D6.1 - Recommendations for traveller cooperation - Summary

Deliverable D6.1 provides recommendations on how to address travellers' cooperation when they are crossing the border of the Schengen Area. The recommendations given are based on the principle of enhancing the traveller's awareness as a well-informed person when crossing the border. D6.1 is the result of the work performed during the complete life cycle of the BODEGA project. During BODEGA we aimed to understand what type of information is needed to be delivered to the travellers, when and how. Furthermore, we are aware that new technologies will be emerging to support border guards' work at the border crossing points, so the recommendation should support the evolution of different technologies.

In the process to conceptualise educational concepts in BODEGA and to develop one of those concepts into a prototype (a card game called PASS) and to test it, we went through the process to define learning objectives, and to listen to travellers (through observations, field studies and online survey). All these experiences and efforts made us realize that the recommendation we can offer is to utilize an educational framework called *Universal Design for Learning* to support the transformation of the travellers as informed individuals. This document describes the research, analytical process, design of a prototype, implementation and its evaluation to deliver these recommendations.

The starting point of this deliverable includes three complementary sources of information: review of background material, observations and interviews with travellers, and an online survey.

- The *review of background material* includes the examination of three types of literature. First, literature related to travellers' knowledge and experience when crossing the border of the Schengen Area; second, literature discussing what type of information travellers should be aware of when crossing the Schengen Area border; third, an assessment of current products available on the market to support travellers' learning. The outcomes of these inspections serve as a part of the foundations to understand how to teach travellers to use innovative border tools that require human-machine interaction when crossing the borders of the Schengen Area.

- *Observations and interviews with travellers* allow to listen to the travellers. Through the observations it is possible to detect specific traveller patterns that need to be addressed as well as others that can be encouraged. Listening to the travellers serves the purpose to hear from them what are their perceived experiences and needs. This work has been performed in collaboration with WP3.

- An *online survey* that reaches as many travellers as possible was implemented. In addition to designing the research questions, testing the survey and digitizing it, an effort has been spent on promoting the survey.

With the information available, in order to address the problem, we created concepts and a tool. Thus part of the deliverable is the presentation of the design and implementation of a gamified learning material. As the first step after having an understanding of the travellers' current challenges and the context where they need to apply their knowledge related to border crossing, we outlined the learning objectives for the didactic material to be developed in this task. Afterwards we utilized co-creation methods with travellers to deliver suitable concepts for the learning material: a hybrid game prototype (titled PASS) and one idea-stage tool.

This deliverable addresses how the hybrid game prototype has been designed and developed. It outlines the characteristics of the game, its digital storytelling aspects, the technology utilized as well as the testing and evaluation of the prototype. It also describes the idea-stage tool that emerged from the co-creation sessions and that was discussed on the field with travellers. Finally, with a retrospective analysis, the report provides a recommendation on how to address travellers' cooperation when crossing the border of the Schengen Area. It is not about one tool or prototype. It is about the vision on how universal we want to be in the design of a learning environment for travellers, with a diversity of tools and methods to accommodate all of them.

Main author(s): Carolina Islas (Ubium), Mikko Vinni (Ubium)

Contributors: Mari Ylikauppila (VTT), Sirra Toivonen (VTT), Christine Mégard (CEA)

Month of delivery: October 2018