



Smart learning and citizen engagement

Smart learning journeys can demonstrate new technological approaches in contexts of social change and citizen engagement in urban areas



What is smart learning?

What are smart learning environments?

Smart learning and **smart learning environments** are places and experiences where technology can **enhance how citizens engage** with their surroundings to support learning and engagement. Emphasis is placed on **participation, contribution** and **involvement**.



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Different people think of **smart learning environments** in different ways, but basically any environment that has WiFi and mobile connectivity can be smart. *Thinking of ways to utilise these technologies for learning and engagement is the only challenge.*

Smart learning and engagement can be used with almost any topic: urban planning, environment, social issues, education, heritage, tourism... *what else?*

Using **hyperlocal locations** can make information and engagement more relevant and real to a local community. It can help to bridge the gap between government, services and citizens.

“A smart learning environment might include features to promote engagement, effectiveness and efficiency ... (and) technology has to support the ‘3Es’”, (Spector, 2014, in Freigang et al, 2018)

“Koper (2014) outlined [...] the basis for developing SLEs: 1) Digital devices are added to physical learning locations, 2) Digital devices detect the learner’s location and context, 3) Digital devices augment the physical learning environment with additional digital learning functions, 4) Digital devices monitor the learner’s progress... to enable faster and better learning” (Koper, 2014, in Freigang et al, 2018)



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Why is using technology a good idea?

Does it put people off?

Is it fair?

Can people actually use the technologies?

How do people feel about using this kind of thing?

Why is it important to be 'hyperlocal'?

80% of people have smartphones. *True or false?*

Digital literacy can be an issue, but no more than any other online provision (*so provide a help guide!*)

Many people can learn to use apps quite quickly. *True or false?*

People like using their phones. *True or false?*

People like giving opinions! *True or false?*

Localised experiences can make things more relevant. *True or false?*



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Gartner Research, 2018. Sony Shetty. Gartner Says Citizen Engagement Is Critical to the Success of Smart Cities.

"The way forward today is a community-driven, bottom-up approach where citizens are an integral part of designing and developing smart cities, and not a top-down policy with city leaders focusing on technology platforms alone," said Bettina Tratz-Ryan research vice president at Gartner."

<https://www.gartner.com/en/newsroom/press-releases/2018-03-07-gartner-says-citizen-engagement-is-critical-to-the-success-of-smart-cities>





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Bang The Table, Mark Dean. Innovative technologies trigger engaged citizenry: Smart cities are engaging cities. 2016/18

*“... smart cities are being applied to local places and people and so must be specific to local situations to promote changes in established cultural practices ... to address this issue (**Fechner, Schlarmann and Kray, 2016**) propose a smartphone application that notifies a user about nearby smart city engagement opportunities. By using geofences to alert individuals in proximity to public digital infrastructure and service points, the public are effectively participating in a simplified version of Pokémon GO.”*

<https://www.bangthetable.com/blog/smart-cities-innovative-technologies-trigger-engaged-citizenry/>



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Stanford Social Innovation Review, 2017. Engaging Citizens in Society. EunKyung (E. K.) Lee.

“...young people are stirring up a fresh new wind among the traditional South Korean civil society organizations, which have typically been led by a strong elite individual, backed by a well-organized structure, political parties, and the media. The younger generation, by contrast, works with new media, utilizes new platforms for dialogue and knowledge sharing in rapidly expanding online communities, and makes full use of technology tools. Most important, young people are extremely flexible in terms of putting together activities across sectors, organizations, and businesses to achieve their goals.”

https://ssir.org/articles/entry/engaging_citizens_in_society#



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How smart learning journeys demonstrate new technological approaches for contexts of social change

Augmented Reality in simple forms - accessing digital content and links direct from a hyperlocal AR trigger

- *Access to online collaboration*
- *Access to online information*
- *Citizen generated information*
- *Geo spatial relevance*
- *Participation in hyperlocal initiatives & issues*



Ideas for using smart learning and citizen engagement

Involve local community in new developments or funding opportunities

- ***Environmental*** - clean up, recycling or freeshares
- ***Being involved in local heritage***
- ***Community care and support*** in the area
- ***Transport developments***
- ***Creative projects*** - writing, artwork, images, audio and video
- ***Community contributions*** of all kinds



Community collaboration using social media or a dedicated website

Creating journeys and routes in streets or in large buildings

Gaming it up - rewards for actions triggered at hyperlocal places

Discovery and adventure trails

Request for photographs and video made by the community - stories of the local area



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Sources and more reading

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