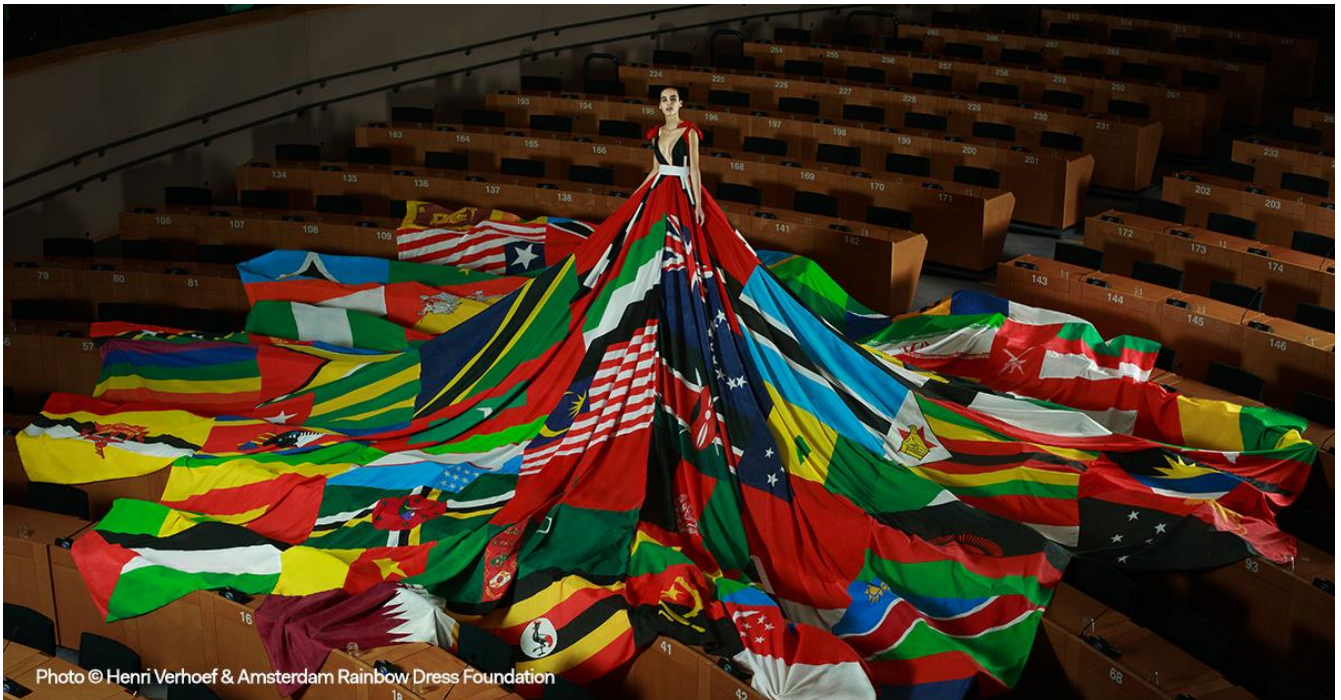


MOOC “Monitoring the Human Rights of LGBTI persons – 2020 Edition”

Report



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Executive Summary

The free MOOC “Monitoring the Human Rights of LGBTI persons – 2020 Edition” ran between 20 January and 1 March 2020.

Public information about the course is available at <https://edx.gchumanrights.org/courses/course-v1:gchumanrights+lgbti2+2020/about>

Further details are available in the dedicated section of the GC website: www.gchumanrights.org/mooc-lgbti

Some **key statistics** show the high level of engagement and intensity of work:

- Features: 6 weeks; 17 lecturers and experts; 19 videos lectures; 5 discussions; 3 quizzes
- Enrolled participants: 1,424
- Age: from 13 to 65+, with a majority (52%) between 25-34 years of age
- Country of origin: from all corners of the world but especially from Europe (43%) and Sub-Saharan Africa (24%)
- Professional profile: diverse, with a large representation of NGO (20%) and LGBTI activists (14%) and a good 24% who defined themselves as students
- Surveys: Welcome=562; User-experience=182
- Posts in the discussion forum: 500 in reply to questions set by staff + 667 started by students = 1,167 in total
- Requirements to earn the certificate of participation: pass all quizzes (3), participate in at least 4 discussions
- Issued certificates: 157 (11% of enrolled participants)

Highlights

- Good multidisciplinary, multiregional approach
- Availability of free resources and materials not available elsewhere
- Important testimonies by activists

Room for improvement

- More on basic human rights structures and mechanisms
- More on Asia-Pacific
- Shorter videos
- More complex quizzes

Recommendations for the future

- Update MOOC with more case studies and exercises
- Provide more time for completion
- Consider yearly release

The information contained in this report is based on:

- Evaluation by the Online Programmes Manager and the Project Officer
- Evaluation by participants who provided feedback through:
 - A Welcome Survey available throughout the course
 - A User-experience Survey also available throughout the course
 - Direct correspondence by email with the E-learning Team
- Statistics available on OpenEdX

Some basic information

Free enrolment opened on 16 December 2019 and closed on 16 February 2020. The MOOC was structured in 6 weeks, featuring the participation of 17 lecturers/experts and including participation and assessment through 5 discussions and 3 Quizzes.

The MOOC features in the e-learning section of the GC website (<https://gchumanrights.org/mooc-lgbti>). For the delivery we used our own personalised OpenEdX e-learning environment (<https://edx.gchumanrights.org>), the same free online platform that we used in the past. Registered participants can access the full range of learning materials (video lectures, readings, links, discussions, quizzes and surveys) on a permanent basis, even after the end of the course.

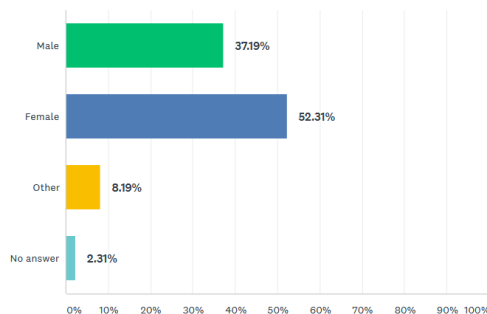
In order to advertise and generate interest, we created promotional materials (<https://gchumanrights.org/mooc-lgbti-mediatookit>) and used them to target both ad hoc mailing lists and the existing GC contact databases. Promotion was also carried out through the GC social media, both at the HQ in Venice and at the regional level, making ample use of the MOOC video teaser (<https://youtu.be/JTaAShS-Ntk>).

Enrolment and class composition

We started the course with about 1,000 students and closed it with 1,424. The increase between the start and end of the course is certainly due to great promotional efforts coordinated with the IT and Communication Departments in Venice as well as with regional partners in all GC campuses. Further results of such cooperation can be seen in the graphics below. According to the Welcome Survey submitted by 562 respondents, the following data on gender, age, region of residence and professional profile paint a global and rich picture of our outreach.

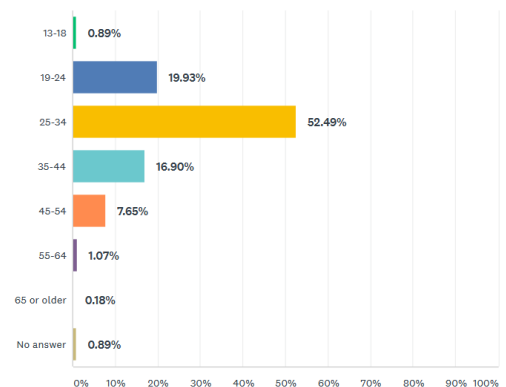
What is your gender?

Answered: 562 Skipped: 0



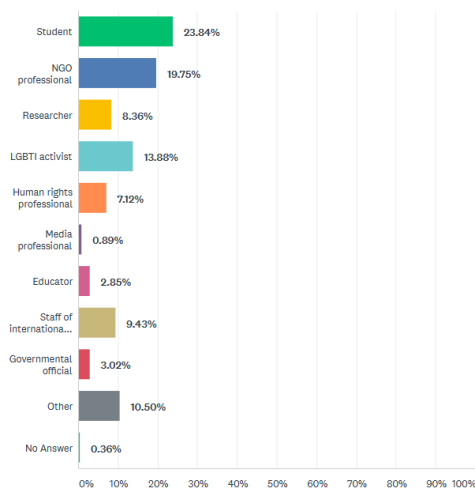
How old are you?

Answered: 562 Skipped: 0



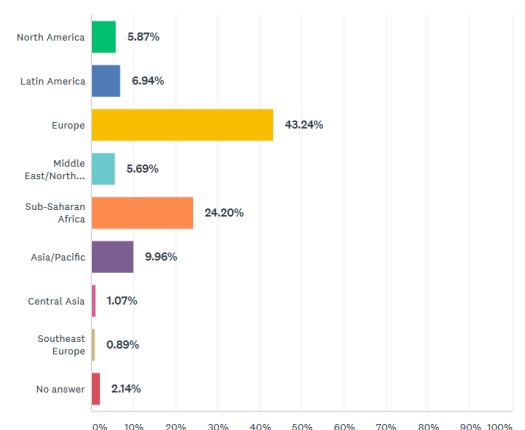
What is your professional profile?

Answered: 562 Skipped: 0



Where do you live?

Answered: 562 Skipped: 0

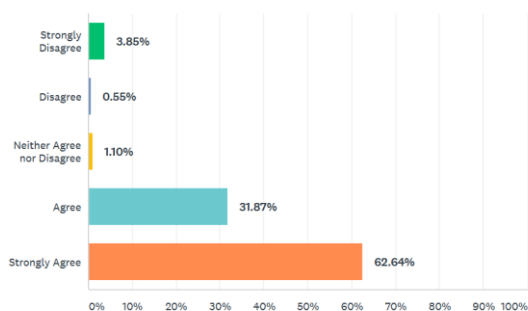


Course materials and activities

According to the 182 participants who submitted the User-experience Survey, 95% agreed or strongly agreed that the course materials (videos and readings) had a positive impact on their learning. As for the impact of course activities (discussions and quizzes), a good 83% agreed or strongly agreed that this was positive and appreciated.

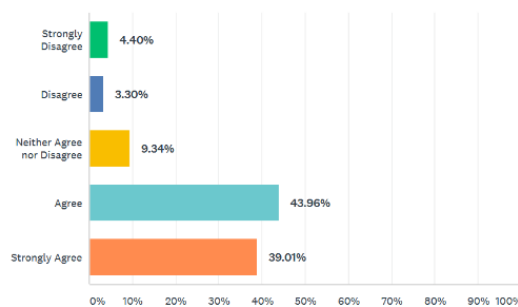
How strongly do you agree or disagree with the following statement:
The course materials (lectures, videos, documents) have had a positive impact on my learning experience.

Answered: 182 Skipped: 0



How strongly do you agree or disagree with the following statement:
The course activities (discussions, quizzes) have had a positive impact on my learning experience.

Answered: 182 Skipped: 0



New inputs and a new way of approaching the topic of HRs towards LGBTI persons. Very useful and rich of contents and materials. Thanks.

The course was very interesting and very well-organized. Videos are very useful to make the class less boring.

It is simple but well structured; the use of videos, along with standard documents and suggested reading for indepth study, is to me a good method of learning.

The course has assisted me to broaden my understanding at a regional and international level. The resources will further provide me with the knowledge and understanding of the various topics that would assist me in my work and I will be able to include all the information in providing training to key stakeholders and strengthen our advocacy work.

This course has been very helpful to me as a human rights educator as it has given me more knowledge and materials to pass on to other people. Also, it has broadened my thinking on LGBT advocacy strategies and how best to plan such activities.

I appreciate the professionalism of the speakers in the video and the relevance of the materials. Very rich and useful.

I really found much of the presentations (especially on week 1 and 5) and the reading very informative and useful. I particularly appreciated and enjoyed reading McGoldrick's and other papers that provided analysis and context for the advances in international law on SOGIE rights issues. The discussions were also very informative. I learned a lot about what other activists from other countries/regions are experiencing and thinking about, which enhanced my reading of some of the LGBTI reports.

Being a lawyer it has assisted me to learn more about different legislation through interaction during discussions and more over the video and other materials opened my understanding of how to handle such cases of the point of law.

I have had access to an incredible range of resources which I wouldn't have known where to find or access otherwise.

Areas for improvements

The quotations above prove the overall very high level of satisfaction, with a slightly higher preference for materials rather than activities. Suggestions for improvements include increased use of activities such as quizzes; more diversified faculty and content, in particular more focus on basic preparatory information (UN system) and specific advocacy strategies.

Very good on line course... it will be better to have some more interactive activities and less videos that can be a bit difficult to follow up.

I am happy with the content about LGBTI legal issues especially in Europe. I also liked the modules about activism in different regions, it gave me food for thought. I noticed that the lessons about UN mechanisms were not perfectly structured, in my opinion, because I had to complement somewhere else important information regarding the treaty bodies, Human Rights Council and Special Procedures. I would also have preferred more detailed lessons about advocacy strategies. However, my experience was positive.

The course was great but a little too eurocentric or europe heavy. Also no black people and very male dominated (at least by people who seem to present as cis men).

Longer quizzes to check that all issues were captured.

Course participation and multi-disciplinary and multi-regional outlook

Throughout the course Angela Melchiorre and Giacomo Ottonello acted as course moderators encouraging participation by sending weekly emails and regular summaries of discussions to all registered participants. This proved again useful as discussions kept a regular pace and engagement remained high.

Another important factor that enhanced participation was the multidisciplinary and multiregional outlook of faculty and audience as well as the use of discussions with examples from all over the world. Many participants provided further comments in this respect. Below is a selection:

The content was helpful and the discussions were crucial to expand knowledge and gain perspective, thanks.

Great work from all corners of the world, the different backgrounds to the speakers makes great learning experience.

It helped me get a really good overview of LGBTQ rights and struggles across the globe from multiple angles.

I've achieved a better understanding of the difficulties faced in this field in different regions and cultures, as well as the efforts of individuals and organizations, and the tools available to advocate for the protection of LGBTI persons around the world.

I raised my own awareness on the LGBTQI rights outside of the region I work with - EU and central Asia. Americas, Asia and MENA examples were mind-opening! Thank you.

In the User-experience Survey, interest was also expressed for further sub-regional foci as well as live class discussions and more time to digest and complete the course with full understanding.

First of all, my sincere thanks to all who organized this course. It is really well-thought out and organized. I truly learned and benefitted a lot. One thing, though... I wish the coverage on Asia, or at least the subregions, was stronger and more comprehensive, and featured more activists from East, Southeast, or South Asia. Once again, thank you for this wonderful learning opportunity.

Too many videos, I would prefer an interactive classes online or webinars.

It was a great experience, maybe should have given a bit more time so we are able to comprehensively study and understand at all the provided resources.

Highlights: expert and activist testimonies

The MOOC featured:

- the participation of guest lecturers and experts from all GC Regional Programmes;
- classes taught by three Alumni from GC Europe, GC South East Europe and GC Caucasus;
- a lecture by UN Independent Expert on Violence and Discrimination Based on Sexual Orientation and Gender Identity Victor Madrigal-Borloz;
- an interview with Ms. Heidi Hautala, Vice-President of the European Parliament;
- testimonies by LGBTI activists from Turkey, Lebanon and Brazil (the latter also a GC Europe Alumnus).

All were appreciated and well received. An external video made by an alumna of the GC Summer School on Cinema, Human Rights and Advocacy was also included in the course with a dedicated forum discussion which again received many positive comments. The presentation of important expert work as well as testimonies by activists is certainly to be considered an asset and highlight that could also inspire other courses.

I was surprised that so many different actors were able to give us some materials, especially the SOGI mandate holder and all the activists.

I am an LGBT human rights activist in Ghana and this course has helped me learn a lot especially with the terminologies. Also, the differences and similarities of LGBT human rights activist in different countries has also broadened my knowledge on LGBTI human rights.

It provided me with a comprehensive framework of legal instruments and a interesting perspective on the actions of the civil society and advocacy groups. The stories of the persons were particularly intense and interesting.

This has been a brilliant foundation and I have particularly appreciated the organisational structure and strategic advocacy and the activists stories.

I was especially moved by the ways that others have worked for the freedom & equality of the sexually and gender diverse populations.

It was interesting to receive information and lectures both from institutional representatives and CSOs and activists, I think both aspects are necessary in order to better integrate all necessary elements in my everyday work.

Assessment

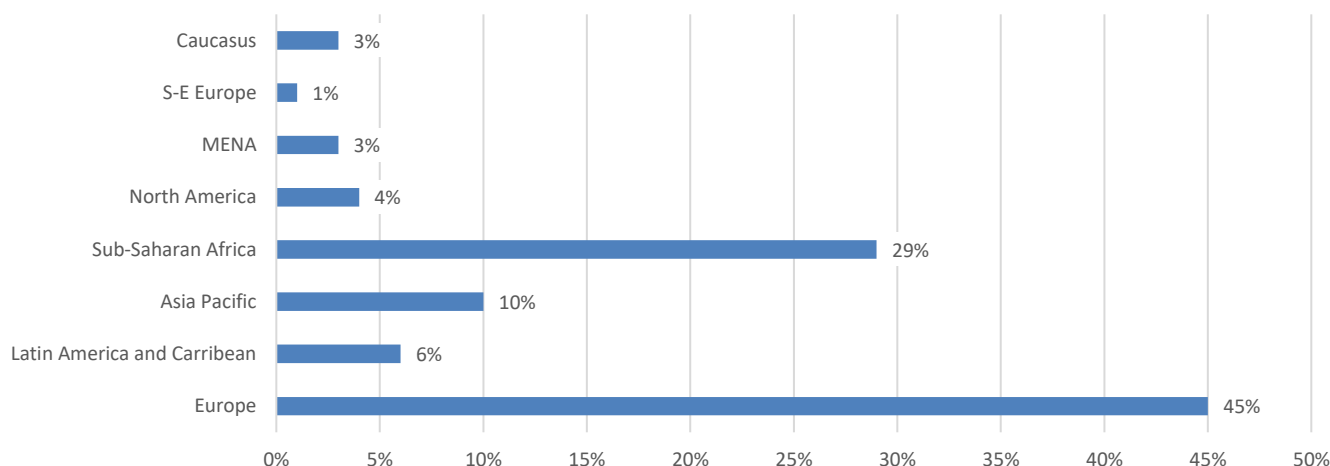
Throughout the course, participants could verify their knowledge and progress in the learning through discussions and quizzes. As indicated above, despite some organic decline over time, both participation and interest in knowledge testing remained to satisfactory levels:

- No. of enrolled participants: 1,424
- No. of posts in discussion forum: 1,167
A few participants posted multiple times in each discussion, and many participants created new threads beyond the discussion threads created by the instructor.
- No. of participants who took the quizzes: Q1=320; Q2=198; Q3=204
- No. of certificates awarded to active participants: 157

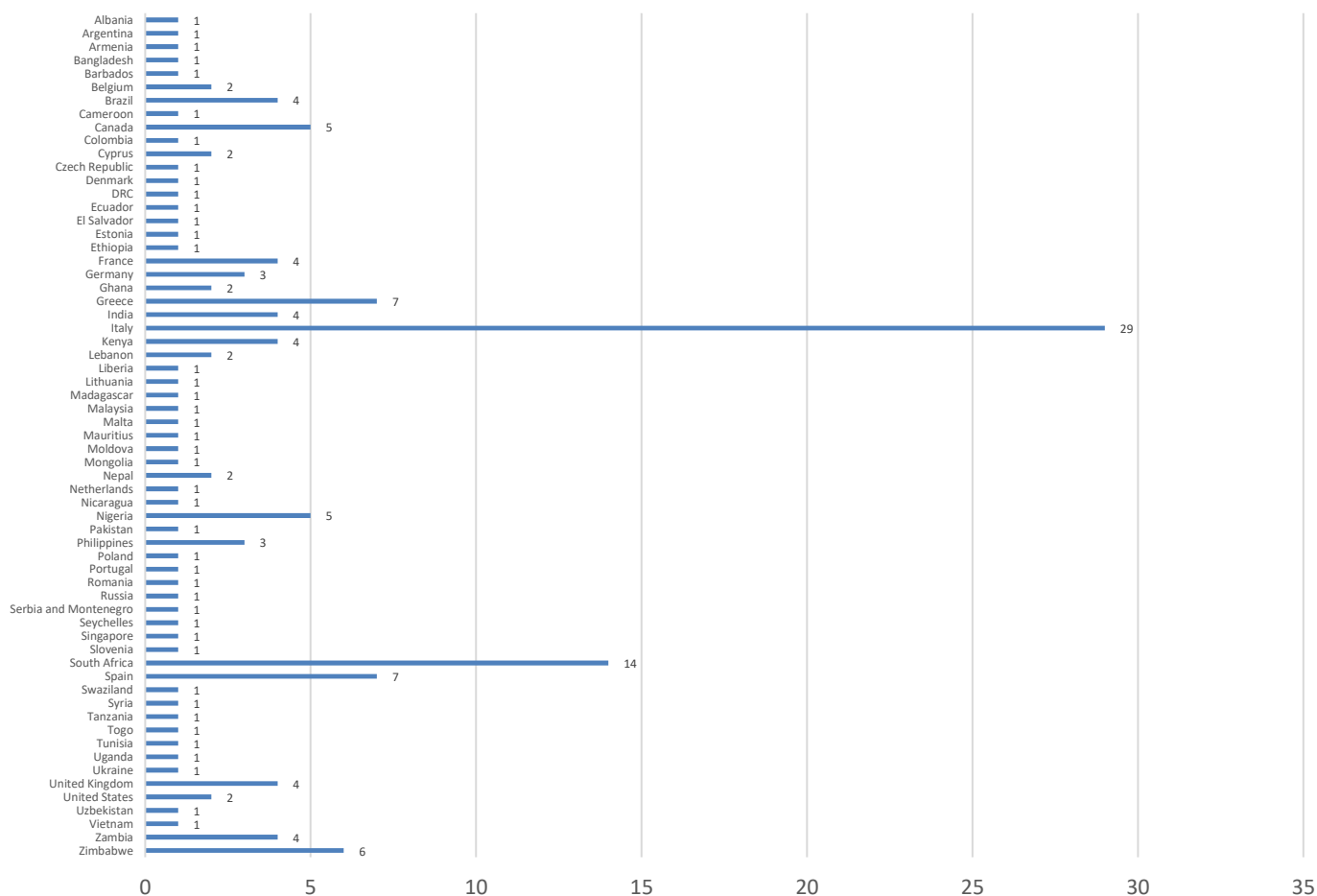
Certificate of participation

At the end of the course, 157 students received the certificate of participation, corresponding to 11% of enrolled participants. This figure is within our usual standards (6-15%) but denotes a very good result given that it represents an increase compared to the 6% registered for the same MOOC in 2019 (80 certificates for 1404 participants). All those who earned the certificate will bring the knowledge and skills acquired through the course in their daily activities around the world (63 countries), as indicted by the geographical distribution of the certificates and the feedback on impact analysed below.

Certificates by region



Certificates by country



Impact

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. It is particularly striking to see the added value of the MOOC in that it has offered knowledge, case studies and data that were not available before, that can be used by many different constituencies and professions, and that can inspire new action in this area of human rights, especially with groups more at risk of abuses and violations.

It has opened up new vocabulary and perspectives that I can use to engage in effective discussion within my activist and advocate group and has equipped me with tools to use to improve the lives of local LGBTI individuals through my activism.

This course gave me a 360 degree on how to tackle lgbt questions, issues, advocacy, strategic litigation and jurisprudence.... Leaving in a multicultural and very conservative island like Mauritius, all the themes and modules tackled and explained in this course helped me to see through and work on my community getting out of the closet and setting rules for claiming our full legitimacy on our citizenship and respect on our full fledged human rights. I thank you for all your work and dedicated courses.

I can take what I have learnt into my volunteering role within the charity sector.

It gave me more material and knowledge to write my Master's thesis about gender binarism.

This course enlightened me with distinguishing truths from presumptions about the LGBTQ community.

Provided documentation support or reference to topics not popular in my country.

I am the coordinator of the human rights and advocacy program of CAMFAIDS and the course will help me in my work which is principally based on monitoring and reporting of LGBTI rights.

Now I am more clear about the overall situation of LGBTIQ+ around the globe and can judge where my country Nepal stands in this regard.

As a journalist, I gained a much richer "panoramic view" of the challenges faced by people around the world based on SOGIESC, and a sharper eye to spot violations of human rights in different contexts, which will also help me give more context whenever I need to write about this subject.

In the search for more effective advocacy methods in the field of LGBT people, this course provided new inspirational data and strengthened the existing base for its subsequent transfer at the organization level in order to attract new activists to advocacy activities.

It changed the perception that I have on LGBTI persons.

I strongly believe that social change is the way forward and as a policy maker I aspire to use the positive vibe gained to inspire growth and development for the rights of the LGBTI persons.

I learned about advocacy in other regions of the world and I think that's the best way to start thinking about the cultural differences and approach about gender and diversity topics in order to think better about doing some international advocacy to keep trying that the international community as a whole work towards ensuring human rights to everybody.

The course has deepened my understanding, self respect and sense of community. It has also been rather emotional, evoking resentment for crimes committed (as my understanding has increased and thinking justified) to myself and our community in the past and present.

I have been able to learn how to tackle advocacy in terms of dialogues with the right stakeholders.

Personally it has made me stronger, professionally taught a lot about how to sharpen my advocacy work.

This course has provided me with insight regarding the LGBTI community which I can use in my clinical practice as a psychologist. Looking through the perspective of an ignored and often discriminated part of the society makes one aware of the responsibility one has to change things around in the society.

I had confirmation that my approach is efficient (gives confidence).

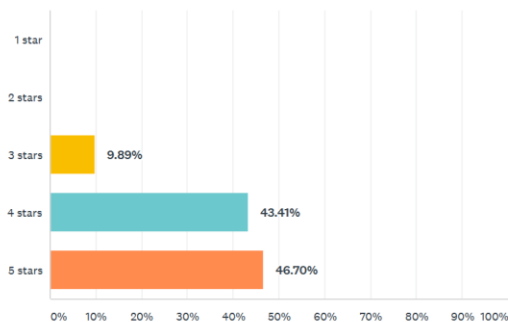
Thank you from the bottom of my heart, for moving me, sometimes uplifting, sometimes very depressing, but REAL. Forever grateful.

Conclusion

In conclusion, even if some features can be improved, we can be very satisfied with the overall rating of the course (4*- 5*=90%) and the general feedback provided by participants, 45% of whom are extremely likely to recommend the course to a friend.

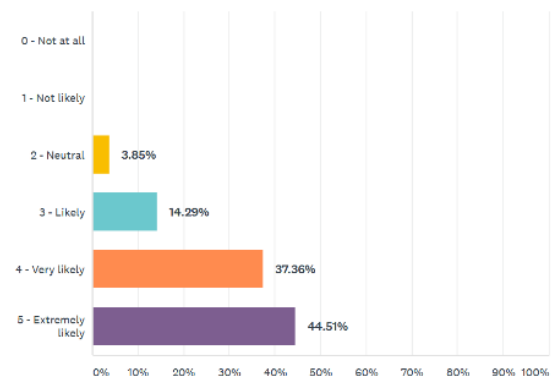
Please give this course an overall rating on a scale of 1 to 5 with 1 being the lowest and 5 being the highest rating

Answered: 182 Skipped: 0



How likely are you to recommend this course to a friend?

Answered: 182 Skipped: 0



Recommendations

The comments above testify to participant satisfaction and bode well for possible new editions in the future. In fact, considering both the feedback and the current high demand for online education, the e-learning team is considering keeping the door open for an annual release, if possible with some small updates when available or feasible.