

Proposal: NEN University Community Learning System [CLS]
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Summary: This document proposes research required to model an adaptive management system that supports citizen empowerment at the neighborhood level through teaching and learning.

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Purpose

This document proposes

Like the diversity in microclimates in San Francisco's physical terrain, its political landscape is comprised of twelve supervisorial districts each characterized by its distinct make-up of neighborhoods and neighborhood associations that advocate on their behalf. Many of these organizations have had continuous leadership since their founding owing their vigor to the deep and direct connections between citizens and City governance that they provided. Largely invisible to visitors, this network has contributed greatly to the special flavor that people sense here through a cultural memory that maintains uniqueness and helps in times of adversity. Organizations that were established during the mid-to-late 'thirties in response to Depression pressures were rejuvenated by social movements of the early 'seventies. Now much of San Francisco's established neighborhood leadership is retiring, at the same moment as waves of new immigrant cultures flow in and some long-established enclaves change. Always a city of innovation and of immigrants, the scale of the current shift is unprecedented since the Gold Rush era.

This model is proposed to address the needs for an integrated system of education and exchange in support of neighborhood cultural memory, democratic process, vitality and resilience. San Francisco is known among other things as The City That Knows How. This system will help conserve requisite knowledge so that this epithet will continue to ring true.

Partners

- Neighborhood Empowerment Network [Mayor's Offices of Neighborhood Services, Children Youth & their Families, Public Works & Environment
- SFSU Instructional Technology Program professors, instructors and students.
- SFSU Institute for Civic and Community Engagement
- selected Neighborhood Association representatives, TBD

Goals & Objectives

Users of this system are residents of San Francisco. Their learning objectives may include becoming better equipped to work on issues that matter to them and

understanding how city governance functions. The business objectives of the NENU Community Learning System [CLS] include fostering citizen engagement, retention of institutional and organizational knowledge and empowering individuals motivated to create positive changes.

Use

Access

Design

design of information and communications products and services that are usable for every citizen. The concept has been advocated by Professor Ben Shneiderman, a computer scientist at the University of Maryland, College Park. He also provided a more practical definition of universal usability – “having more than 90% of all households as successful users of information and communications services at least once a week.” The concept of universal usability (“usable by all”) is closely related to the concepts of universal accessibility (“accessible by all”) and universal design (“design for all”). These three concepts altogether cover, from the user’s end to the developer’s end, the three important research areas of information and communications technology (ICT): use, access, and design.

Additional Assumptions

Teaching and Learning Opportunity

projected instructional methodology and delivery of content
Description of T&L opportunity, challenges; systemic approach including technology, social structure & evolution patterns.

Scope

Deliverables: functional specification document [fsd] which can guide instantiation and further development of systems that support ongoing citizen engagement in neighborhoods and city governance.

This research will answer the following questions:

- *how to structure the system so as to maximize intergenerational exchanges, scalability and adaptability*
- *SCORM compliance or not*
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Budget

Phases & Features

Phase 0: Research enough to build

Phase 1: Build enough to evaluate

Phase 2: Iterate based on evaluation

Phase 3: Ongoing cycles of use, evaluation and iteration - an adaptive system.

Resources

Human: Architects, Instructional Designers, Users, Partners
Example systems

Timeline

Phase 0: Feb - May 2010

Phase 1: June - Sep 2010

Phase 2: Sep 15 public launch, rapid development based on use during Fa 2010.

Phase 3: Jan 2010 stable version relaunch, establish regular revision cycles

Glossary

Adaptive Management [AM] The structured, iterative process of optimal decision making in the face of uncertainty, with an aim to reducing uncertainty over time via system monitoring. In this way, decision making simultaneously maximizes one or more resource objectives and, either passively or actively, accrues information needed to improve future management. Also known as Adaptive Resource Management [ARM].

Community Learning System [CLS] A model that integrates personal learning environment with socially networked learning management.

Intergenerational Learning Practices that support interchange of ideas and experiences between people of different ages.

Learning Management System [LMS] a software application for the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content.

Personal Learning Environment [PLE] Tools and methods that support individual learning (create connections between ideas, people, disciplines) within a socially networked context, ie portfolio,,etc esp autonomy, self-monitoring.

Social Learning Environment [SLE] tools and methods that support meaning-making within a social context.

Bibliography TBC