



ANNUAL PROGRESS REPORT 2019





OUR VISION

A world where we enable people to empower themselves.



OUR MISSION

Build an open platform that provides everyone with access to effective education.



OUR INVITATION

We invite you to bring your optimism, expertise and resources to help us achieve our mission.



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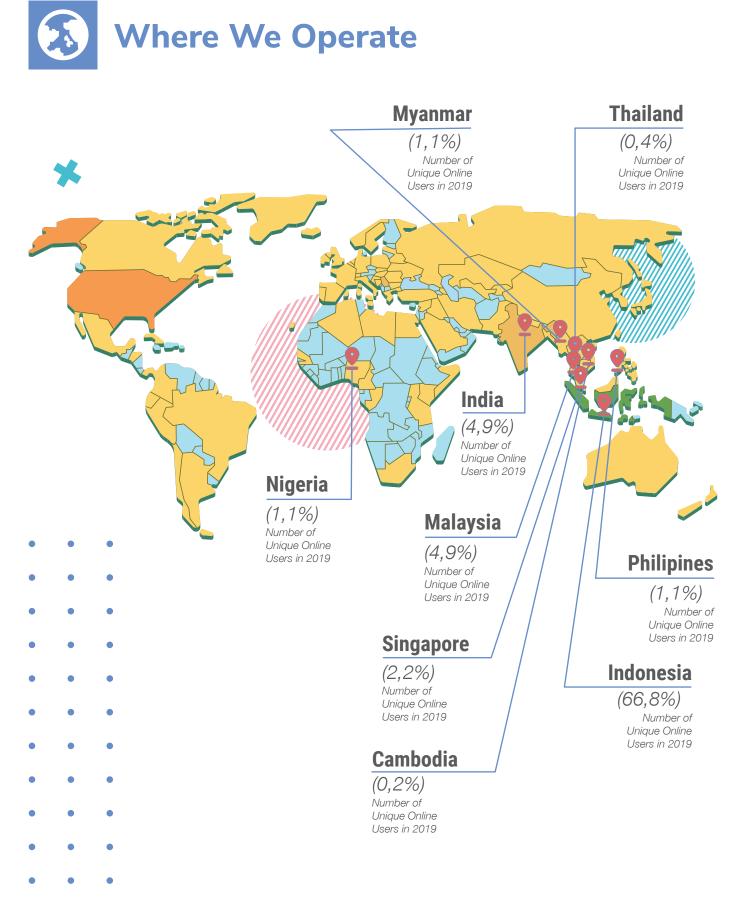


Solve Education! is committed to helping children and youth around the world receive quality and effective education. We use innovative education technology such as gamification and artificial intelligence to achieve quality education for all. Our driving passion is to close the global education gap, one child at a time.

UN SUSTAINABLE DEVELOPMENT GOAL







20.16% in 69 other countries

Demographic *Growth (%) Year-over-year





Dear donors, the board of directors, team, partners, supporters and learners.

How are you? I really hope you are safe and sound while reading this.

First and foremost, my heart is with those who have been affected by COVID-19. In this unprecedented and challenging time, we, at Solve Education!, want you to know that we are doing our best to ensure the safety of our team, partners, and beneficiaries.

In light of the unforeseen circumstances, we are experiencing a much higher-than-usual volume of queries about our distant learning platform. We are continuing to work hard to provide assistance to our school and community partners affected by the pandemic, but this does not mean that we have forgotten about the progress and developments we've made in the past year.

Therefore on this occasion, I would like to start off with...

Thank you!

Yes, I would like to dedicate this annual letter to all of you with a sense of gratitude and pride about our small but hopefully impactful organisation. As I look back on where we started this journey, I am extremely proud of how much we have accomplished in 2019 that includes our relentless dedication to helping our target learners and marginalised communities around the world.

To our donors and board of directors, thank you for your ongoing support and advice. I would also like to thank Gerard Teoh for joining the team and welcome you to the Board of Directors.

To my team, I am proud of how much we have achieved. In 2019, on top of hiring more talented people into the team, we established our first Senior Leadership Team that has driven the rest of the team members to continue to grow.



Our team has worked tirelessly to improve all of our educational products by consistently listening to the needs of our beneficiaries on the ground and being faithful to base our judgment on data. Your hard work makes invaluable investments to support future generation access education and be successful in life.

On that note, we were also extremely grateful to have been given an opportunity to expand our impact to more countries and support our new dedicated team members to operate in India, Nigeria, and Cameroon, on top of our main operating offices in Indonesia, Singapore, and the US. In India particularly, we have officially established a formal entity in India after initially starting a small pilot in Bangalore a year before.

To all of our partners and supporters, thank you for doing your part to make lasting changes through each of your own expertise. Because together, we can inspire hope and create opportunities for our learners around the world.

Looking ahead, we have challenges to tackle but more opportunities await, and I am confident that we are progressing in the right direction. We are on track to fulfil our ambitious targets by making continuous improvements throughout our organisation to achieve stability, sustainability, and growth.

Finally, to our learners, stay learning and stay motivated. Our future lies in your hands!

So, thank you once again!

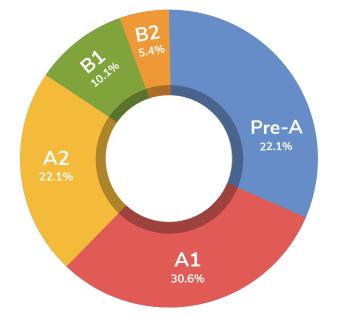
Kind Regards, Janine Teo CEO



2019 Impact Review

User Starting Level





With largest improvement from the **Pre-A** level group levelling up to **A1** and the **A1** level group levelling up to **A2.**

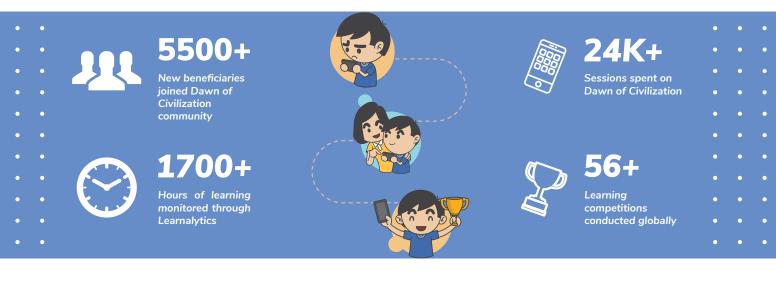
*CEFR (Common European Framework of Reference) for Languages is a guideline used to describe achievements of learners of foreign languages. Language proficiency is organised into 6 levels (in order of increasing proficiency): A1, A2, B1, B2, C1, and C2.

35+ partnership across





2019 Impact Review



Testimonies



Syed Mudassir (India)

DoC is a wonderful app, where you can learn English while playing this game. For beginners it helps all-round development from listening, reading, writing and vocabulary. It increases our knowledge and also helps us to know how to use it while communicating.



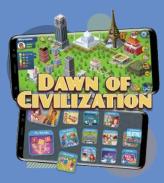
Shafa Aalwa Khamila (Indonesia)

DoC has helped me to learn some new vocabularies and correct my English pronunciations. I hope more people will play this game because this game is very educational (translated)



Widia (Indonesia)

This game from solve education is really fun and useful to train my memory. It taught me how I should speak English sentences properly, train me to discuss in English through the speaking games, and how to arrange jumbled sentences. Through playing this game I have improved my English. (translated)



ANNUAL PROGRESS REPORT 2019







Impact Measurement Metrics

As an organisation that places impact above everything else, we understand how much social change has occurred and can be attributed to our activities. In 2019, we measured the following aspects:







- The users' readiness to learn English through a diagnostic test.
- The users' average diagnostic test score in CEFR.
- The users' learning sessions.
- The users' average learning duration.
- Numbers of users reaching each CEFR learning level on the Dawn of Civilization app.
- The users' average CEFR learning level.
- The average time is taken to reach each CEFR learning level.
 - The number and percentage of users progressing through a more granular CEFR Level.

Software Performance Metrics

- Crashes
- Exceptions
- App size
- App star rating in the Google Playstore stores

Learning Incentives

- How many users participated in our learning competitions.
- How many users get our monetary incentives.
- Various non-monetary incentives we give to learners.

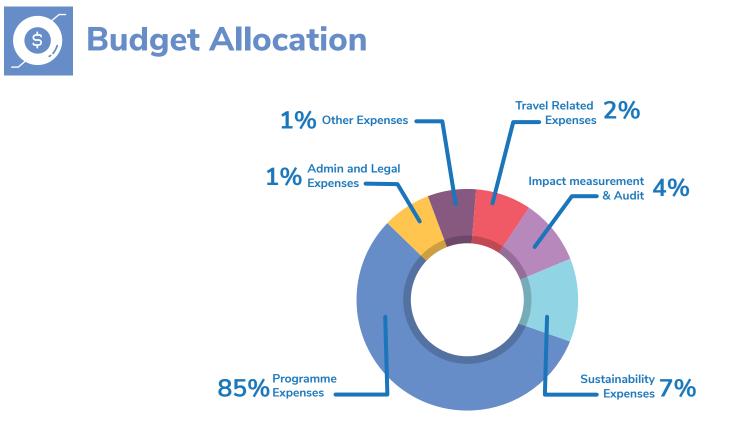


METTA MURDAYA

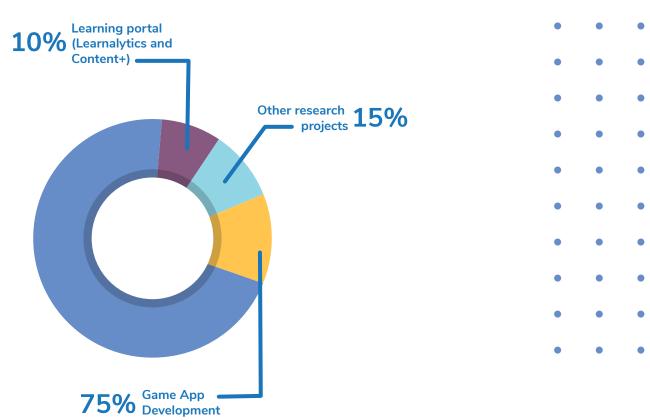
Director of PT. Central Cipta Murdaya

Education is a critical stepping stone to helping empower people to live successful, aspirational lives and I'm grateful to be a part of a journey that makes this access available to all.





Detailed Programme Expenses



Internal administrative costs amount to 4% of the total expenses.





At Solve Education!, we not only cater to our beneficiaries' needs but also the needs of everyone with the best interests of these children and youth at heart. Throughout the year, we have continuously strived to improve our beneficiaries' learning experience on the Dawn of Civilization game-app and also support our partners in monitoring their learners' behaviour through Learnalytics, our learning monitoring system.

Our long term goal is to get as many people involved in our cause to democratise education because we understand that social change is a community effort. That is why we have designed Dawn of Civilization to serve as a game architecture which can adapt to teach any subject in a gamified presentation. Through Content+, anyone and everyone will be able to create their own content to be presented in the Dawn of Civilization game architecture. We have also gained help from various translator volunteers around the world to localise the DoC game to their local language using Localizy in order to increase the accessibility of our learning platform.

This year, we have focused on making sure that our external contributors will be able to access these platforms with ease. Aside from optimizing our products, we have also begun to build our online presence through our website and social media optimization.

Dawn of Civilization

To ensure that our learners learn effectively with us and have the best experience possible, we continuously listen to our learners and make improvements based on the feedback that we receive. We have improved not only the visuals and experience within the game through UI and UX improvements, but also improved the learning content.

DoC User Interface













Copy Parrot



Brain Battle





Minigame Drawer

Profile Page





DoC User Experience

Play

- Split Chat Time into 3 games: Chat Time, Tick Talk, Hello Cafe
- Improved UX for Hello Cafe and Chat Time: instant feedback for wrong answers, allows multiple answering attempts
- Integrate a curated YouTube Player as a minigame
- New minigame menu interface
- Removed minigame unlocking system

Social

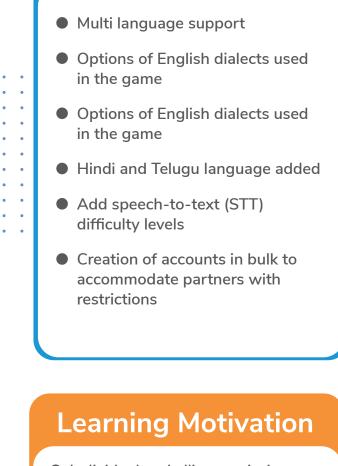
New onboarding process

Multiplayer games

• New profile avatars

Alliance system

Accessibility



- Individual and alliance missions
- In-app achievements

Content

- Vocab improvement: replaced words that are less likely to be used by our beneficiaries with words that are more relevant to their context.
- Reduce length of sentence in Module 11 (Chat Time, Hello Cafe, and Tick Talk) to a maximum of 11 words
- Continued experimentation to improve our speech-to-text (STT) algorithm



Learnalytics

We have revamped our Learnalytics platform to be more intuitive in design. We've also added a new feature of creating subgroups of learners within an account, intended for schools or companies who desire to use the platform to monitor multiple groups simultaneously (for example classes or departments).

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Content+

In preparation to accommodate public content contribution to the game, we have revamped our Content+ platform from what was initially for internal use only and for English and Math to now become more user-friendly and allow multisubject creation.

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Taking into account that the platform will be used publicly, a reliable system is required to accommodate collaboration between fellow users. The new Content+ allows users not only to create their own subjects but also contribute to other subjects created by other users as contributors. Likewise, they are also able to invite others to contribute to the subject that they have created.

Learnalytics	Dashboard	FAQs Support			63 April 2020 15/2	7.43 O Farah Aulia *		
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Localizy

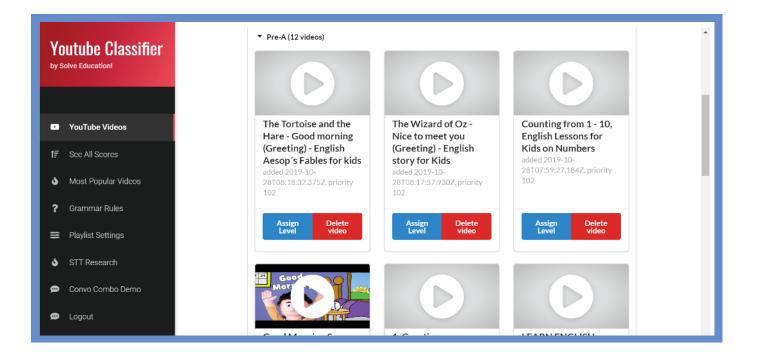
In 2019, we also focused on becoming prepared to launch our products to the global public and accommodate high usage by users. This also includes the recruitment of volunteers to localise Dawn of Civilization to other languages, making education available to children around the world by allowing them to navigate through the learning app in their native language. For this purpose, we have revamped our smart localisation tool, Localizy, which can be used to translate not only Dawn of Civilization but also other applications developed by Solve Education!. By making our product as intuitive as possible to use, we hope to draw more volunteers to contribute to our cause.

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YouTube Classifier

Our YouTube Classifier is a platform designed to curate existing YouTube videos and automatically grade them according to the CEFR levelling system for our users to practice their listening and comprehension skills. This year, we have integrated this as a feature in the DOC game, revamped the interface of the web version of the platform, and also are continuously improving the video classification algorithm.





The team is like a family to me, I'd like to take care of them as much as they take care of our beneficiaries through the technology that we built!





We owe it to our partners that Dawn of Civilization is able to reach and support children and youth who need it the most. Dawn of Civilization dissemination to our target beneficiaries would only have been possible with the help of our dedicated partners on the ground.

Together with our partners, we have been able to reach beneficiaries of all ages and backgrounds, ranging from the street children under the care of Kampus Diakoneia Modern to working-age employees of PT. Central Cipta Murdaya. In an effort to stimulate the motivation for learning, we have also provided incentives through learning challenges for our learners, as we have done in collaboration with Yayasan MENDAKI. We've also collaborated with Campaign.com and PUSKAPA in the form of knowledge and information sharing to work together towards a common goal, that is to create a better future for the community. We have also explored new fields through our collaboration with KKH Women and Children's Hospital of Singapore in developing illustrated books and card games to teach emotional intelligence to children of age 4 to 6.

Last but not least, we also appreciate the invaluable feedback we have received from our partners on their experience in learning with us, allowing us to continuously adapt and adjust in order to be able to support our partners more efficiently.





Beneficiaries and Partners

Singapore

Yayasan Mendaki

A pioneer Self-Help Group formed in 1982 dedicated to empowering the community through excellence in education in the context of a multi-racial and multi-religious Singapore.

KKH Women and Children's Hospital

Founded in 1858, this Singapore's largest hospital specialising in healthcare for women and children.

ADVO

A social ent erprise that aims to democratise quality education and create better opportuniti es for children, empowering them to achieve academic success, gain practical life skills and become socially responsible and caring leaders.

Indonesia

Putra Sampoerna Foundation

A social organization with the aim to assist in the development of Indonesia as a nation, one of which through their School Development Outreach programme.

Omah Sinau Gesang

Omah Sinau Gesang is a place where children and youth can play, learn, and innovate. The purpose of Omah Sinau Gesang is to help increase the capacity and competence of Lumajang residents broadly.

Kampus Diakoneia Modern

A non-profit organization located in Bekasi, Indonesia which provides various programs and services for street and marginalized children.



Pusat Kajian dan Perlindungan Anak

As the name suggests, the Center on Child Protection and Wellbeing at the University of Indonesia (PUSKAPA UI) is a research organisation that puts children's needs at its center focus.

PT Central Cipta Murdaya

PT. Cipta Karya Murdaya is one of the largest holding companies in Indonesia and is committed to improve the quality of their workers.

House of Grace

A foundation located in Jakarta which aims to empower young women survivors of sexual exploitation and human trafficking.

Down Syndrome School

This school in Surabaya, Indonesia, aims to help children with Down Syndrome become independent and can contribute to society.

SMP 9 Purwakarta

A very low-performing junior high public school located in Purwakarta, Indonesia. The teachers and students at this school have limited digital familiarity, despite having been provided with sufficient infrastructure by the national government.

SMP Muhammadiyah 3

SMP Muhammadiyah 3 is one of the many Islamic junior high schools in Bandung. They are open to the use of digital devices in classrooms to support learning.

Teman Berbagi

Teman Berbagi reaches out to the poor communities hidden in the heart of the busy city of Bandung. At selected orphanages and a low-performing public primary school.

Pemuda Peduli

Pemuda Peduli is a volunteer-based organisation that aims to educate rural communities in West Java not only with basic literacy and numeric skills but also about the environment and personal hygiene.



Campaign.com

Campaign.com aims to create a world where good people can make a good living doing good things by helping others to better organize campaigns for change.

Sango Hospitality

Sango Hospitality is one of the largest hospitality industry players in Indonesia. Selamat Pagi Indonesia, a school that was intentionally built to provide free education for financially challenged children.

Anak Garuda

An Indonesian movie that will be officially released in 2020, Anak Garuda depicts a story based on true events of seven orphan children who pursued their dreams and lifted themselves out of poverty. These children are alumni of Sekolah Selamat Pagi Indonesia, a school that was intentionally built to provide free education for financially challenged children.

Yayasan Dadi Rukun

Yayasan Dadi Rukun Mandiri is a foundation which accommodates communities of tempe artisans who have come from far and wide to work in Jakarta. Rumah Belajar Dadi Rukun is a branching initiative that brings together the children in these communities to learn English, Japanese, or art every Saturday.

Yayasan Usaha Mulia

Yayasan Usaha Mulia (YUM) is a non-profit organisation which aims to improve the quality of life for the poor in Indonesia. For more than four decades, the organisation has supported communities in West Java and Central Kalimantan by providing education, health services, and community services.

SMK Ma'arif

SMK Ma'arif is a small vocational high school in Bandung with students who mostly come from a low economic background. Most students apply to the school using a formal letter of being financially unable.

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India

Teach for India

Teach for India is a non-profit organisation that believes that a crisis of leadership is at the heart of the low quality of education that Indian children receive. Through their Fellowship program, they provide an opportunity to India's brightest and most promising individuals to serve as full-time teachers for children in low-income communities and expose them to the grassroot realities of India's education system.

Makkala Jagriti

Makkala Jagriti is a Bangalore-based NGO founded in 2003 that seeks to create holistic learning platforms and empower socio-economically deprived children, youth, and their community as a whole. They set up learning centres in government schools, urban poor settlements, and children shelter homes to facilitate holistic learning and encourage the development of an appetite for learning.



BANYU RACHMAN

UX Engineer

I have gotten more exciting experiences in my 3rd year working in Solve Education!. The team is growing and we're stronger than before.



Dilasa Janvikas Prathishtan

Dilasa is a Civil Society Organization working with the mission of rural development. Dilasa works closely with rural farming communities in India, working on projects in relation with natural resource management, education, women empowerment and livelihood enhancement.

VIDYA

VIDYA is a non-profit working across India for over 34 years. They have impacted the lives of more than 3,75,000 people, the majority of which include girls and women. VIDYA aims to build capacity to surmount limitations, achieve goals and become leaders of social change.

Nukkad Pathshala

Nukkad Pathshala is a free after-school learning centre formed in 2014 with a mission to increase school enrolment in India. They aim to supplement school education with a focus on skills that form the building blocks to advanced and complex concepts.





Bangladesh

SDI Academy

SDI Academy works to help migrant workers and refugees to create employment opportunities when they return back home. They do this by providing skills training and encouraging entrepreneurship skills using digital media, in-person training, and data collection.

The Philippines

Patatas/Tiwala

Tiwala Kids & Communities seeks to build strong foundations in the lives of poor children and families by imparting Biblical values, providing educational assistance, strengthening family relations, augmenting family income, and empowering communities.

Myanmar

Partnership for Change

Partnership for Change is a Norwegian politically independent and non-denominational not-for-profit organization that was set up in 2012. Partnership for Change works to ensure economic independence for women and youth with a view to contributing to sustainable communities – economically, socially and environmentally.

Thailand

SVL House

SVL House social project aims to support people be it children, youth, and adults who are in greatest need, and reduce educational inequality by forming partnerships with different groups.



Cambodia

Le Restaurant des Enfants de la Rue

Le Restaurant des Enfants de la Rue is a restaurant which provides the street children of Phnom Penh with food and also daily hygiene. The children are guaranteed one meal a day and they are able to use a shower and get a haircut service at the restaurant.

Malaysia

Etania Schools

Etania aims to provide quality education for marginalised, undocumented, and stateless children in the state of Sabah, Malaysia. They aim to empower these children with skills that they will need to thrive in the future, be that academic skills, business skills, or whatever the children like.

Nigeria

Kids and Teens

Kids & Teens Resource Centre (K&TRC) is a registered non-governmental organization established to advance, promote and support the efforts of the government and other stakeholders involved in children and young people developmental activities.



BLESSING

Nigeria

Learner Testimonial:

Dawn of Civilization Game is great especially for those that would like to improve on their listening, speaking, writing and communication skills. During the past few weeks of playing the game I've had lots of fun playing the mini games and developing cities. My creative, listening and speaking skills have greatly improved. To round it all up, the graphics are awesome! :)









FERY PUTRA Software Developer

Really happy to join Solve Education!. I have gained a lot of experience since joining Solve Education!. I've explored and learned so many things here that have grown my soft and hard skills to be better than before. I also have some good teammates that always help me and we work together to complete projects and application products.



Capacity Building and Knowledge Sharing

At Solve Education!, we encourage learning not only outwards to our target beneficiaries but also inwards towards our own team. We believe that knowledge is never too far away and therefore we make a habit of learning and sharing knowledge from each other through our weekly Sharing Sessions. All team members take it in turns to present insights on topics close to their hearts, be it work-related or non-work-related. The Sharing Sessions not only give the opportunity to learn things that perhaps would never have been sought ourselves but also helps to solidify the team through appreciation of the different backgrounds that everyone comes from.

We've also been granted two opportunities where the Sharing Session was held by external individuals. We were visited by Bernd Waltermann, one of Solve Education!'s board members in March, and in August we also had the privilege of a sharing session held by Rajesh Kumar from Ashoka.

Alongside our Sharing Sessions, we also hold weekly Game-Sharing Sessions. Being a game software developer, we are fully aware that there is much that we could learn from other games. For 30 minutes every week, all members try playing an Android/iOS game of a designated team member's choosing, and everybody puts in their two cents about the good practices they've observed that could be implemented into our products or the less than ideal practices that we can learn from.



CHOO BOON TIONG

Non-executive Director of Goldbell Corporation Pte Ltd

As we seek to fulfil our mission, the team at Solve Education! is delighted to have met so many friends - donors, partners, and other supporters who share our aspirations and have helped in one way or another. It makes our journey that much easier; they have our deepest appreciation and aratitude.



External Sharing Session



DR. BERND WALTERMANN Senior Partner Emeritus at Boston Consulting Group

As a Senior Partner & Director of The Boston Consulting Group (BCG), Bernd Waltermann brings more than 25 years of consulting experience to clients in Europe and the Asia Pacific region.



RAJESH VARGHESE System Changemaker

Rajesh Varghese is the Social Innovation Lead at Ashoka.

Internal Sharing Session Topics

- How to find (actual) gold
- Singing 101
- Region Autonomy of Indonesia
- Hometown: Purwakarta
- UX 101
- Test Driven Development
- Conducting Educational Research 101
- Critical Thinking
- Happiness
- Reading Hangul, the Korean Alphabet
- What is a Symbol



- Text in UX Development
- How The CSS Colours Works
- Decentralized Finance
- Card tricks
- Tournament Systems
- Sukabumi Tourism
- Communication: Keep Talking and Nobody Explodes
- Basic Programming
- How to play Badminton
- Basic Photography
- Ideas Everywhere





Internship Programme

This year, we have opened our 3-month Internship Programme for the first time. Our core goal at Solve Education! is to reduce as many barriers as possible to learning and this also applies to our Internship Programme. We want this learning opportunity to be open to everyone, regardless of background or location, with the latter often being the main consideration when applying for an internship or work opportunity. Therefore, we set no limit and open the internship opportunity for applicants all around the world. Being an organisation that firmly believes in the use of technology for distance learning and communication, we are open to the possibility of remote-work internships.



KATE HUTH University of North Carolina in Chapel Hill

We were able to open the programme in two batches for 2019. In our first batch, we selected five dedicated interns out of 25 applicants (August - October 2019) and in our second batch, we selected four interns out of 22 applicants (November 2019 - January 2020). We open our internship programme in 6 departments (Community Engagement, Graphic Design, Web Development, Fundraising, Quality Assurance, and General Affairs) and interns may apply with a preference for a certain department.

Throughout the 3 months of the internship programme, interns would be mainly involved in the department they had expressed their interest in, but are not limited from exploring other interests. Regardless of the department they are assigned to, interns can gain experience in developing partnerships, working with vulnerable children. and content development among many others. All in all, we aim to give all of our interns an insight of what it is like to work in the field of education and technology, especially in a non-profit environment.



In addition to the programme being a learning journey for our interns, we also gain fresh perspectives on our approach. Furthermore, through the sharing of our values, we hope to extend our network of like-minded people with the same purpose of democratising education. We make sure to maintain a good connection with our interns, with some even having chosen to stay for longer with us as a volunteer.



YUKARISTIA State University of Malang



DAVID TORI PRABOWO University of Padjadjaran



ALFONSUS ADI BASKORO University of Padjadjaran



RIADI TAUFIQ University of Parahyangan



DILSHAD S India



RIYO HANAFI Institut Teknologi Bandung



DR. BERND WALTERMANN

Senior Partner Emeritus at Boston Consulting Group

I can hardly imagine something more fulfilling than helping children and youth get access to quality education.







Solve Education! Team



JANINE TEO CEO



TALITHA AMALIA Director, Education and Development



ROOHI HUMA Director for Strategy and Operations - India



JACK SEYMOUR Head of Game Development



FAISAL PUTRA Head of Backend and Web Development



RUDY P AGNEL Head of Design





MELVIN ZHANG ZHIYONG Engineering Lead



BATARA SAKTI Game Developer



BANYU RACHMAN UX Engineer



FERY PUTRA Software Developer



RAFDI PRANATA Senior Officer, Sustainability and Partnership



SAPHIRA SUWANTO Product Manager



TRI SAMSUL Software Developer



ALDRYAN DESCHARA Quality Assurance



FARAH AULIA Specialist, Education and Development





DUANESTRA FEBRI Junior Game Developer



FITRI FADHILAH Quality Assurance Lead



PUSPA BAHARI Quality Assurance



MARCHYANDI RAYI Project Support Officer



EZZWAN Junior Researcher



PUJA MAHARDIKA Community Officer



OLADIMEJI OJO Nigeria Representative



SANDJONG D. ALAIN Cameroon Ambassador



Our Board Members



PENG T. ONG



CHOO BOON TIONG Non-executive Director of Goldbell Corporation Pte Ltd



JANINE TEO CEO of Solve Education!



METTA MURDAYA Director of PT. Central Cipta Murdaya



DR. BERND WALTERMANN

Senior Partner Emeritus at Boston Consulting Group



GERARD TEOH Executive Director of Crave Capital



REGI WAHYU Founder and CEO of Hara



HADI WENAS CCO of Amartha.com





Public Engagement



Pesta Pendidikan 2019



SMAN 1 Cicurug (High School)





6th World Women Leadership Congress & Awards



Asian Woman Leadership Summit 2019







Deal Share Live - AVPN



Next Billion EdTech Prize 2019



Facebook Women in Gaming



GERARD TEOH Executive Director of Crave Capital

Solve Education! provides a digital platform of learning that accurately tracks the progress of a student. This will empower stakeholders like government, philanthropic foundations and education organizations to maximize the impact of their investment and work.





Open Circle 2019



World CSR Day







ADB's high level advisory group to the President



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