

CASE STUDY: Chatloop



Connecting refugees to volunteers for convenient language practice

AT A GLANCE



Target Participants

People from refugee backgrounds who are learning a second language



Aim

To enable refugees to master the local language and feel welcome in their new communities.



Organisations Involved

Neon King Kong Pty Ltd



Location

Global



Funding

None

Chatloop for convenient language practice

The Chatloop pilot program is being conducted at a limited scale using the free messaging app WhatsApp. Learners are connected to trained volunteers, where they have a chat or play a game using text or audio messages. They only send a few messages a day, and when they're finished, they're connected to a new partner for another activity. The learners get a drip feed of communication practice, and the volunteers can make a difference with just 5 minutes of their day.

Successful Outcomes:

Although the learners change partners after each activity, they are also assigned tutors, with whom they develop a longer-term relationship. Tutors unobtrusively supervise the activities and provide support and feedback to the learners and volunteers.

Despite the pilot's limited scale, the learners have already completed over 1100 Chatloop activities, and 90-day user retention is over double the mobile app average. There are a lot of heart-warming conversations going on, and Chatloop learners are recommending it to their friends and family.

Program learnings:

- The importance of connecting volunteers to refugees to achieve successful outcomes for people from refugee backgrounds in terms of local language acquisition and inclusion.

'As a refugee, Chatloop has been one of the greatest experience I have ever had online, it connects me to the real English and I love it. I passed successfully more than 10 Chatloop activities, and it still goes on. Thank you Chatloop community and volunteers.'

Ali Reza Nazari
22 years old
from Ghazni, Afghanistan

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