

MOOC “Memory Sites and Human Rights”

Final Report

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Summary and recommendations

The MOOC on Memory Sites and Human Rights ran between 12 March and 7 May 2018. It is publicly available at <https://learn.canvas.net/courses/2165>. Further details can be found in the [dedicated section of the EIUC/GC website](#).

Key statistics show a high level of engagement and intensive work:

- Features: 8 weeks; 3 modules; 13 lecturers and experts; 6 weekly discussions; 4 Quizzes.
- N. of enrolled participants: 856 (+71% compared to our objective of 500)
- Discussions: 1=233 posts; 2(optional)=94 posts; 3=150 posts; 4=153 posts; 5=136 posts; 6 (optional)=60 posts
- Quizzes: 1= 237; 2=177; 3=134; 4=118
- Issued certificates: 113 (13% of total enrolments; -7% compared to our objective of 20%)
- Rating: 5*=50%; 4*=35% (out of 141 responses)

Participants covered:

- all age-ranges from 13 to 65+
- all corners of the world (each region represented with at least 10% of participants except for MENA and Central Asia, a few points below our target)
- a variety of professions, with 27% of participants who had never studied human rights before (+2% compared to our objective of 25%).

Highlights

- Coordinated by ERMA and LATMA, but ALL GC Regional Programmes contributed with at least one video, offering much appreciated worldwide coverage and opportunities for comparative analysis
- Enriching exchange among classmates
- Quality and diversity of the faculty, mixing lecturers and experts from a variety of disciplines
- Well-organised and structured
- Free of charge

Room for improvement

- More active engagement of lecturers, possibly with live events or spaces for feedback
- More examples and visuals in the videos

Recommendations for this and future MOOCs

- Increase more direct interaction with experts and lecturers
- Strengthen regional capacity and support for coordination and video production
- Offer more variety in teaching methods and tools (more case-studies; more webinars or Q&A sessions)
- Give stronger motivation to complete the course
- To be run again in the near future, possibly in Spanish given that almost half of the materials are ready
- Alternatively, run a more specific course within the area of memory, reconciliation, transitional justice...



Introduction

This report offers some reflections, commentaries and statistics on the GC MOOC on “Memory Sites and Human Rights” with a view not only to evaluate the activity but also offer some suggestions for the future.

The information contained in this report is based on:

- Evaluation by the Academic Coordinator of Online Programmes and the Project Officers;
- Evaluation by participants who provided feedback through:
 - A Welcome Survey available throughout the course
 - A User-experience Survey available at the end of the course
 - Direct correspondence by email or through Canvas with the course Coordinating Team
- Statistics available on Canvas

Some basic information

The course, coordinated by ERMA and LATMA, ran between 12 March and 7 May 2018. Free enrolment opened on 12 February and closed on 12 April 2018. It was structured in 3 Modules running for 8 weeks in total, with the participation of 13 lecturers/experts from ALL GC Regional Programmes, and featuring 6 weekly discussions (2 of which were optional) and 4 Quizzes.

We used [Canvas](#), the same free online platform that we used in the past. The course is publicly available there at the following link: <https://learn.canvas.net/courses/2165>. For the general public, this includes course structure, modules, pages and all materials but excludes discussions, quizzes and surveys. Enrolled participants, instead, can access the full course on a permanent basis.

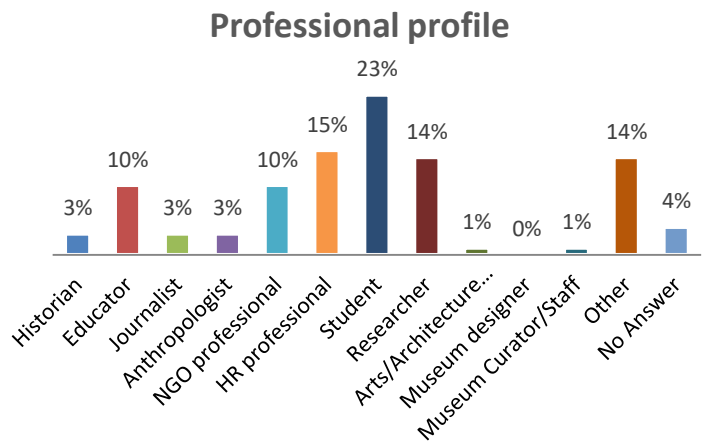
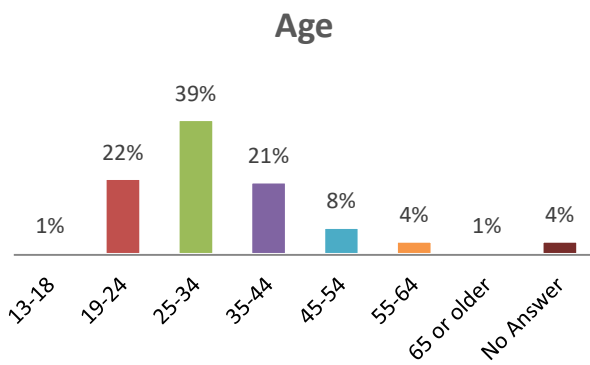
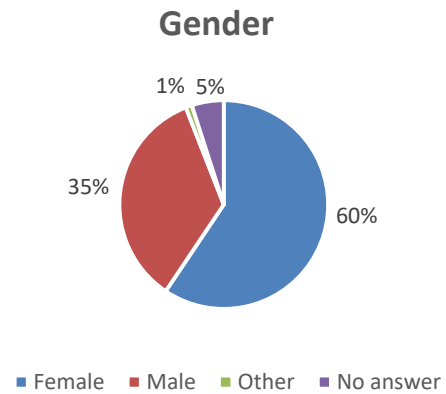
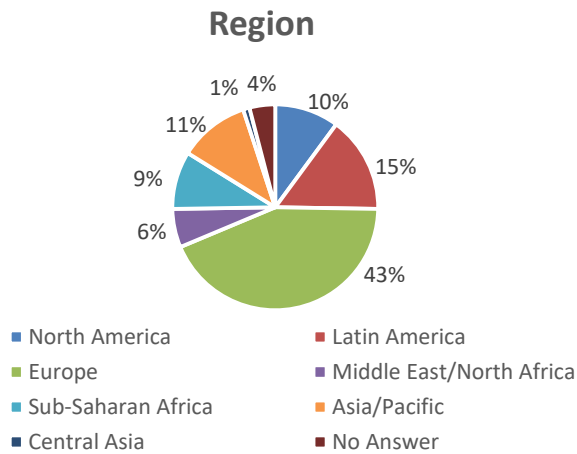
In order to advertise and generate interest, we created a [dedicated section of the EIUC/GC website](#) which displays the [video teaser](#) of the course and all relevant information on faculty, schedule, content, and free enrolment. Statistics show a rate of 1700 visits/month with 3000 page views. Additionally, promotional digital materials were coordinated and circulated through social media, [e-news](#), newsletters and mailing lists, reaching more than 450.000 contacts worldwide. Printed flyers were also used in each GC location.

Enrolment and class composition

We started the course with 570 students, already above our target of 500, and closed it with 856 enrolments (+71% compared to our objective). Of these, 113 (13%) obtained the certificate of participation (slightly below our target of 20%). Quantitatively, this indicates a decrease in enrolments and certificates compared to the second MOOC on Gender-Based Violence in the Context of Migration, but a good improvement compared to the first MOOC on Disability as a Human Rights Issue. While acknowledging that it is difficult to compare courses on such different themes, it is safe to say that even if the subject matter of this MOOC is less topical than the focus of our second MOOC, there are reasons to be satisfied with bringing a less prominent issue to the attention of an international audience and attracting serious and constant engagement.

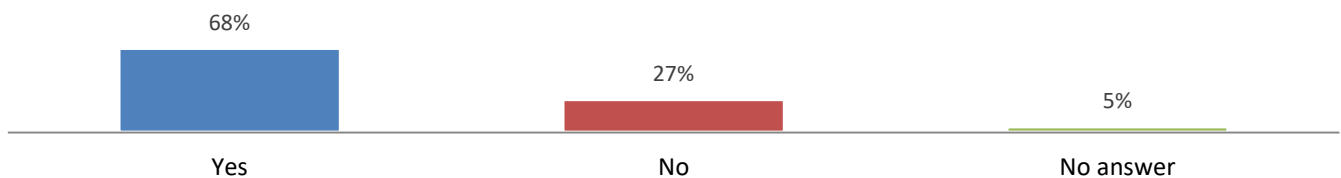
In terms of outreach, some regions may have been more difficult to access, but in general coverage was satisfactory. According to the Welcome Survey submitted by 427 respondents, the following data on the region of residence, age, gender, and professional profile of participants paint a global and varied picture.





In terms of geographical representation, our objective was that each region would be represented with at least 10% of participants, which is almost the case except for MENA and Central Asia, a couple of point below the target. For professional profiles, the objective was to reach 25% of participants outside of human rights settings and audiences, which we managed well, as indicated by the data above and below.

Studied Human Rights before



Course materials and activities

According to the 141 participants who submitted the User-experience Survey, the course materials, videos and activities were deemed relevant and of very good quality, facilitating understanding and knowledge.

- I have accessed a vast archive of exceptionally important material on Memory Sites that has stretched my thinking on them, including defining them; relevant legal matters; experiences of victims/survivors and their families; and also given me information I didn't have about Memory Sites around the world. I teach film and television and on Cinema and Human Rights and this has provided a great deal of context and detail to take into my teaching that I didn't have before. The course has been excellent – many thanks for all your efforts. (Jacqueline Maingard, South Africa)

- The interviews with practitioners were particularly interesting and, in general, the materials of this course were all fantastically engaging. (Sian Donkers, UK)

- Great course, well organized, good materials, good participation, and timely feedback. (Lúcio Sousa, Portugal)

- I really did like the course in general, especially the participation/forums where you would be able to read comments from other participants, some more useful than others. Also the inclusion of both articles and videos was enjoyable and insightful. (Christoffer Grauslund Kjeldsen, Denmark)

Suggestions for improvements included further use of examples or case studies, more diverse videos, and more interaction with lecturers/experts, as partly indicated below:

- The only thing that bothered me along this course is that there aren't many images or videos of the conflicts when we are listening to the Professors. My favourite week was week 4 when I got to hear first a more "institutional" view, then real images and comments about the situation in Thailand, and then stories written by people that witnessed them first hand, transmitted by the Professor and the explanation of the conflict in that particular area [Israel and Palestine], with a lesson that connects the beginning to the end of the video - all lives matter. (Diana Sofia Neto Carreira Grothausen Martins, Portugal)

- If it is even more interactive with teachers and students. (Ilaria Ramoni, Italy)

- The course was nice generally. I loved the interactions we had. Unlike the other course which I did last year; it had a lot of discussions. Though I expected the course to have something like a live coverage of the topics by an instructor. I suggest the organizers can incorporate this in their next course. This is because it offers the opportunity for the students to ask questions directly to the instructors during the live coverage. (Okiki Victor Odiwuor, Kenya)

These suggestions require a different type of engagement by regional coordinators and lecturers as well as strengthened local capacity in terms of video production, on which is certainly important to reflect and act.



Course participation, assessment and certificate

Moderation through summaries, new prompts for further discussion or additional reading materials proved useful, as a good number of participants remained engaged and contributed to each discussion, including the 2 optional ones, with examples and suggestions for practical approaches. The discussion forum, with its variety of perspectives, was judged to be of very good value to the learning:

- The discussions have been a great experience to gain different information about various contexts and violations of human rights. The information provided was clear and concise; also very various which made the whole experience unforgettable. (Anxhela Bruçi, Albania)

- It helps to compare; to put in perspective the situation of my country (Chile) with the rest of the world; an exercise that it is always important. (Sebastián Troncoso Stocker, Chile)

Despite good active engagement, it is true that participation declined over time:

- N. of enrolled participants: 856
- Discussions: 1=233 posts; 2(optional)=94 posts; 3=150 posts; 4=153 posts; 5=136 posts; 6 (optional)=60 posts
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- Issued certificates: 113

As indicated by the data above and in particular by the difference between the number of enrolments and the number of delivered certificates, not all registered participants actively participated and completed the course. Overall, like in previous MOOCs, the majority of the students took the course for their own personal knowledge without necessarily asking for the certificate of participation.

On the one hand, this is still a valuable result, especially considering that all 856 participants will have permanent access to our materials and therefore will always be able to benefit from our e-learning activities and to know and appreciate the value of the Global Campus network.

On the other hand, looking at the pattern in participation and completion, it would be useful to reflect on how to engage differently, not only in terms of materials and methodology, but also in terms of moderation and motivation. Ideas that have been discussed within the Global Campus concern the possibility to offer a reward the best/most engaged students in the form of waiver of fees for GC activities, or visits to the closest/more relevant GC Regional Programme, or the issuing of a digital badge for each Quiz/Module successfully completed, etc. Clearly, this would need a set of clear criteria to identify the participant(s) to be rewarded. For moderation it would be useful, if at all possible, to have the support of more academic colleagues such as the regional coordinators, the lecturers in the course or also tutors from the participating universities, so to ensure more continuous presence, prompts and feedback.

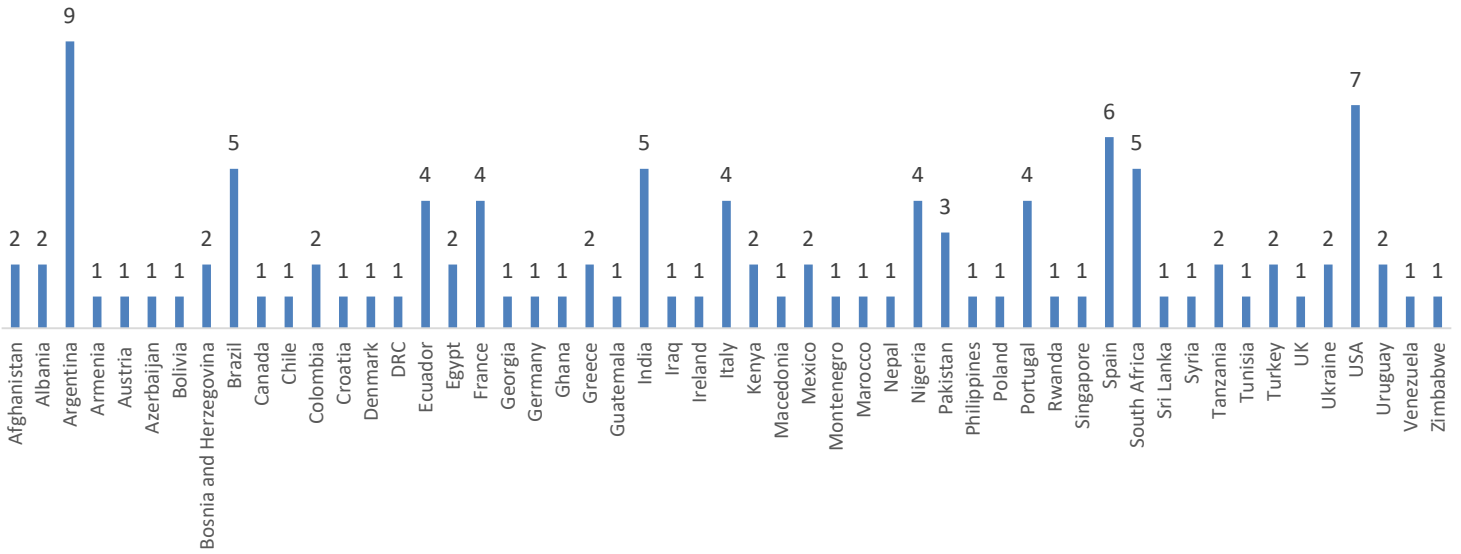
In this view, consideration should be given to a possible revision and strengthening of the conditions, tasks and engagement of both the coordinators from the leading Regional Programmes and the participating lecturers/experts.



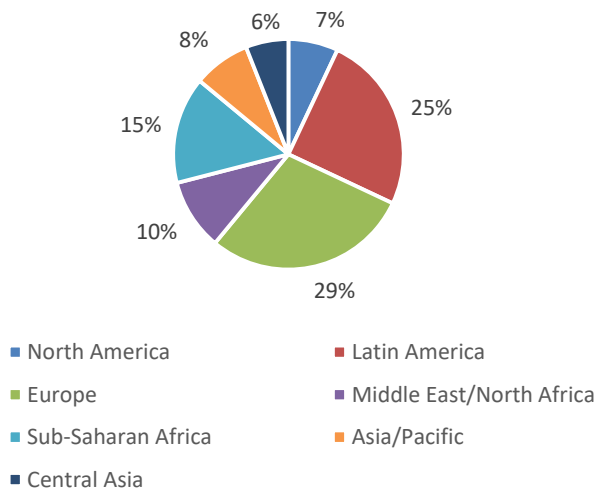
Impact

In any case, all those 113 students who earned the certificate will bring the knowledge and skills acquired through the course in their daily activities around the world, as indicated by the geographical distribution of the certificates and the feedback on impact below.

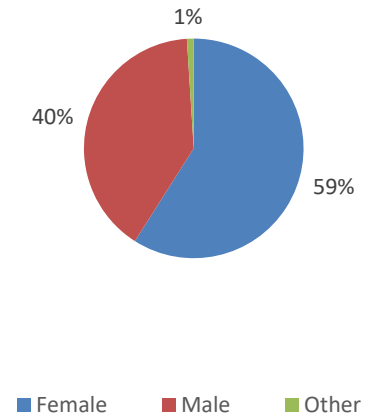
National representation - Certificates



Regional representation - Certificates



Gender - Certificates



Comments received in the User-experience Survey demonstrate that the course was useful beyond mere education and knowledge, influencing professional and personal approaches to the issues under study.

- I started the course believing that I was not going to learn anything new; it was to be a refresher. But I did. I did not realize that I had no understanding at all of a memory site. Thank you for the opportunity. I do believe that I should work on a memory site project for the Ivory Coast. I enjoyed this course and I learned a lot. That was the point. I am trying to figure out how to use all this information on the ground now when the others have no training and will never receive one. (Kadidia Doumbia, France)

- Being a Human Rights Education Trainer and Teacher, this course has helped me develop an idea to create my own curricula about memory sites and human rights in my country and beyond. Wonderful, thought provoking. I never thought of memorials or memory sites and Human Rights these years. It just existed somewhere hidden beyond my conscious reach. Thanks to the exhaustive efforts by the team, it connects the world community in one forum. As a TV professional, I wish I will get an opportunity to work on the memorials of our country: neglected, forgotten and deserted. Simple quiz; discussions; videos uploaded; abundant study material have helped me reach far beyond. It was a great experience!!!! (Shylaja Santosh, India)

- It has tremendously helped in better understanding the concept of memorization. As I have been a student of peace building for more than fifteen years, it has helped to understand the diverse side of war narratives. I find the course is very helpful for better understanding the positive and negative aspects of conflict. I find it really helpful as my organization Nagarik Aawaz- a peacebuilding organization in Nepal is also planning a peace building memorial and learning center in the near future very soon. (Susan Risal, Nepal)

- The course has provoked me to think on ways to start the deliberation on memory sites in my country Kenya. It has helped me with resources on how to articulate the issues involved. And as a consequence plan to write legal articles on the subject. This is because the matter is talked of in my country mutely. (Okiki Victor Odiwuor, Kenya)

- I am a human rights activist and volunteer in my country Ukraine. I feel passionate about human rights issues; specifically about transitional justice. I believe that the topic of this course is relevant to our past, present and future. There are many useful information sources provided by the creators of this course. So I plan to keep reading even after the course is over. I also appreciate the input of my fellow participants. I have really enjoyed reading their posts. (Inna Kholondovych, Ukraine)

- I have been active in the non-governmental sector for many years contributing in mediating, dealing with the past, reconciliation between people in Bosnia and Herzegovina. This gave me another perspective from world-wide views. Therefore, all information, documents, articles, and videos will be of great benefit for my future work. I had good knowledge about conflicts in Balkan, but not too much about another conflicts in world. (Darel Kapetanovic, Bosnia and Herzegovina)

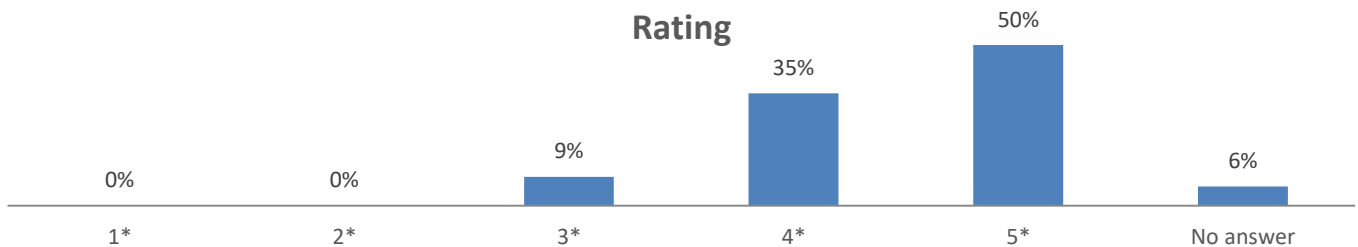


- Being already quite familiar with the topic, and directly involved in the setting up of a memory site in Kosovo, this course has been immensely useful by bringing together a pool of resources that I can tap in to inspire a local process. I would not say that the content was so new or groundbreaking to me, but rather that it shed light on specific and contextualised examples of what has been done; the caveats that have been researched; and the width of the research that is still lacking in this field. I really appreciated the variety of speakers and regions taken as example. (Lorraine Degruson, France)

- I found this course incredibly interesting and I hope it contributes to my professional goals of being a human rights lawyer who can focus on victims' rights. (Sangeetha Yogendran, Singapore)

Conclusion and recommendations

In conclusion, even though a couple of features might need improvement, we can be quite satisfied with the overall rating of the course and the general feedback provided by participants.



- This course helped me to know about experiences in different countries around the globe. It was a great course with wonderful bibliography. (Pablo Damián Colmegna, Argentina)

- Great initiative! No matter what part of the world and in what countries the proposed course subject is so vital in modern nation building. Thank you for the learning opportunity and for being open and inclusive. Knowledge is power. The more informed people are, more interesting, understanding and fruitful discussions can be. (Krisztina Damjanovich, Canada)

- I work in the National Human Rights institution of my country, which is why this course helped me not only to reinforce some knowledge about memory sites through the contributions of teachers, but also allowed me to know the wealth of experiences of students of other countries. (Ariadna Lya Cheroni Felitto, Uruguay)

- Wonderful variety of speakers and topics; with useful quizzes and discussions. I very much appreciate the option of having this course be self-paced; and enjoy reading through and returning to the discussion threads. (Sanja Lacan, USA)

- I write a dissertation about post-dictatorship memory and the insights from so many people around the world -and the teaching staff- has been invaluable to me. Most of all, it inspires me to keep on researching about memory and politics as key issues to construct a more inclusive and equal society. (Gisela Patricia Vidal Escudero, Peru)



- I now can relate with the issue of memory and how this is linked to the concept of human rights and fundamental freedoms; and the transitional justice initiatives that can and may be embarked upon as a response to efforts geared towards mitigating the impact of mass atrocities. I'm extremely delighted I decided to take this course. (Michael Utsaha, Nigeria)

- It broadened my perspective on the subject of memory in other parts of the world. It cultivated my interest in taking a more active stance on past issues; focusing on the issue of human rights. It allowed me to understand the contrast between the different experiences for the construction of identities: political activists; social struggles; vindication of rights. I develop an academic interest in conceptualizing the subject of memory. I thought it was an excellent course. Both the people who exhibited from their personal experiences, political activities and academic perspectives, to the suggestion of readings. I loved being able to manage my own time to take the course. In general, it was an excellent experience for me that I did not know this platform. (Maria de la Luz Bonilla Montenegro, Guatemala)

- I feel more equipped with basic understandings and I also feel that I gained a broader view thanks to the multiple examples from various contexts. The course was very well conceived and very diverse and rich. Most examples came from Latin America; or South-East Europe; or around the Mediterranean area. It would be very interesting to expand the geographical scope of memory work and also look at smaller, maybe less known initiatives. But it can maybe be a follow-up topic. The course was already well furnished and full-fledged as such! Thank you! (Jeanne Salomé, France)

- The course helped me to understand the relation between freedom of speech and memory, as I am investigating the limits of free speech. Thank you for the opportunities to attend a great course like this one; on-line and free of charge. I am looking forward to attend the next course. (Lucila Vilhena, Brazil)

Follow-up

The comments above testify to high levels of participant satisfaction. Provided we adjust the course to reflect the suggestions presented in this report, we should certainly replicate the course in the near future. Alternatively, it could also be the basis for a shorter course on more precise aspects such as those suggested by participants in the User-experience Survey:

- Forgive but not forget: perpetrators, victims, survivors and their rights
- Public policy and memory;
- Impact of Truth Commissions
- Transitional justice and reconciliation
- Memory, democracy and civil society
- Impact of museums and cultural sites on peace
- Human rights, art and activism

Lastly, consideration should also be given to the idea of offering the course in Spanish given that almost half of the materials are already in such language and that during the course a good number of participants expressed such hope.

