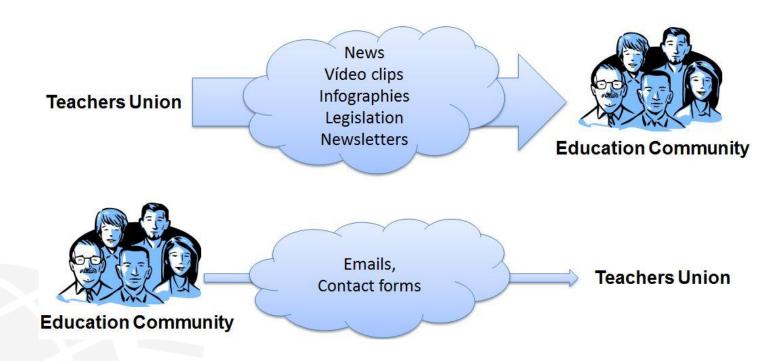


## Model of Digital Mediation to support Communication between Teachers Unions and the Education Community

#### **EGOVIS 2014**

#### **Problem**

The type of communication between unions and the education stakeholders is mostly concentrated in using unidirectional communication and do not support an efficient, scalable communication process based on all stakeholders' goals and needs.



Unidirectional communication

### **Objectives**

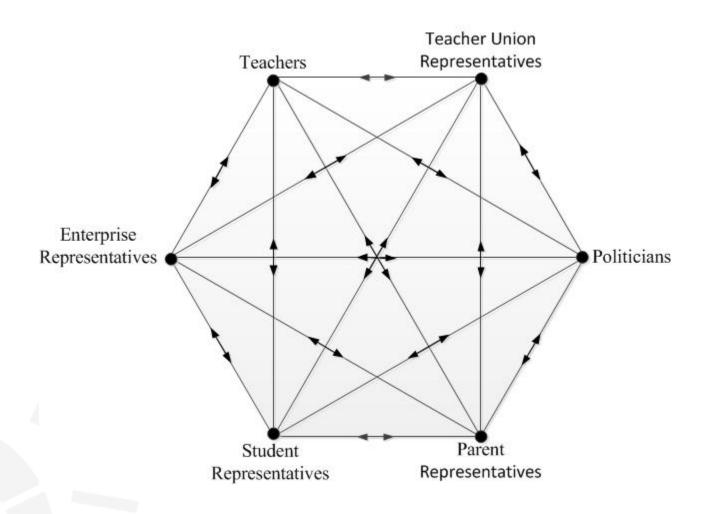
Gather the main education stakeholders in a shared deliberative space;

 Narrow the communication gap between teachers unions and the educational community (essentially unidirectional);

- Strengthen the relationship between these key actors;
- Foster participation among all stakeholders in the education process, through open, multidirectional and regulated communication channels.

Foster teachers participation and improve communication between the main education stakeholders.

# Communication model for teachers unions websites

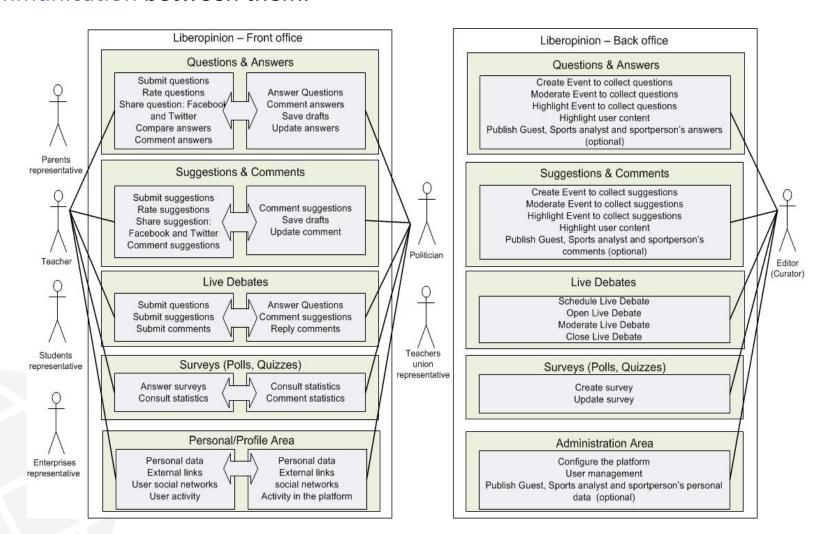


The digital dimension is implicitly part of the model.

The editor is inherent to the model. It is a neutral element.

### Proof of concept – Liberopinion platform

Gather in a single neutral and regulated place the key players in the education field, allowing through multiple participation events a structured and multidirectional communication between them.



## Questions from the community

#### **Discussion panel**

 Education community members raise questions, in previously defined topics, simultaneously to all panel members.

Panel members answer the best (most voted) questions.

 Education community members compare side by side the answers from different panel members to the same question.

## Proposals and ideas from the community

 Discuss and gather ideas and opinions from the education community to solve problems on the hottest subjects and issues.

 Users are stimulated to comment on and to vote on all the ideas submitted, enabling this way to highlight the best ones as seen by the overall community.

#### One possible usage scenario:

- Inviting users to expose what they would do if they were decision makers (e. g. politicians), or if they were the president of the teachers union.
- Highlight the best ideas.
- ➤ Then, decision makers are also given the chance to provide feedback on the proposals by leaving comments.

## The opinion of the community - Polls

 Several questions are presented to the education community members on the most up-to-date and controversial subjects.

 Through a simple and intuitive interface users are invited to give their opinion through voting.

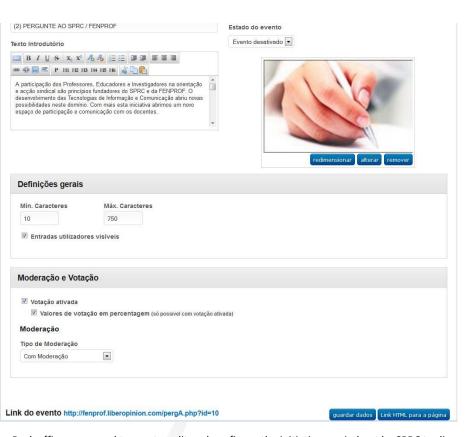
 Each user can only vote once, but it is always possible change the vote.

#### Live debates

- Create an open dialogue between the education stakeholders.
- Users can read archived discussions, gather information about scheduled debates.

- If there is a live debate ongoing, users can access and participate in that debate.
- Discussions in this area are moderated and will not require that users log in to submit questions and comments.

#### Liberopinion usage experience in SPRC website





Back office page used to create, edit and configure the initiative carried out by SPRC to discuss the possibility of performing an exam to entry into the profession

Webpage for the initiative carried out by SPRC to discuss the possibility of performing an exam to entry into the profession

During ten days (between 3 and 12 of December, 2013) SPRC representatives gave feedback to all 28 teachers' questions and opinions about the possibility of performing an exam to entry into the profession, proposed by the Portuguese government

#### Conclusion

Tools based on the Internet and Social Media will enrich teachers unions web portals with participation innovative features.

If properly used, have the potential to contribute significantly to foster participation and strengthen the relationship between unions and the education community.

The main focus must be primarily on participation and the people (education stakeholders) rather than on technology.

The problem of e-participation is not just a matter of technology but also of an issue of social shift to a more open and collaborative culture.

## Thank y w u

www.liberopinion.com

