

TURN YOUTH ONLINE



January 2020 Toolkit

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coconutwork



Erasmus+



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1 Why carry out this project



There is an important potential within the youth work sector to enhance and innovate practice through the use of digital technology and media and to use non formal and informal learning to help young people to create digital content and shape the digital world of the future. However, alongside these needs and opportunities there is also a lack of confidence, competence, strategic planning and investment to enable the youth work sector to fully embrace these developments.

On the other hand, in an increasingly digital world, there is a need not only to grow the skills of youth workers, but also to find innovative and appealing ways for young people to participate and regain interest in the democratic and civic processes.

Through the combination of both dimensions, the project has increased capacity of the youth work sector to incorporate digital means, raising the engagement of young people online.

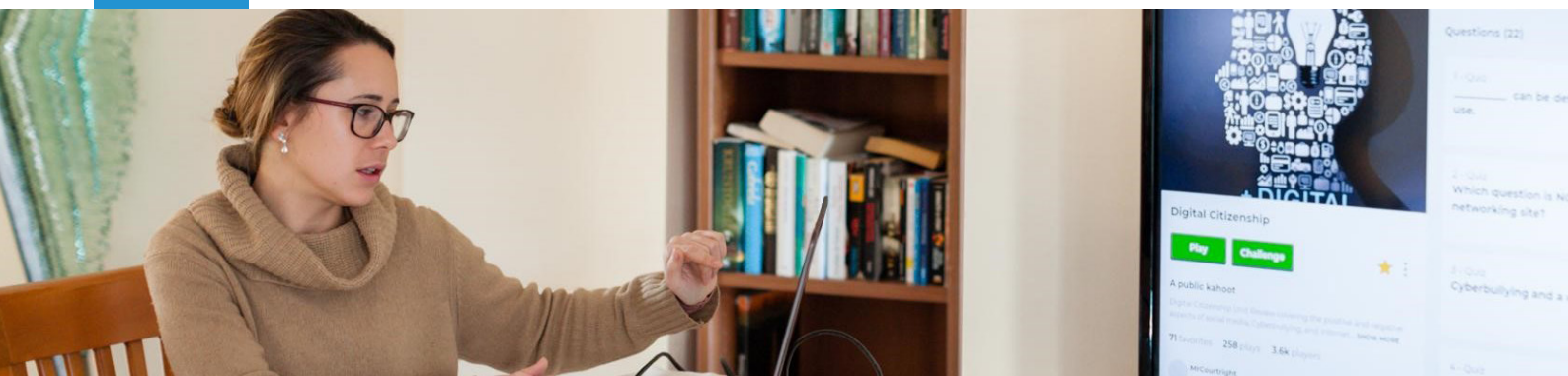


A

“Conversations are happening
whether you are there or not.”

Kim Carst

2 Aims and Objectives



The project **#TurnYouthONline** advocates for an inclusive digital education with complementary main aims:

1. Level up the digital skills of youth workers on how to use ICT tools in planning and leading digital youth work activities in their daily work with young people;
2. Explore the innovative digital tools, to turn ONLINE participation of youth, preventing their disengagement with civic and democratic processes.



To achieve these aims, we will address the following specific objectives:

- 1 Focus on 5 specific tools to empower youth workers to fully exploit all the potentials of digital education and ICT tools to deliver basic skills education for their target groups;
- 2 Design a delivery model based on the approaches in O2, in the form of guidelines, tailored to the needs of stakeholders (youth organizations, public authorities, youth councils and municipalities).
- 3 Develop and pilot innovative and youth-friendly approaches to addressing digital inclusion, working with 10 European organisations active in the field of youth participation, and serving young people with fewer opportunities estimated at 600 youngsters.
- 4 Map together with the participants the Internet Governance process and stakeholders, and the position of young people within.
- 5 Analyse the forms of digital dis/engagement of young people with democratic and participation processes in the 10 Participating countries.





B

“What happens in Vegas stays in Vegas; what happens on Twitter stays on Google forever.”

Jure Klepic, Jureklepic.com

Digital engagement of young people

3

As the world is changing continuously and new digital communication techniques are becoming more and more widespread, the need for the digital engagement of young people has been growing. This toolkit will explore the behaviours of young people in the online environment, their needs as digital natives and how youth workers can address those needs, it will explore the different stakeholders of youth e-participation and their interests, develop guidelines for them, but it will also go more in-depth regarding topics such as digital addiction and digital exclusion.

Firstly, the participants have mapped in national groups different aspects of youth participation practices. Then, using the Mindmap method, the participants have come up with their own definitions for the concepts of participation, e-participation, digital citizenship, e-government and digital youth work. Also related with the topic of digital inclusion was the digital citizenship workshop, where the participants debated in groups controversial topics related to democracy.

Another important aspect was clarifying the concepts that the participants were about to work with for the following days, using the Mindmap method.

3.1 Mapping youth participation practices by country

Country	FRANCE
How many people does it take to form an NGO?	2
How many people are needed to form a political party?	2
What age do you have to be in order to run for mayor?	18
What age do you have to be in order to run for president?	18
How many members does your country's Parliament have?	577
Youth law? If yes, since when?	Service civique (march 2010), law for young people in a vulnerable situation (2018 july), law for youth publications (for minor people, 1949)
Is youth work a profession in your country?	YES
Does your government accept e-petitions? How many signatures does it need to have?	Yes. You need 500.000 signatures
What e-government services does your country offer?	Taxes
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	27% (18-24), 36% (25-34)
Law of public assembly? If yes, since when?	NO; however, the Constitution mentions the right to strike
References	https://www.loc.gov/law/help/peaceful-assembly/foreign.php

Country	GERMANY
How many people does it take to form an NGO?	7
How many people are needed to form a political party?	1
What age do you have to be in order to run for mayor?	18-25 (depending on the state)
What age do you have to be in order to run for president?	18-21 (depending on the state)
How many members does your country's Parliament have?	709
Youth law? If yes, since when?	Yes, since 1990 (SGB8 Kinder- und Jugendhilfe)
Is youth work a profession in your country?	YES
Does your government accept e-petitions? How many signatures does it need to have?	Yes (1) but high barriers, for example offline address needed
What e-government services does your country offer?	ELSTER tax return, E-ID, Citizen Portal (volunteer)
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	61% (Eurobarometer 455, 2017)
Law of public assembly? If yes, since when?	Yes, 1953 (West), 1990 (East)
References	https://www.bmi.bund.de/DE/themen/verfassung/parteienrecht/informationen-zur-parteigrundung/informationen-zur-parteigrundung-node.html https://www.deutschland.de/en/topic/politics/global-issues-law/e-government?fbclid=IwAR1x76FG8p32zuKKNPY7udvAjQSyWJzzxsLCYvRFQJ9sY5Smf2SMtXhKYtg

Country	GREECE
How many people does it take to form an NGO?	Union:20, Fondation: none, Civil society: 2
How many people are needed to form a political party?	1 founder, 200 supporters
What age do you have to be in order to run for mayor?	21
What age do you have to be in order to run for president?	40
How many members does your country's Parliament have?	300
Youth law? If yes, since when?	NO
Is youth work a profession in your country?	NO
Does your government accept e-petitions? How many signatures does it need to have?	NO
What e-government services does your country offer?	taxisnet, Icis net
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	58.% (Eurobarometer 455,2017)
Law of public assembly? If yes, since when?	Yes, since1975
References	https://www.hellenicparliament.gr/Vouli-ton-Ellinon/To-Politevma/Syntagma/article-33/?fbclid=IwAR3riZJEkbX-iBCWCTsoJFxCXvonwBoy3ht7YniNqbDIeSXzwFUS5HvYHMo http://www.opengov.gr/types/?p=5954&fbclid=IwARoppMAKoJzg2MUV9QmcftfWhhcCooiUtMyBLmoGFrIXNVK14NITAp9b1s ec.europa.eu/commfrontoffice/publicopinion/index.cfm/ResultDoc/download/DocumentKy/82294

Country	ITALY
How many people does it take to form an NGO?	2
How many people are needed to form a political party?	1000
What age do you have to be in order to run for mayor?	18
What age do you have to be in order to run for president?	40
How many members does your country's Parliament have?	945 (630 + 315)
Youth law? If yes, since when?	Law 6 June 2016, no. 106; Italian Constitution, Article 31
Is youth work a profession in your country?	NO
Does your government accept e-petitions? How many signatures does it need to have?	NO
What e-government services does your country offer?	Minister of interior
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	49% (Eurobarometer 455,2017)
Law of public assembly? If yes, since when?	Yes, since 1947 (Constitution art. 18)
References	https://www.camera.it/parlam/leggi/972851.htm ; https://www.laleggepertutti.it/234560_come-costituire-un-partito-politico ; https://leg16.camera.it/465?area=18&tema=233&Politiche+giovanili ; http://www.parlamento.it/home https://www.senato.it/1025?sezione=120&articolo_numero_articolo=18 https://ec.europa.eu/youth/sites/youth/files/2018_youth_strat_1_youth_law_or_national_legislation_on_youth.pdf ; https://www.interno.gov.it/it/servizi/servizi-line

Country	LATVIA
How many people does it take to form an NGO?	2
How many people are needed to form a political party?	200
What age do you have to be in order to run for mayor?	18
What age do you have to be in order to run for president?	40
How many members does your country's Parliament have?	100
Youth law? If yes, since when?	Yes, since 2008
Is youth work a profession in your country?	YES
Does your government accept e-petitions? How many signatures does it need to have?	Yes, you need 10 000 signatures
What e-government services does your country offer?	latvija.lv, e-health, employability status, social benefits after death
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	65%, last parliament elections
Law of public assembly? If yes, since when?	Yes, since 1997
References	https://likumi.lv/ta/id/57255-par-pasvaldibam https://manabalss.lv/site_posts/iniciativa-savakusi-nepieciesamo-parakstu-skaitu-un-tiks-iesniegta-saeima https://manabalss.lv/site_posts/iniciativa-savakusi-nepieciesamo-parakstu-skaitu-un-tiks-iesniegta-saeima https://likumi.lv/ta/id/81050-biedribu-un-nodibinajumu-likums https://likumi.lv/ta/id/139367-politisko-partiju-likums https://www.president.lv/lv/valsts-prezidents/valsts-prezidenta-institucija/prezidenta-ievelesana https://www.latvija.lv https://likumi.lv/ta/id/48074-streiku-likums http://bit.ly/2uo4noK

Country	POLAND
How many people does it take to form an NGO?	7
How many people are needed to form a political party?	3 founders and 1000 signatures
What age do you have to be in order to run for mayor?	25
What age do you have to be in order to run for president?	35
How many members does your country's Parliament have?	560 (460 +100)
Youth law? If yes, since when?	Yes, since 1986
Is youth work a profession in your country?	YES
Does your government accept e-petitions? How many signatures does it need to have?	Yes, 100 000 signatures
What e-government services does your country offer?	ePUAP (eplatform of public administration)
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	71% (Eurobarometer 455,2017)
Law of public assembly? If yes, since when?	Yes, since 1990 and amended in 2015
References	http://dziennikustaw.gov.pl/DU/2017/1123/1 https://serwis.gazetaprawna.pl/samorzad/artykuly/1225958,kto-moze-kandydowac-na-wojta-burmistrza-prezydenta-miasta.html https://samorzad.infor.pl/sektor/organizacja/prawo_administracyjne/754147,Jak-zalozyc-partie-polityczna.html https://www.forbes.pl/technologie/glosowanie-przez-internet-w-polsce/egw4rj1 http://prawo.sejm.gov.pl/isap.nsf/download.xsp/WDU20150001485/U/D20151485Lj.pdf https://pl.m.wikipedia.org/wiki/Prawo_o_zgromadzeniach ; https://poradnik.ngo.pl/jak-zalozyc-stowarzyszenie-krok-po-kroku ; https://www.infor.pl/prawo/konstytucja/omowienie-konstytucji/686940,Kto-moze-byc-Prezydentem-RP.html ; http://prawo.sejm.gov.pl/isap.nsf/DocDetails.xsp? ; https://ec.europa.eu/commfrontoffice/publicopinion/flash/fl_375_en.pdf

Country	ROMANIA
How many people does it take to form an NGO?	3
How many people are needed to form a political party?	3
What age do you have to be in order to run for mayor?	18
What age do you have to be in order to run for president?	35
How many members does your country's Parliament have?	465 (136+329)
Youth law? If yes, since when?	Yes, no 350/2006
Is youth work a profession in your country?	Yes, COR 341205
Does your government accept e-petitions? How many signatures does it need to have?	Yes, you need 100000 signatures
What e-government services does your country offer?	e-travel (passport) e-work and retirement e-education e-health
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	EU 2019, 52.81% (47,59% rural - 57,03% urban)
Law of public assembly? If yes, since when?	Yes, 60/1991
References	http://legislatie.resurse-pentru-democratie.org/legea/60-1991.php?fbclid=IwAR33FKuIUE-7Hd85ItM8AlYpnDe6jbT5aDiTD6_garDLmcFKjRRa5T_Y-k https://broconline.eu/new/setting-up-an-ngo-in-romania/?fbclid=IwAR3wDQkVLR9545X9-157zK7pUDkQoiLPj6X3TT8SGN-pNFCmWNAN3u-fvR8 https://en.m.wikipedia.org/wiki/Parliament_of_Romania?fbclid=IwAR1oloUolZrXNkV3AVU78oBJBY5Yp5twIbxxFbB7yvwug-ysJqskVkl4_A https://eacea.ec.europa.eu/national-policies/sites/youth/wiki/files/gdlromania.pdf?fbclid=IwAR1RvJub9mDVHNDw3zm8Dj2mg7h7o2-2nTYVVKnmk9J59hEvruJXynZaLzw http://www.anc.edu.ro/standard_app/SO/lucrator%20de%20tineret_oo.pdf

Country	SPAIN
How many people does it take to form an NGO?	3
How many people are needed to form a political party?	3
What age do you have to be in order to run for mayor?	18
What age do you have to be in order to run for president?	18
How many members does your country's Parliament have?	615 (350 + 265)
Youth law? If yes, since when?	NO
Is youth work a profession in your country?	NO
Does your government accept e-petitions? How many signatures does it need to have?	NO
What e-government services does your country offer?	Digital ID digital notifications, procedure e-management (ACCEDA)
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	65% (Eurobarometer 455,2017)
Law of public assembly? If yes, since when?	Yes, 9/1983
References	https://www.lasexta.com/tribus-ocultas/artistas-tienes-2-amigos-puedes-crear-un-partido-politico-y-presentarse-a-las-elecciones-video-201902215c6fb32b0cf2812925f1fab6.html www.wikipedia.com:congresodelosdiputados-senado-exteriores.gob.es

Country	TURKEY
How many people does it take to form an NGO?	7
How many people are needed to form a political party?	30
What age do you have to be in order to run for mayor?	25
What age do you have to be in order to run for president?	40
How many members does your country's Parliament have?	600
Youth law? If yes, since when?	NO
Is youth work a profession in your country?	YES
Does your government accept e-petitions? How many signatures does it need to have?	Sometimes yes, sometimes no
What e-government services does your country offer?	You can follow your health database from the doctors you visited, the medicines you used, the test, insurance check, criminal record, taxes you have to pay, student certificate, IMEI number
Can you vote online?	NO
Young people's participation in political elections (local, regional, national or EU level)?	55.1% (2017)
Law of public assembly? If yes, since when?	Yes, since 1983
References	https://sivilalan.com/2018/09/19/derneknasilkurulur/ https://tr.m.wikipedia.org/wiki/Seçilme_yaşı http://www.anayasa.gen.tr/2820sk.htm https://tr.sputniknews.com/turkiye/201807021034106672-tbmm-600-milletvekili-bina/ https://basvuru.kizilaykariyer.com/S62VHP9MRFB5YVC3VPW8GMXF4S.JOB http://www.simtoalev.com/change-org-kampanyalari-nasil-basarili-olur/ https://www.turkiye.gov.tr/cok-kullanilan-hizmetler http://bit.ly/36hwrtz http://www.judiciaryofturkey.gov.tr/Law-on-Assemblies-and-Demonstrations-is-available-on-our-website



C

“Monitor, engage and be transparent; these have always been the keys to success in the digital space.”

Dallas Lawrence, Levick Strategic Communications



3.2 Coming up with definitions

OFFICIAL DEFINITION	PARTICIPANTS' DEFINITION
PARTICIPATION	
Participation is a fundamental human right recognised in a number of international human rights treaties, starting with Universal Declaration of Human Rights, which provides for the right to participate in government and free elections, the right to participate in the cultural life of the community, the right to peaceful assembly and association, and the right to join trade unions. Participation is also a core principle of human rights and is also a condition for effective democratic citizenship for all people. (https://www.coe.int/en/web/compass/citizenship-and-participation)	Participation is a process where the people have a right to decide their involvement. Key words: process, people, involvement, social right, decision
E-PARTICIPATION	
E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs). Its objective is to improve access to information and public services as well as to promote participation in policy-making, both for the empowerment of individual citizens and the benefit of society as a whole. (https://publicadministration.un.org/en/eparticipation)	E-participation is an inclusive tool reglemented by an online entity which offers possibilities for people to take part and engage. Key words: Online, inclusive, engagement, civic initiative, progress, groups, decision, account, online

E-PARTICIPATION

E-Government refers to the use of internet technology as a platform for exchanging information, providing services and transacting with citizens, businesses, and other arms of government. E-Government may be applied by the legislature, judiciary, or administration, in order to improve internal efficiency, the delivery of public services, or processes of democratic governance.

E-government is a digitalized method attending the facilitated interactions between citizens and government through increased access and transparency, which also involves inherent risks to include security, privacy and equal inclusion.

Key words: digitalization, transparency, interaction, direct communication, privacy

(<https://www.igi-global.com/dictionary/investigating-enterprise-application-integration-adoption/9385>)

DIGITAL CITIZENSHIP

Digital Citizenship refers to the ability to engage positively, critically and competently in the digital environment, drawing on the skills of effective communication and creation, to practice forms of social participation that are respectful of human rights and dignity through the responsible use of technology.

Digital citizenship is the inclusive place or concept on the internet where people have personal profiles that allow them to do online payment, e-voting and also provide ease of access and democracy.

Key words: Democracy, e-voting, profile, internet, inclusion

(<https://www.coe.int/en/web/digital-citizenship-education/digital-citizenship-and-digital-citizenship-education>)

DIGITAL YOUTH WORK

Digital youth work means proactively using or addressing digital media and technology in youth work. Digital youth work is not a youth work method – digital youth work can be included in any youth work setting (open youth work, youth information and counselling, youth clubs, detached youth work, etc.). Digital youth work has the same goals as youth work in general, and using digital media and technology in youth work should always support these goals.

Through digital youth work youngsters that are inexperienced can get opportunities and connections through the technology where they learn about the usefulness of apps and the interaction through globalization.

Key words: People, Erasmus, computer, technology, interactions, internet, education

(https://ec.europa.eu/youth/news/developing-digital-youth-work-%E2%80%93-agile-mindset-crucial_en)

3.3 Young people in social media

There is a growing debate on how the nature of citizenship is changing due to how young citizens use digital media. In order to go more in-depth regarding this topic, we needed first to analyze young people's behaviour in social media.

Some interesting points that were shared during the discussion were:

- **The evolution of Social Media:** each social media platform has its own moment of going up and going down.
- **Diffusion of the functionalities:** one platform copies the features of other platforms
- **There is a strong need for digital education** for young people, but also for parents

THE STATS ON TEEN SOCIAL MEDIA ADDICTION

- 92% of teens go online daily, and 24% say they go online "almost constantly."
- 76% of teens use social media (81% of older teens, 68% of teens ages 13 and 14).
- 77% of parents say their teens get distracted by their devices and don't pay attention when they're together.
- 59% of parents say they feel their teen is addicted to their mobile device.
- 50% of teens say they feel addicted to their mobile device.

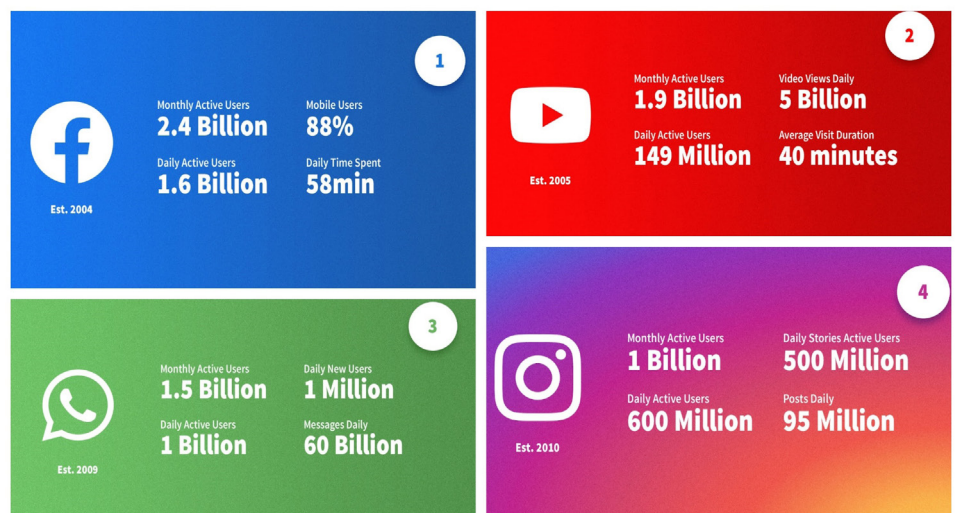
Source: <https://www.newportacademy.com/resources/mental-health/teens-social-media-addiction/>

TOP 5 POPULAR APPS FOR YOUNG PEOPLE

- Whatsapp
- Snapchat
- Youtube
- Instagram
- Twitter

Where is Facebook? Facebook is associated lately with parenting control and because more and more adults around teens are on Facebook they tend to go away from it.

Source: Business Insider & <https://dustinstout.com/social-media-statistics/>



3.4 Digital Citizenship

The participants brainstormed on the most challenging aspects of digital citizenship and then debated the most voted proposals.

slido

Join at
slido.com
#democracy

Top questions (21)

Anonymous 13

What populations are underrepresented in your country? How can we increase their participation? Are digital tools a potential tool?

Anonymous 12

Is e-voting reinforcing democracy?

Anonymous 11

Is democracy blind and corrupt?

Latest question

Anonymous 2

Did you learn in high school about democracy?



What population are underrepresented in your country and how can you increase their participation?

The national minorities and immigrants are less represented and one idea is to increase their online participation. The solution is education: you can teach people how to use tools to increase the participation of underrepresented population.

Merits of democracy: is democracy blind and corrupt?

As well intended as democracy may be, the way it's implemented often leads to inequalities. Democracy can be interpreted as the dictatorship of the majority, because it doesn't take into account differences and the individuality of each and every person in the group, so it leads to inequalities. The way it's implemented today doesn't allow measures of positive discrimination to be taken. We often feel frustrated by the public authorities because the Parliament often passes a law that frustrates public sentiment, that doesn't have public consent and we often feel governed by power and money.

Is e-voting reinforcing democracy?

It has pros and cons. E-voting as a tool opens a democratic process to more people, so it's inclusive, easier, more eco-friendly. It's very important to have e-information before the e-voting process. It's important to have traditional voting as well, because some areas don't have access to Internet. Democracy is not just about voting, we have more tools to improve the real democracy. Some of the cons are threats, hacking, digital security.

The voting system in Europe is too old and needs to evolve in order to include more young people

There's no single voting system within Europe, the countries all have different voting systems, but it is a fact that in statistics young people are the demographics that participate the least to elections. This may be because old parties are still ruling and controlling countries, or there are many new parties and nobody knows what to choose. Another difficult thing for youngsters is that politicians speak in terms difficult to understand. Youngsters don't get enough education and information about political processes. Introducing digital tools like a safe e-voting system and laying focus on accessible media like TV debates or more websites with information could help.

“Democracy can be interpreted as the dictatorship of the majority, because it doesn't take into account differences and the individuality of each and every person in the group, so it leads to inequalities.”

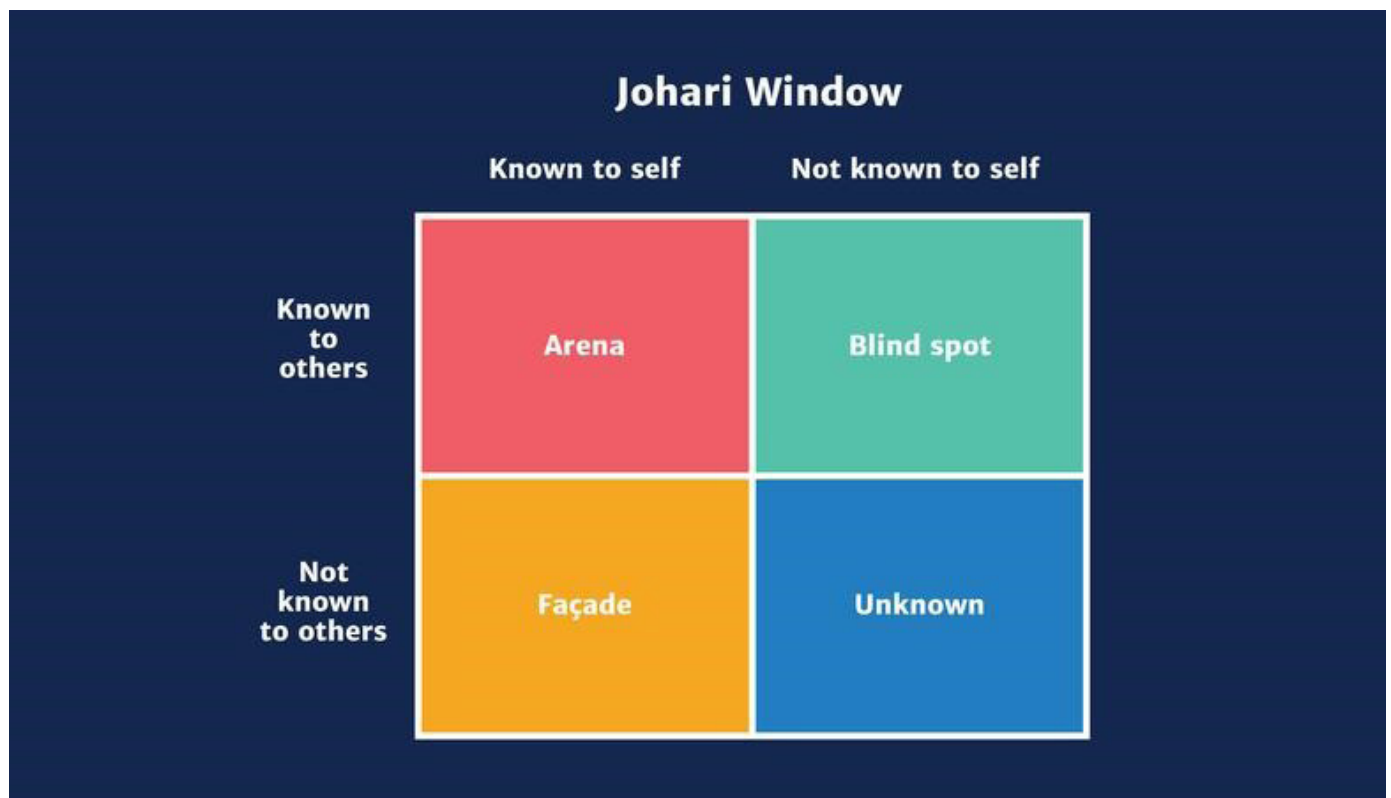


THE JOHARI WINDOW METHOD

It's a convenient method used to achieve the task of understanding and enhancing communication between the members in a group, developed in 1955 by the American psychologists **Joseph Luft and Harry Ingham**.

The Johari window model is used to enhance the individual's perception on others. This model is based on two ideas- trust can be acquired by revealing information about you to others and learning yourselves from their feedbacks. Each person is represented by the Johari model through four quadrants or window pane. Each four window panes signifies personal information, feelings, motivation and whether that information is known or unknown to oneself or others in four viewpoints.

The method was used in the **“Online reputation workshop”** and adapted to the topic. The participants had to do a series of exercises that made them reflect and reveal things about themselves to others: **write quotes that define them, finish the sentence “I am...” in 10 different ways, making screenshots of the last things they posted online and sharing them with other participants, then making statements about each other based on the screenshots, pick a quote from the ones that they wrote down (not their own) and try to characterize the person who wrote it and guess who it is.** All the features that have been shared can be put into one of the squares of the window.



More: <https://www.communicationtheory.org/the-johari-window-model/>

3.5 Digital addiction

SCENARIO	CONSEQUENCES	SOLUTIONS
IN FAMILY	- No communication between family members - Frustration - You get disconnected - Emotional isolation - Fear of missing out	- Set a good example - Stricter parenting - Setting boundaries
WITH FRIENDS	- Prioritizing the digital life - No interaction - Portraying that their life is perfect - Lack of social skills	- Understand that it's better to live your life instead of living in a virtual reality - Practicing social skills
AT WORK	- Impacts your productivity - Inhibits your ability to perform the essential functions of the job - Impacts mental wellbeing	- A healthy tech policy, with clear communication guidelines, is vital - Establish boundaries - Law reinforcement - Make productivity count - Open working space - Controlled internet
IN A ROMANTIC RELATIONSHIP	- Lack of communication - Emphasized the social proof (the need to be validated) - Virtual relationships formed over internet create a huge gap in everyday face to face interaction in real life relationships, since the latter is more challenging and lack the idealism that the former appears to have	Choose outdoor activities
AT SCHOOL	- Lack of focus/engagement - The teachers don't know how to approach people with digital addiction - Cyberbullying	- Integrate digital devices so much that the students don't want to use them anymore - Restricting usage can help, but also can create more problems



One thing that young people have to realize is that their voice holds so much power in today's democracy. That's why we have focused also on presenting the **European Citizens' Initiative (ECI)** and asked the participants to create online campaigns related to Components of E-participation, Internet Governance, E-democracy, Digital Youth Work, Digital Inclusion and share them publicly.

European Citizens' Initiative (ECI) is a **European Union** mechanism aimed at increasing **direct democracy** by enabling "EU citizens to participate directly in the development of EU policies", introduced with the **Treaty of Lisbon** in 2007. The initiative enables one million **citizens of the European Union**, who are nationals of at least one quarter of the **member states**, to call directly on the European Commission to propose a legal act (for example a Directive or Regulation) in an area where the Member States have **conferred** powers onto the EU level.

Digital Tools for Youth Workers - a collection of tools that youth workers can use in their work, grouped

Two of the teams focused on the components of e-participation, one creating an **Infographic** and the other one a **brochure** detailing the components in a short, attractive manner.

Another team chose the topic of Internet governance and data protection, in order to bring more awareness to who are the different stakeholders in this process, creating an **infographic**.

Digital Inclusion campaign: Embrace the DIGI-corn in YOU, in order to promote good practices in the field of digital inclusion.



D

“If what you are doing doesn’t add value, they won’t listen to you”

Marcus Sheridan

4 Digital Inclusion

Another aspect that we focused on during the activities was the inclusion of young people and their level of participation to the decision-making process. In order to tackle this objective, the participants were introduced the ladder of youth participation and had to make some research in order to present some decisions from the government/public authority (at local/regional/national levels) that affected young people and the process behind it.

4.1 The ladder of youth participation

ITALY, UNIVERSAL CIVIL SERVICE - LEVEL 3 ON THE LADDER

The establishment of this program represents an almost absolute novelty on the European and world scene, it is in fact possible to refer only partially to other experiences. This initiative encourages young people to be active in peace processes in Italy and abroad and aims to impartially promote solidarity and cooperation, nationally and internationally, with particular regard to protection of social rights, personal services and education for peace among people. Even if it's made for young people, they didn't have a word into it, so it's on level 3.

More info: <https://www.serviziocivile.gov.it/main/corpi-civili-pace/cosasonoccp.aspx?fbclid=IwAR23CF-CPFLBXRCOMMZEJaSOwrZC87eKLV9WaqkGHdyZO-FOQB012dIZBlufI>

LONDON, THE NIGHT TUBE - LEVEL 5 ON THE LADDER

Demand for a 24-hour Tube service is clear - late night Tube use has increased at double the rate of day-time trips and Night bus usage has risen by 173% since 2000. In 2016, influenced by a board of young people that represented their peers, the decision to keep the London tube open throughout the night on Fridays and Saturdays was made.

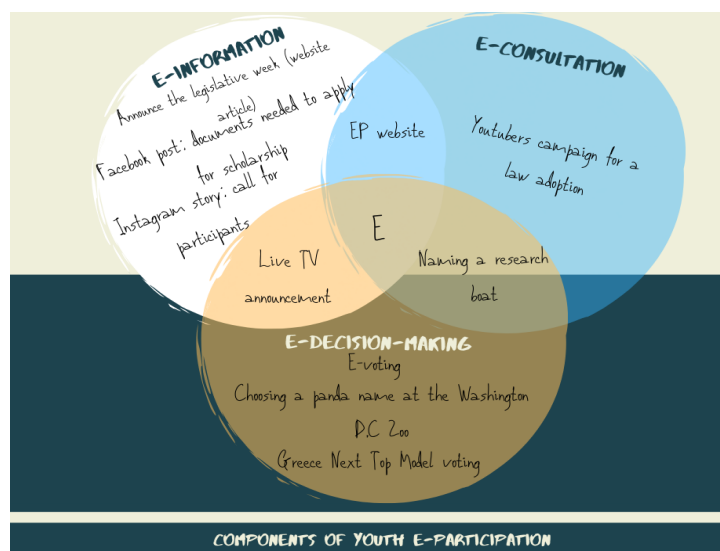
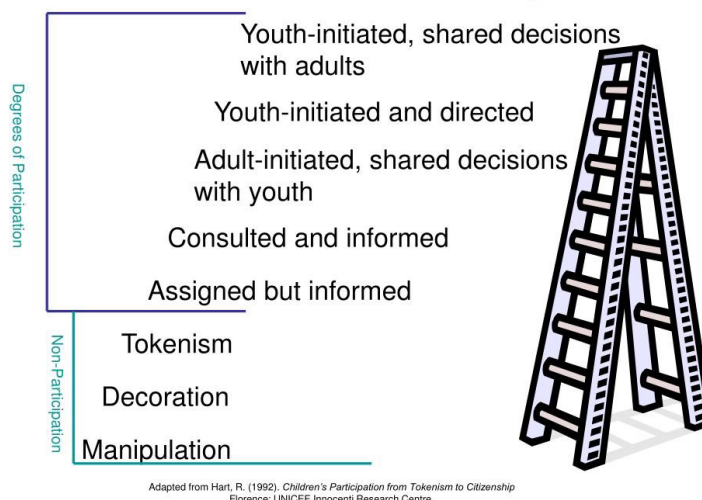
More info: <https://tfl.gov.uk/campaign/tube-improvements/what-we-are-doing/night-tube>

FRANCE, FAMILY PLANNING - LEVEL 7 ON THE LADDER

This started as a feminist movement that asked for free contraception for youngsters and the right to choose what happens with their bodies. They convinced the state to fund their initiative and now throughout France there are family planning centres where young people can go and get free contraception or free abortions.

More info: https://www.planning-familial.org/fr/le-mouvement-112?fbclid=IwAR0Z6J7u5vliP1TDhZW6WQ4B_RMX3dT-KQ2egXOKh10vaulv5fhyqePwJg7Q

Ladder of Youth Participation



Going from participation to E-participation : **how is this changing the process of climbing up the ladder?**

- It's faster, but if you don't have people that have digital skills, it might be slower.
- You can reach more people online, organize something on a national/international level.
- It can be more diverse and more interesting for the youth because they are digital natives.
- E-participation shouldn't replace participation, but should complete and complement it.

There are several things that lead to the digital exclusion of young people and the participants looked at this from several points of view: **lack of access, lack of digital skills, internet governance, lack of digital education, technological development.**

The participants were split into **5 groups**, each one analysing in depth one of the following topics: lack of physical access to internet access/lack of devices, lack of digital skills, lack of digital education, internet governance and technological development. **The groups had to think about causes, consequences and solutions to these problems, then share them with everyone.**

4.2 Digital exclusion: causes, consequences and solutions

LACK OF ACCESS	LACK OF DIGITAL SKILLS	INTERNET GOVERNANCE	LACK OF DIGITAL EDUCATION	TECHNOLOGICAL DEVELOPMENT
CAUSES 5 comments Anonymous 2d Economical development/issues Anonymous 2d Poverty Anonymous 2d Geographical position Anonymous 2d Lack of infrastructure Anonymous 2d Governmental control Add comment	8 comments Anonymous 2d lack of interest Anonymous 2d lack of education Anonymous 2d generation gap Anonymous 2d economical barriers Anonymous 2d geographical barriers Anonymous 2d physical and mental disabilities	Anonymous 2d Government system (dictatorship) Anonymous 2d (lack of) investment infrastructures Anonymous 2d National laws Anonymous 2d Private interests Anonymous 2d Civil society Anonymous 2d Accademia Anonymous 2d Media	CAUSES 6 comments Anonymous 2d Changes happening too fast, long learning process Anonymous 2d Lack of interest Anonymous 2d Lack of people to teach Anonymous 2d Generation gap Anonymous 2d Lack of investment Anonymous 2d	CAUSES 5 comments Anonymous 2d Investment Anonymous 2d Education Anonymous 2d Sources Anonymous 2d Geographical Anonymous 2d Political choices

So what do these actually lead do?

LACK OF ACCESS	LACK OF DIGITAL SKILLS	INTERNET GOVERNANCE	LACK OF DIGITAL EDUCATION	TECHNOLOGICAL DEVELOPMENT
CONSEQUENCES 7 comments Anonymous 2d Lack of education Anonymous 2d Isolation Anonymous 2d Lack of information Anonymous 2d Physical issues (pollution) Anonymous 2d Manipulation Anonymous 2d Social inequality	CONSEQUENCES 6 comments Anonymous 2d Isolation Anonymous 2d Social Exclusion Anonymous 2d Division In society Anonymous 2d Unsafe practices (sharing private info) Anonymous 2d missing job opportunities	CONSEQUENCES 6 comments Anonymous 2d Limits on freedom of expression Anonymous 2d Insufficient internet access Anonymous 2d Proliferation of totally unregulated internet spaces Anonymous 2d Monopoly Anonymous 2d Exclusion Anonymous 2d	Add comment CONSEQUENCES 4 comments Anonymous 2d Exclusion from information Anonymous 2d Exclusion from opportunities Anonymous 2d Exclusion from socializing Anonymous 2d Unsafe behaviour	Anonymous 2d Political choices Add comment CONSEQUENCES 2 comments Anonymous 2d Less access Anonymous 2d Hardware and software limitation Add comment

There may be quite a few consequences, but there are also so many solutions that can be implemented in order to include young people in the decision-making process.

LACK OF ACCESS	LACK OF DIGITAL SKILLS	INTERNET GOVERNANCE	LACK OF DIGITAL EDUCATION	TECHNOLOGICAL DEVELOPMENT
Anonymous 2d Not focus just on the internet (offline complements the online) Anonymous 2d Governmental investment into infrastructure Anonymous 2d Investment of companies Anonymous 2d Technological development (software + hardware) Anonymous 2d Multiply services, build libraries in rural areas Anonymous 2d Cheap technologies to include people Anonymous 2d More public availability (internet for free) Add comment	missing job opportunities Anonymous 2d digital exclusion Add comment SOLUTIONS 3 comments Anonymous 2d Digital education Anonymous 2d Providing access to technology/hardware Anonymous 2d user-friendly digital tools Add comment	Anonymous 2d International /political/Business pressure Anonymous 2d Pressure from NGO's and civil society Anonymous 2d sustainable social economy Anonymous 2d local initiatives for communitarian governance Anonymous 2d more regulations Anonymous 2d Education Anonymous 2d Technical development/solutions Anonymous 2d Human rights organizations	Anonymous 2d Lifelong learning Anonymous 2d Don't forget offline education tools Anonymous 2d Raise awareness of the benefits Anonymous 2d Educate people affected (and parents) Anonymous 2d Provide access to tech services Anonymous 2d Inclusion in curriculum standards Anonymous 2d Teacher training Anonymous 2d Youth-led education (e.g. family workshops)	Hardware and software limitation Add comment SOLUTIONS 4 comments Anonymous 2d Lifelong learning Anonymous 2d Modernisation of technologies Anonymous 2d More funding Anonymous 2d More open discussion / opinion inclusion Add comment



“I think there should be regulations on social media that it negatively affect the public good”

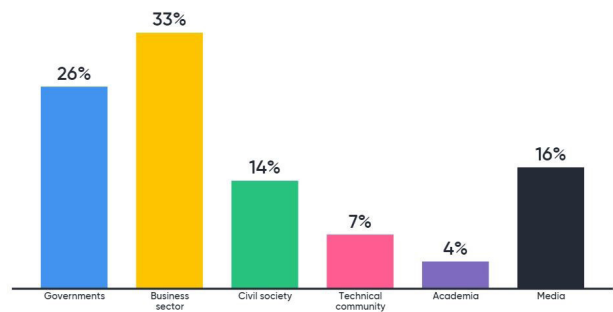
Elon Musk

Mapping the Internet Governance process

5

At the moment, Internet governance involves a variety of actors/stakeholders. Those include Governments, Business sector, Civil society, Tech community, Academia and Media. As a group, we analyzed their interests and concerns. In order to realize the complexity of the internet governance process, the participants first worked together in order to define the concept, then they were asked to vote on the most important stakeholders for the internet governance process and define their stakes.

Who are the most important stakeholders in the internet governance process?





GROUP	STAKEHOLDERS	WHAT IS THEIR STAKE? WHAT ARE THEIR CONCERNS?
1	GOVERNMENTS	• Keep society running, keep the rights of civil society • Political behaviour • Economic business pressure • Societal influence • Privacy • Business sector influences governmental services
2	BUSINESS SECTOR	• Economic Benefits • Open access • Low cost of use • Expansion of internet usage • Connectivity • Low entrepreneurial barriers • Dependence
3	CIVIL SOCIETY	• Ease of use • Privacy (anonymous/ message) • Freedom of expression • Contribute (content creation) • Access to information • Fast connection!! • General availability
4	TECHNICAL COMMUNITY	• Innovation • Health of the internet • Ease of access • Research • Fair payment • More influence • Work regulation
5	ACADEMIA	• Communication • Exchange of ideas • Data collection/ information Sharing • Business interests/ profit • Academic content • Research and development • Data security and plagiarism prevention
6	MEDIA	• Information • Influencing opinion • Government • Business • Publicity • Providing access to culture and education • Exchange of ideas



F

“You can still say whatever you want to say on social media, but you have to be willing to stand by your words.”

Candace Owens

6 Digital Youth Work

According to the European Commission, digital literacy and 21st century skills play a crucial role as part of modern-day citizenship and modern life in general. Youth work should be able to encourage this. Therefore, youth workers need an agile mindset, willing to try new things, learn from both success and failure, and be supported to do so. As we've seen before, digital youth work means proactively using or addressing digital media and technology in youth work.

Youth workers are sometimes in a lot of pressure to adapt to the changing nature of the digital media and to keep updating their skills, in order to relate to their target group, so in order to fully exploit all the potentials of digital education and ICT tools to deliver basic skills education for their target groups, the participants shared different tools that are useful in their work.

The participants analysed the main technological developments focusing on the interaction of/with young people through social networks. Then, they became promoters of digital youth work and they presented an interesting tool to the other participants in the format of a fair. Furthermore, through the workshops led by the participants, more tools have been presented and experienced.

Thus, through the two approaches, the following tools have been introduced: Google Classroom, Slack, Trello, Badge Wallet, Whatsapp newsletter, Facebook groups, Eurocaching, E-portal, Virtual exchanges, Kahoot, Canva, Powtoon.



- A** **Google classroom** - it's a feature of Google that can be used as an e-learning tool, you can use it for classrooms, students, virtual exchanges, you can combine it with other tools like Zoom, you can connect it with Google Drive, Google Forms, you can share it with teachers and more teachers can join.
- B** **Slack** - a very useful tool where you can share messages, files, services, especially between your teammates. You can join different channels, you can create work teams, use hashtags, it enables you to connect your services like Google Drive, Dropbox.
- C** **Inspiration board on Trello** - it's a platform that can be used for personal and business use. Users can create their task boards with several columns and move the tasks between them. Typically columns include task statuses: To Do, In Progress, Done. When the users find a resource they like, they add it there so everyone from the team can see it.
- D** **Badge wallet** - it's a useful app for workshops, working with volunteers, that you can create an account on and create tasks that people have to do. When people complete all the tasks they get a badge from the organization. When you do a longer workshop its a very interactive way to keep people engaged.
- E** **Whatsapp newsletter** - it's a way for organizations to engage with their audience and keep them updated about the projects they have. You can provide a link and people can subscribe to it and unsubscribe whenever they want.
- F** **Eurocaching** - inspired by Geocaching - outdoor recreational activity, in which participants use a Global Positioning System receiver or mobile device and other navigational techniques to hide and seek containers, called "geocaches" or "caches", at specific locations marked by coordinates all over the world. You can look for caches and place your own cache with information about Erasmus+, ESC, etc.
- G** **Facebook groups** - Tandem-partner - a lot of exchange students are coming to Germany, but they don't know the language. This group include local people, german students, foreign students. People can ask for help with language and locals will do it.
- H** **E-portal** - it's a database for classes for university students, a tool where you can share lectures, create lectures, e-books, notes (you can share your notes that you took during classes).
- I** **Virtual exchanges**- in order to be more environmentally friendly and not travel by plane to an exchange, you can organize a virtual exchange with your target group. This practice is also more inclusive for people with fewer opportunities.

1

Powtoon - a useful tool for creating short, engaging videos for your work. It's online, you can log in with your Facebook or Google account and it has templates that you can choose from. It's very useful for when you want to create some short explanatory videos and it can also create videos using the dimensions fit for Facebook or Instagram. (Link: <https://powtoon.com>)

2

Botmake.io - you can create your own Bot that can make your work as an organisation easier by automatically replying to the questions that the people send you. (Link: <https://bootmake.io>)

3

Canva - a useful and very easy to use tool for designing posters, cover photos, event photos, etc. (Link: <https://canva.com>)

4

Kahoot - a game-based learning platform, used as educational technology in schools and other educational institutions. Its learning games, "Kahoots", are multiple-choice quizzes that allow user generation and can be accessed via a web browser or the Kahoot app. (Link: <https://kahoot.com>)





“Social media is reducing social barriers. It connects people on the strength of human valus, not identities.”

Narendra Modi

Guidelines for stakeholders

7

In order to design a delivery model in the form of guidelines, tailored to the needs of stakeholders, the participants had a brainstorming session. Working in pairs, the participants had to think about what each stakeholder should do in order to foster youth participation. Then, the participants were split into 6 groups and they worked on creating a Google Slide document, putting together the guidelines for all the different stakeholders



GOVERNMENT

1. Reinforce the components of e-participation (e-information, e-consultation, e-decision making) by using them more in order to increase youth participation;
2. Invest money to provide equal access to internet and devices;
3. Provide education programmes for e-participation and invest in life-long learning digital education. Digital education programmes should also focus on the environmental impact of the digital consumption;
4. Make digital education part of school curriculum;
5. Offer e-services such as e-voting, e-petition, etc.
6. Lower the voting age (16);
7. Create public places (in libraries, youth centres, museums, town halls) with access to hardware for the ones who do not have;
8. Promote european/national level programmes (such as Erasmus+ Training Courses) to raise awareness;
9. Make information more understandable via basic language.



CIVIL SOCIETY

1. Promote partnerships between NGOs and schools to educate on active participation, the importance of getting involved in the local community (eg: lack of such activities in the Romanian curriculum);
2. Create E-campaigns to educate young people online about civic engagement;
3. Promote information campaigns through all the channels provided by media;
4. Encourage groups of people in their civic engagement by promoting examples taking place in other places:
 - Eg. Sardine- Italy
 - #Rezist campaign in Romania
 - The Collective of women : <https://www.youtube.com/watch?v=s5AAscy7qbl> (Chile originated) - information can inspire and motivate



MEDIA

1. Target the platforms that young people use;
2. Give young people a voice (hear their opinions); Cover the actions of young people more (protests, petitions etc)
3. Ensure data protection;
4. Supply more workplace for young people;
5. Provide equal space for more diverse opinions; avoid stereotypes that could lead to discrimination;
6. Create content regarding issues youngsters deal with to raise awareness (reinforcement for action);
7. Prevent manipulations about e-participation;
8. Be more transparent and professional in presenting the results of the elections;
9. Provide the possibility for viewers to create their own posts.



TECH COMMUNITY

1. Provide new, free, accessible and interesting digital tools (hardware and software) for young people (open source);
2. Develop websites, information databases and forums (fora) for e-participation;
3. Provide cybersecurity for e-participation platforms;
4. Provide training and courses to cultivate and reinforce digital skills;
5. Inform and influence governments about the importance and ways to promote e-participation services;
6. Set a good and inspiring example for young people, in terms of IT engagement and professionalism as well as regarding e-participation.



BUSINESS SECTOR

1. Social advertisement and campaigns to involve youth in e-participation;
2. Provide job or internship opportunities in the digital sector in order to increase the e-participation and the digital awareness;
3. Be sensible and open to the society and environmental needs;
4. Offer training on professional digital tools;
5. Provide funding in the form of scholarships for students and researchers to study digital citizenship programs and sponsorships for NGOs in the form of software in order to support grassroot-level initiatives to support youth participation;
6. Exchange good practices between professionals and young people;
7. Cooperate with other stakeholders and civil society to create or improve new digital tools and services (platforms, online courses) .



ACADEMIA

1. Fund more research on the topic of e-participation and e-governance, as well as teaching these topics in courses;
2. Democratise online processes, e.g online platforms for evaluating teaching performance of professors;
3. Give voices to students via e-forums, defending their opinions to faculty committees;
4. Hold webinars for students and young people;
5. Make research findings more open to the general public (democratise knowledge from the private sector);
6. Allow newcomers to join the staff and together come up with new e-approaches that could be integrated in the courses;
7. Provide all the information needed by the students online.



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