

Kindness on the web

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Kindness is a basic ingredient in the life of every person: it's important to give and receive it for your own psychophysical wellbeing. For this reason, giving some indications, such as kindness and respect, it's fundamental in every relationship, both in presence, and virtual, since dialogue and communication bring people closer, and do not let the development of an atmosphere of hatred (and violence) or frustration. On the web, people often speak aggressively, without thinking that there is a person on the other side and that every single word has repercussions on that person. In this contest, increase the use of good practices on the web is a necessity no longer postponed: the web cannot be the reign of chaos, where everybody does whatever wants. As in real society, where respect and kindness should be core values, so should on the web. In this work, we will review the main problems related to the topic, and how they have been addressed by initiatives around the world. Afterward, we will examine the design principles of a didactic intervention related to netiquette that targets high school teachers and their students. We will present content, pedagogical approaches, and technologies to deliver the activities, and some ways to spread the learning resource contextualized in a curriculum on digital citizenship. Finally, we will suggest an idea and an approach for collaboration between publishing houses and research and education activities. The experience offers a way to combine open and proprietary disclosing strategies.