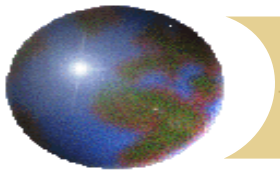


The Rise of ICTs as Societal “First Responders” and Continuing Responders in a COVID and Post COVID Reality

Reflecting on the Present and Preparing for the Future

Marcie Boucouvalas, Ph.D., Professor Emerita, Virginia Tech USA



First Responders & Essential Workers

**Recognized, Lauded,
and Applauded**

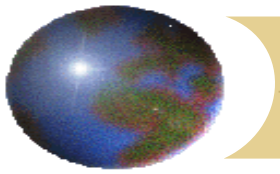
Health Care workers (tend to
the afflicted); scientists

Grocery, delivery services,
postal, etc. tend to public
sustenance needs

**ICTs as first responders &
essential workers**

Threw a life preserver to societal
functioning

Role in future transformation of
societal structures



Societal Functioning and Societal Structures Fulfill Needs of Society—All Affected by COVID-19

Depends Upon Institutions (a la Sociological Concept):

(ICT to the Rescue)

Education (a key institution)

Family

Work & Business

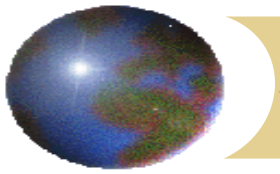
Government

Religion

Economy

Media

Other



As Society Shut Down:—ICT on the Vanguard—A few examples

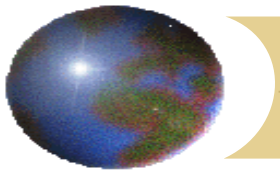
Schools & universities folded physical doors: Graduations went virtual (if at all), students, educators, parents faced with quick adaptations to a different learning process & product; steep learning curves for many; ICT called upon—putting some professionals on overload?

Workplaces shuttered buildings. Forced to work from home—even when previously disallowed—some, at least those still employed, needed to transfer to a home office; maintaining businesses was challenging as the economic system was affected.

Media & newscasters broadcast from home; public was “invited” into their personal space

Religious institutions held virtual services: Unexpected and unprecedented for High holy days of April—Easter, Passover, Ramadan

More tele-medicine required for physical and mental health services



Creative Responses and Challenges

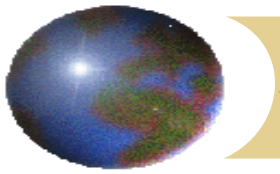
Sharper Awareness of the Digital Divide:

Not all had computers: Efforts (mostly by NGOs and private enterprises) to supply computers

Not all had internet access: School buses repurposed as hot spots and strategically placed within walking distances for those with no transportation; one school system with no access put lessons on flash drives and delivered to homes.

Not all countries around the world were able to support at risk learners

Creative responses YOU observed or even brought into being?



Educators Encouraging Educators

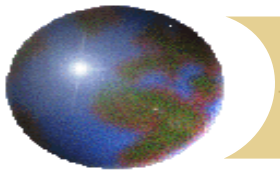
ICT to the Rescue: “I will survive”

✚ <https://www.youtube.com/watch?v=CCe5PaeAeew&feature=youtu.be>

Serenade to Educators

“I Will Survive” by Dr. Michael Bruening an associate professor of history and political science at Missouri University of Science and Technology

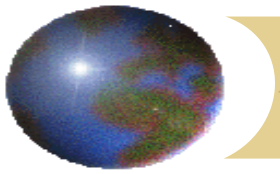
[Lyrics available to participants \(feel free to sing-along\). Original lyrics originally performed by American singer Gloria Gaynor in 1978 and written by Freddie Perren and Dino Fekaris\)](#)



"I Will Survive," the Coronavirus version for teachers and professors going online, with lyrics adapted by Dr. Michael Bruening, historian at Missouri University of Science & Technology (originally performed by American singer Gloria Gaynor in 1978 and written by Freddie Perren and Dino Fekaris)

At first I was afraid, I was petrified
Kept thinking I could never teach through Canvas all the time
But then I spent so many nights reading the help docs for so long
And I grew strong ...And I learned how to get along
And so I'm back ...Students are gone
As all my colleagues try to figure out how they're gonna get along
I should have kept up with the tech, not skipped that class on course design
If I'd known for just one second I'd be teaching all-online
Go on now, go, leave me alone
I've got to figure out ...Just how to lecture using Panopto
You gave me two days to adjust, to move everything online
Did you think I'd crumble ...Did you think I'd lay down and die?
Oh no, not I, I will survive
Oh, as long as I know how to Zoom, I know I'll be alive
Oh, my students still will earn. And my paychecks I will earn
And I'll survive, I will survive hey, hey
It took all the strength I had not to lay down and die
Kept trying hard to mend the pieces of my syllabi

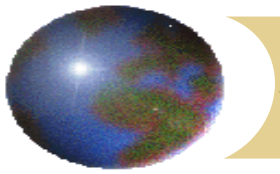
I spent oh so many nights just feeling sorry for myself
I used to cry
But now I hold my head up high and you'll see me
Teaching on zoom
But just don't cough into the mic or every eye will be on you
I can't hear you, you're on mute, your camera's black, are you still there?
We've got some glitches to work out, but I know my grading scheme is fair
Oh now, go, walk out the door
Trying to get this lecture done
And I'm already on take four
Now the network has gone down, and I'm all out of wine
Do you think I'll crumble
Do you think I'll lay down and die?
Oh no, not I, I will survive
Oh, as long as I know how to zoom, I know I'll be alive
My students still will learn
And my paychecks I will earn and I'll survive
I will survive
Hey



Challenges: “Darker” Side

Economic and Societal Crises for Many
Frustration – Anger – Aggression Sequence

If self-aware and Self-aware: Coping is possible
Not S/self aware: Unconscious cauldron brewing
Household & Societal Pandemonium & Chaos
Is there a role for ICT?

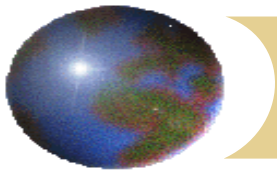


The Gift of the COVID-19 Pandemic

What if we tried to actually create a common experience that all of humanity shared?

COVID Pandemic offered us that & a clearer understanding of our interconnectedness as a human species.

Role for ICT in fostering such an identity? Other?



Just One Possibility for Future Reference

Development of Cultural Intelligence (CQ) to Complement Cognitive (IQ) and Emotional Intelligence (EQ)

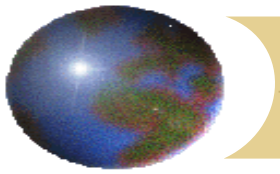
A common ingredient that crosses global, ethnic, and cultural boundaries is treating each individual and group with dignity and respect: Culture of cooperation and communication

CQ: Understand one another's culture & needs, how to encounter new cultures and make appropriate adjustments, discern whether the action or behavior is unique to the individual or explained by the culture

Resources: Early, P. Christopher & Ang, Soon (2003). *Cultural intelligence: Individual interaction across cultures*. Stanford, CA: Stanford University Press.

Early P. Christopher & Mosakowski, Elaine (2004, October). Cross-cultural management. *Harvard Business Review*

Assessments: CQ Quick Assessment, CQ Self-Inventory, CQ 360-Inventory



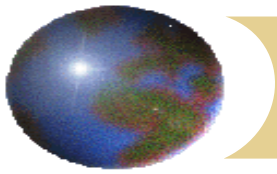
Calling Voices from all Participants

Five Starter-Stimulus Questions Follow

For Further Dialogue and Discussion

Questions & Comments Welcome

THANK YOU! 😊



**The Rise of ICTs as Societal “*First Responders*” and *Continuing Responders*
in a COVID and Post COVID Reality: Reflecting on the Present and Preparing for the Future
Stimulus Questions for Discussion and Dialogue (to accompany workshop)**

1. Who were considered first responders and essential workers in your living space?
2. Given, if we accept, that ICTs threw a life preserver to society, was there any recognition, and if so what kind, given to ICT technology, ICT professionals, and ICT as a field of study and practice as “essential workers” and “first responders”? Should there be? If so, what action might we take?
3. What were your personal experiences, as we “sheltered in place,” first as human creatures, possibly disrupted from routines, taking on any new routines--not the least of which were masks, gloves, sanitizers, social distancing. Second, in our other roles as professionals, and possibly parents and caregivers, neighbor, family member, other? What about at the collective level?

Think in terms of:

Positive outcomes such as deepening self-understanding (as well as Self-understanding, including humanity)

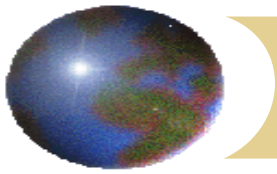
Frustrations and coping strategies (individual and collective)

Lessons learned ... and still learning Creative responses: Observed OR Created and implemented by you?

Challenges met (& how) and areas still needing work and help (think individual and collective): Helping each other

Observations regarding humanity: best and the worst often brought out

Questions continued on next slide:



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Questions Continued:

4. What was the experience of collectives of which you are part (and it may or may not synch with your personal experiences).
This question and the above may not be mutually exclusive.

Think: relationships, family, other groups, societal institutions: education, work, religious institutions, the economy, government, business, and health care, and others.

5. What might this experience (COVID-19) mean for the future, especially since it demonstrated how interconnected we are?

For teaching as well as for the entire educational enterprise? Additional skills, knowledge, attitude?

For the future of ICT? ICT Professionals? ICT as a field of study and practice?

For the potential transformations of social structures?

OTHER?