

"Don't forget the human actors: The need of Tools and Services supporting individuals, groups, communities"

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We work on technologies; we develop new applications; we use powerful and amazing gadgets; thus providing the opportunity to students to be involved in new kinds of activities, impossible with the previously existing means. However, when we design these new technology based learning environments, or when we design the implementation-mode in real school conditions, or even most important, the strategic plan of the implementation in the whole educational system, we often overlook the influence and/or the dynamic of human actors' roles, as well as some determinant factors of the existing context.

We take into account the individuals and we forget that the groups or the communities form a different 'cognitive system'. We take into account the students groups and we forget the teachers who face huge difficulties, when they try to orchestrate the learning activities in exploratory or distributed systems. Moreover, even when we manage to address the needs of students and teachers, we may underestimate the very dominant existing culture of learning and teaching, in a specific educational 'system', closed or wider one.

Starting from a small set of theoretical considerations, addressing the complex and dynamic systems of human actors, the discussion will be focused on the need of *supporting tools* (e.g. cognitive and meta-cognitive ones, supporting reflection and self-regulation, for all participants of learning activities), as well as of *services*, able to support students, individual teachers, groups of teachers, or even whole school units.