How much will Mr. and Mrs. Winston cost to use?** 💰

It'll be free as the project is co-funded by the Erasmus + Programme of the European Commission.

- **Wait! So... All the things you're producing are free?** 🦋

Yes they are!

- **What is your relationship with the European Commission?** 🇪🇺

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein. The project code is 2018-1-BE01-KA202-038594.

- **When will all your guides, lessons and other supporting material be available?** 📖

They should be available by November 2020 at the latest. If you want to keep track of them as they become available, like our [Facebook page](#)!

- **I want to use all the things you're creating! Can I?** 📖

Please do! Just bear in mind that it's under Creative Commons License: Attribution – NonCommercial – ShareAlike 4.0 International CC BY-NC-SA 4.0.

- **You guys aren't on twitter?** 😊

Unfortunately not. You can either follow the [Facebook page](#) of the project, follow the twitter accounts of the project partners (see "partners" page), or follow the hashtag #mrwinstonchatbot.

- **I have a question/idea/suggestion! Where can I contact you?** 📧

Drop us an email at [info \[at\] mrwinstonchatbot.eu](mailto:info@mrwinstonchatbot.eu)