

# REBUILD

## ICT-enabled integration facilitator and life rebuilding guidance

*Project start date: 01/01/2019 | Duration: 36 months*

# Deliverable: D2.4 Co-Creation Workshop Agenda

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## EXECUTIVE SUMMARY

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The present Deliverable describes Co-Creation Workshop Agenda for the three Pilot Studies in Italy, Spain and Greece. The Co-Creation Workshop will be dedicated to present the participants the REBUILD use cases and scenarios in order to start focusing on both service providers and migrants daily life experience and situations. This activity will be inspired by storytelling and listening methodologies and will permit participants to share personal opinions and perspectives, by also focusing on personal life and situations.

Second scope of the Co-Creation workshop, together with the validation of REBUILD concept and scenarios, will be the design of how the modules of the REBUILD toolbox are expected to work and interact with real users. This activity will leverage upon the REBUILD prototypes and mockups.

As an output to this activity, the REBUILD team will evaluate the Use Cases developed by project partners and validate the REBUILD services, including feedback gathering and prioritization with participants of the 3 workshops services emerging as "needs" from the analysis being conducted with migrants/refugees users and with Local Service Providers.

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## ABSTRACT

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The Co-Creation Workshop will leverage upon user research and use cases analysis carried out in T.2.1 as analysis of the existing service provision flow in the fields defined as in the scope of REBUILD project in section 1.3.2. The analysis has taken into consideration workflow definition, analyzing for each service, for each provider, for each country/region involved, how the service provision chain actually works. By mean of use cases validation all the knowledge of target users, their sociological and individual characteristics, their needs, their thoughts and believes, their lifestyle, values and, ethical perspectives will constitute the starting point for the Co-Creation activity.

The workshop will be dedicated to present the participants the REBUILD use cases and scenarios in order to start focusing on both service providers and migrants daily life experience and situations. This activity will be inspired by storytelling and listening methodologies and will permit participants to share personal opinions and perspectives, by also focusing on personal life and situations.

Second scope of the Co-Creation workshop, together with the validation of REBUILD concept and scenarios, will be the design of how the modules of the REBUILD toolbox are expected to work and interact with real users. This activity will leverage upon the REBUILD prototypes and mockups.

As an input to this activity, the REBUILD team will develop specific taskflows of the REBUILD prototypes and mockups interaction. Such interaction will be defined either in an experiential way, by mean of working prototypes, being them implementation, role or look&feel mockups. According to these different modalities, participants to the Workshop will be involved in evaluation sessions where specific aspects of the interaction will be tested and discussed.

# 1 INTRODUCTION

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The project REBUILD aims at improving migrants and refugees' inclusion through the provision of a toolbox of ICT-based solutions aimed to enhance both the effectiveness of the services provided by local public administration and organizations, and the life quality of the migrants.

This project follows a user-centred and participated design approach, aiming at addressing properly real target users' needs, ethical and cross-cultural dimensions, and at monitoring and validating the socio-economic impact of the proposed solution. Both target groups (immigrants/refugees and local public services providers) will be part of a continuous design process; users and stakeholders' engagement is a key success factor addressed both in the Consortium composition and in its capacity to engage relevant stakeholders external to the project. Users will be engaged since the beginning of the project through interviews and focus groups; then will be part of the application design, participating in three Co-Creation Workshops organized in the three main piloting countries: Italy, Spain and Greece, chosen for their being the "access gates" to Europe for main immigration routes. Then again, in the 2<sup>nd</sup> and 3<sup>rd</sup> years of the project, users' engagement in Test and Piloting events in the three target countries, will help the Consortium fine-tuning the REBUILD ICT toolbox before the end of the project.

The key technology solutions proposed are:

- GDPR-compliant migrants' integration related background information gathering with user consent and anonymization of personal information;
- AI-based profile analysis to enable both personalized support and policy making on migration-related issues;
- AI-based needs matching tool, to match migrant needs and skills with services provided by local authorities in EU countries and labour market needs at local and regional level;
- a Digital Companion for migrants enabling personalized two-way communication using chatbots to provide them smart support for easy access to local services (training, health, employment, welfare, etc.) and assessment of the level of integration and understanding of the new society, while providing to local authorities data-driven, easy to use decision supporting tools for enhancing capacities and effectiveness in service provision.

As already described in D2.3 Co-Design Workshop operative objectives are outlined as follows.

For the Italian and Greek workshops:

- Validate and improve the services' flow charts developed in WP2
- Validate and enrich the migrants' survey outputs in terms of requirements
- Present and discuss the service scenarios and related mockups
- Co-design a service able to map and navigate in a smart way the services available at local level for migrants and refugees
- gather feedback on the communication and accessibility features of the REBUILD App
- Prioritize the features of the Rebuild tools
- Develop a shared "to-do" and GANTT for the technological development activities

For the Spanish workshop, at the present stage, is fully analogic.

REBUILD partners will act both as experts and as facilitators, coordinating subgroups activities and tables, and adopting collaborative learning/design techniques such as scaffolding and fading.

## 2 OVERALL STRUCTURE OF THE CO-CREATION WORKSHOPS PRESENTATION

### 2.1 STRUCTURE AND SLOTS OBJECTIVES

All the three Italian, Greek and Spanish workshops will include the activities that follows. For the Italian and Greek workshop the suggestion is to have the first day with migrants and refugees from Slot 0 to slot 5 included, than invite the LSPs to join slot 4 of the first day in order to have a common space for the two target audience to meet and exchange. Day 2 will have the same content (Slot 0 to slot 5) with LSPs only.

#### Before the Workshop

Target participants to the Workshop will be identified and provided with:

- an **Invitation Letter with Workshop Presentation** to get familiar with the broad REBUILD scenario, the Workshop co-design activities and the objectives
- a **Background Questionnaire** that will allow the facilitators to get a clear picture of who will participate to the activities.

Both the materials will be administered by the partners in charge of participants recruitment (see Annexes).

#### Workshop Activity description

##### SLOT 0

##### MODULE 0\_ Introduction

##### Welcome, rules, expectation and ice breaker

Duration: 1 hour

The agenda of the day will be shared, the participant and the facilitator will know each other and the rule of the workshop will be made explicit. A dedicated part of this section will be used for collecting the expectations of the participants for the workshop itself.

##### SLOT 1

##### MODULE 1\_ Storytelling and UX Statement

Duration: 1 hour

The use cases selected for each Pilot will be introduced to participants in order for them to reflect on the proposed narrative. Each story will be disentangled in order to define UX statement to be used in the discussion with participants.

The outcomes of this session will be elaborated by the REBUILD team into Affinity Diagrams ( summarising the inner experience and motivations of participants.

The elaboration will done by facilitators clustering all the post-its created by participants into similar categories.

##### SLOT 2

##### MODULE 2\_ Alternative Futures

Duration: 1 hour

Participants develop future experience scenarios by using the What if method. Possible alternative experiences and courses of action will be explored. The What if method is used to examine the participants' thoughts towards improvement of the proposed UX statements by producing multiple post-its within a time limit, starting with "What if".

##### SLOT 3

##### MODULE 3\_ Service-based User evaluation

Duration: 1.5 hour

The REBUILD prototypes and mockups will show specific interaction flows with relation to the services described in the Use Cases presented in Module 1. Mock-ups will be demonstrated by Rebuild tech partner showing how the App should work. Through the demo and simulations the users will be allowed to envision the functioning of the service.

In this module the interaction flow will be prototyped allowing the users to make direct experience of services and applications. By means of working prototypes, being them implementation, role or look&feel mockups, the user will interact with service and application by means of preliminary interfaces.

#### **SLOT 4**

##### **MODULE 4\_ Service Maps**

Duration: 1 hour

Participants will support the development of a smart georeferenced maps of services available in their territory and will discuss which services should be included, what information for each services are needed and which sort of user interaction is preferable (service search, proximity recommendation, other characteristics useful to be included in this map). LSPs will also discuss how to use this map for improving their collaborations and synergies.

#### **SLOT 5**

##### **MODULE 5\_ Animation User-testing**

Duration: 1 hour

This module has two parts: the first part focusing on the evaluation of pictorial communication; the second on the video animations. While the end-users of these two elements of the app will be the migrants; the input from LSP on these two areas will also be valuable as experts who can provide feedback from their experience with end-users.

#### **SLOT 6**

##### **MODULE 6\_ Wrap up**

Duration: 1 hour

Workshop organizers together with migrants and local service providers will discuss the outcomes of the activity and will iterate on the materials been produced. This session will support perspective taking and exchange of viewpoint.

It will consist of a roundtable discussion thought to finalize the results and create a common knowledge base created at the workshop: the results from Module 1, 3, 4, 5 will be elaborated into a coherent knowledge base for user requirements and user experience design.

#### **WS Follow-up**

Evaluation questionnaires will be administered to participants.

## 2.2 REQUIRED MATERIALS AND TOOLS

Required materials:

- projector
- pc
- adapter for pc and projector
- post-it, 6 different colors, 300 per color
- glue, n. 4
- facilitation agenda and talking points
- 10 large sheets of paper



- markers, n.4
- pens in multiple color, n. 15
- pens, blue or black, n. 40
- flip chart or similar
- scotch tape, n.4

## 2.3 DATES AND LOCATIONS

In this paragraph the initial hypothesis for planning the Workshops:

Italy Pilot Workshop:

Will be held the 29 and 30 of October, in Bologna, probably on CIDAS premises.

Greece Pilot Workshop:

Will be held the 29 and 30 of October, in Thessaloniki.

Spain Pilot Workshop:

Will be held the 21 and 22 of October, in Barcelona.

# 3 FINAL AGENDAS OF THE 3 CO-CREATION WORKSHOPS

## Italian and Greek co-design workshop final agenda

Workshop / DAY 1 - Migrants	
<p><b>9.30 Organizers arrivals &amp; Preparation</b> Workshop preparation Participants: Consortium partners</p>	
<p><b>11.00 Modulo 0</b> Warm-Up &amp; Introduction Duration: 1 hour Participants: Consortium partners + Migrants</p>	
<p><b>12.00 Module 1</b> Storytelling &amp; UX Statement Duration: 1 hour Participants: Consortium partners + Migrants</p>	
<p><b>13.00 Lunch</b></p>	
<p><b>14.00 Module 3</b> Service-based User evaluation Duration: 1.5 hour Participants: Consortium partners + Migrants</p>	
<p><b>15.30 Module 4</b> Service Maps Duration: 1.5 hour Participants: Consortium partners + Migrants</p>	<p><b>15.30 Module 5</b> MODULE 5_ Animation &amp; Pictogram Duration: 1.5 hour Participants: Consortium partners + Migrants</p>
<p><b>17.00 Module 6</b> Day 1 Open Wrap-Up session Duration: 1 hour Participants: Consortium partners + Migrants + Local Service Providers</p>	

Workshop / DAY 2 - Local Service Provider	
<p><b>9.30 Organizers arrivals &amp; Preparation</b> Workshop preparation Participants: Consortium partners</p>	
<p><b>11.00 Modulo 0</b> Warm-Up &amp; Introduction Duration: 1 hour Participants: Consortium partners + Local Service Providers</p>	

<p><b>12.00 Module 1</b> Storytelling &amp; UX Statement Duration: 1 hour Participants: Consortium partners + Local Service Providers</p>	
<p><b>13.00 Lunch</b></p>	
<p><b>14.00</b></p>	
<p><b>15.30 Module 4</b> Service Maps Duration: 1.5 hour Participants: Consortium partners + Local Service Providers</p>	<p><b>15.30 Module 5</b> MODULE 5_ Animation &amp; Pictogram Duration: 1.5 hour Participants: Consortium partners + Local Service Providers</p>
<p><b>17.00 Module</b> Day 2 Wrap-Up session Duration: 1 hour Participants: Consortium partners + Local Service Providers</p>	

### Spanish co-design workshop agenda

Workshop / DAY 1 - Migrants and LSPs working on the REBUILD tools
<p><b>9.30 Organizers arrivals &amp; Preparation</b> Workshop preparation Participants: Consortium partners</p>
<p><b>11.00 Modulo 0</b> Warm-Up &amp; Introduction Duration: 1 hour Participants: Consortium partners + Migrants + LSPs</p>
<p><b>12.00 Module 1</b> Storytelling &amp; UX Statement Duration: 1 hour Participants: two parallel session one with Consortium partners + Migrants and a second one with Consortium partners + LSPs</p>
<p><b>13.00 Lunch</b></p>
<p><b>14.00 Module 4</b> Service Maps Duration: 1.5 hour Participants: two parallel session one with Consortium partners + Migrants and a second one with Consortium partners + LSPs</p>
<p><b>15.30 Module 5</b> MODULE 5_ Animation &amp; Pictogram Duration: 1.5 hour Participants: Consortium partners + Migrants</p>
<p><b>17.00 Module 6</b> Day 1 Open Wrap-Up session Duration: 1 hour Participants: Consortium partners + Migrants + Local Service Providers</p>



## Workshop / DAY 2 - Make digital a tutoring service

### 9.30 Organizers arrivals & Preparation

Workshop preparation

Participants: Consortium partners

### 11.00 Modulo 0

Warm-Up & Introduction

Duration: 1 hour

Participants: Consortium partners + Migrants + LSPs

### 12.00 Module 3 working on the social mentoring App

Service-based User evaluation

Duration: 1.5 hour

Participants: two parallel session one with Consortium partners + Migrants and a second one with Consortium partners + LSPs

## 4 REFERENCES

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- Worlds Cafe Communities. (n.d.). Disponibile 24 Luglio, 2019, da <http://www.theworldcafecommunity.org/forum/categories/storynet-1/listForCategory>
- World café hosting toolkit. Curated by The World Café, this link contains an online suite of resources for those interested in conducting a World Café exercise.

## Annex 1 – Invitation Letter

Dear xxxx,

We at **XXXX (name of the partner)** are happy to invite you in our first co-design workshop to shape together a technology that will make easier the everyday life of migrants and of the organisations working with them.

The workshop will take place **on XXXX (date) at xxx (location)**.

The workshop is organised by REBUILD, an European funded project we actively participate in ([www.rebuildproject.eu](http://www.rebuildproject.eu)). This project follows a user-centred and participatory design approach, aiming at addressing properly real needs, ethical and cross-cultural dimensions, and at monitoring and validating the socio-economic impacts of the proposed solution.

The workshop will involve inter-disciplinary experts from the REBUILD working group (including psychologists, service designers, ICT system designers, developers and integrators, legal experts, social and political scientists), migrants and refugees, NGOs and associations working with migrants and refugees and local and public authorities.

The REBUILD team is looking forward to meeting you soon! Here some more info about the event.

**General objective of the workshop:** The aim of the workshop is to open up the work the project done so far and look for your feedback. You, **experiencing migration/working with migrants**, are the expert and we need your valuable opinion to make our solution effective and to the point.

**Workshop approach:** The workshop will be highly interactive and make use of participatory methods to be able to involve all participants as active contributors. We expect attendees to contribute and actively animate the discussions.

**What to prepare:** no work needed from you side, just bring your personal experience and willingness to share with others and with us!

**How your input will be used:** all your inputs will be taken in due consideration for improving our work. The results of the workshop will feed a research report. Everything said during the workshop will be treated in anonymous way so that it will be impossible to link your name (or identity) with anything said or done during the workshop. Your privacy is fully protected and your participation is at personal level (we do not expect you to represent your **organisation/community/family**).

**Practical tips:** The workshop will start at **XXX am and will finish at XXX pm**. A lunch buffet will be offered together with coffee breaks. Please fill in the attached short questionnaire so that we can learn a bit about you before the meeting and organize it at our best.

If you need more information or clarifications write to **XXX at XXX**

Thank you in advance for your participation!

Best regards,

**XXXX** on behalf of the REBUILD Team

## Annex 2 – Background Questionnaire

The Background Questionnaire takes inspiration from the *Questionnaire - Level 1: Basic Information and first contact* which have been administered in the project. This Questionnaire represents a slightly simplified version of the Level 1 Questionnaire.

*This section is intended for gathering simple facts and establishing primary interaction with the subject.*

We kindly ask you to fill in this questionnaire and answer in line with your current mind-set. Please note that data collected during this study will be used solely for research purpose and will remain anonymous.

We acknowledge that you have read and signed the information sheet and the consent form for this research.

thanks for the time you will dedicate to filling in this questions: this will help us to better prepare the event you will attend on **XXXX**.

### a. IDENTIFICATION CODE: (every subject is given an anonymous ID)

- Nationality:
- Sex:
- Mother-language:
- Other known languages:
- Level of usage in Italian/Spanish/Greek
  - Basic
  - Intermediate
  - Advanced

### b. EDUCATION AND TRAINING:

- How many years have you studied?
- What is your strongest field of knowledge?
- How do you rate your competence in using a computer/tablet/smartphone?
  - Basic
  - Intermediate
  - Advanced

### c. WORK EXPERIENCE

- Do you have a job now? No  Yes

What is you job?

Do you have dietary preferences/needs? if yes, please indicate what you cannot eat

Do you have special needs we can support you with? (example, I have movement impediment)