Co-funded by the European Union

Europe's Civic University Alliance

CIVIS Alliance - Open Lab Project

Impact Assessment Report

01 - PROJECT DESCRIPTION

Title of the project Co-Creation for Digital Equity: Civic Technologies and Multilingual Communication in Service-Learning Projects across Europe and Europe

Project coordinator Aránzazu Gil Casadomet (Universidad Autónoma de Madrid, Spain), Chafik Aloulou (Université de Sfax, Tunisia)

Universities involved Proponent:
- Universidad Autónoma de Madrid (Spain)

Partners (CIVIS universities):
- Aix-Marseille Université (France)
- National and Kapodistrian University of Athens (Greece)
- Université Libre de Bruxelles (Belgium)
- University of Bucharest (Romania)

Associated CIVIS universities:
- Université Hassan II de Casablanca (Morocco)
- Université de Sfax (Tunisia)

Hub theme Society, Culture, Heritage; Digital and Technological Transformation

Duration of activities Sep 2025 - June 2026

Place of the activities The project was implemented across multiple CIVIS universities in Europe (France, Spain, Belgium, Greece, Romania) and partner institutions in North Africa (Morocco and Tunisia). Core activities took place both online (transnational coordination meetings and collaborative work) and on-site, particularly in Sfax (Tunisia) and Casablanca (Morocco), where co-creation workshops with local associations, NGOs and civic partners were conducted. Activities outside of the EU were covered with other funding.

02 - PARTNERS/TARGET AUDIENCE

Number of internal and external stakeholders involved in and impacted by the project

INTERNAL (All CIVIS universities)				EXTERNAL (All CIVIS cities/regions)	
Academics	Researchers	Students	Admin personnel	Citizens	Other - please specify
15-20	5-10	50-80	5-10	150-250	8-10 organisations

Non-university associations and organisations that have been involved in the project

ASSOCIATIONS/ORGANISATIONS		
Name	Country	Description
The Wonder Club	Tunisia	Student-led association focused on creativity, leadership, and community engagement through cultural and educational activities.
IDER	Tunisia	NGO supporting entrepreneurship and innovation, helping young people develop sustainable business projects.
Discovery Club	Tunisia	Academic-oriented group promoting research, sustainability, and applied knowledge through workshops and projects.
Green Way	Tunisia	Environmental NGO raising awareness on sustainability and ecological practices in local communities.
SOS Club	Tunisia	Social engagement organisation promoting volunteerism, solidarity, and humanitarian actions.
Association Jossour Forum des Femmes Marocaines	Morocco	NGO advocating for women's empowerment and gender equality through training and community initiatives.
Anouar Association for Education and Development	Morocco	NGO focused on education and digital inclusion for youth from disadvantaged backgrounds.
Inoventure	Morocco	Innovation and entrepreneurship hub fostering collaboration between students and local businesses.

03 - PROJECT IMPACT

Social dimension

The project generated significant social impact by strengthening collaboration between universities and civic organisations across Europe and North Africa, fostering a transnational ecosystem of knowledge co-creation. A total of 7 universities and 8-10 local associations/NGOs and civic partners were actively involved, engaging 50-80 students and 15-20 academic staff in service-learning activities.

The co-creation process enabled direct interaction between students, academics, and local associations through workshops, online meetings, and training sessions. This resulted in the joint development of 8-10 multilingual digital tools (websites and applications), tailored to the real needs of civic organisations and their communities.

The project contributed to equal opportunities and inclusion by improving access to information for diverse and often underrepresented groups, including youth, women, and migrant communities in Sfax and Casablanca. Multilingual and accessible digital content ensured broader participation and reduced linguistic and digital barriers.

Furthermore, the initiative strengthened long-term partnerships between universities and civil society, formalising collaboration within the LaCoTT Open Lab framework and laying the groundwork for future joint projects and sustained civic engagement.

Cultural dimension

The project fostered cultural exchange and knowledge transfer by connecting academic disciplines (communication, translation, digital technologies) with civic practices across diverse socio-cultural contexts in Europe and North Africa. Through its service-learning approach, it enabled students and civic partners to co-create culturally and linguistically adapted digital content, promoting intercultural dialogue and mutual understanding.

At least 8-10 student-led digital projects (websites and applications) were developed, integrating multilingual communication strategies (English, French and local contexts) to ensure accessibility for

diverse audiences. These outputs function as both communication tools and cultural interfaces, making local initiatives more visible and understandable across linguistic and cultural boundaries.

The project also generated dissemination activities, including training sessions, workshops, and transnational meetings, as well as open-access resources such as user guides and communication materials. Feedback mechanisms (surveys, user testing, and collaborative evaluation sessions) supported continuous improvement and ensured that cultural accessibility and usability were central to all outputs.

By linking education, technology, and civic engagement, the project contributed to new forms of learning and cultural production, reinforcing the role of universities as active cultural actors within their communities.

Economic dimension

Although the project was not primarily designed to generate direct financial revenue, it produced significant economic value through capacity-building, resource optimisation, and the creation of sustainable digital infrastructures for civic organisations.

The project was funded within the CIVIS Open Labs framework, with in-kind contributions from participating universities (academic staff time, training activities, and technical support). Additional cost-efficiency was achieved through the use of open-source tools and low-cost hosting solutions.

By providing local associations/NGOs with multilingual digital platforms and training, the project reduced structural economic barriers related to visibility, communication, and access to funding opportunities. Improved online presence enhances organisations' ability to attract partnerships, donations, and project-based funding.

Furthermore, the project contributed to employability by equipping 50-80 students with practical skills in digital communication, localisation, and project management, increasing their readiness for the labour market. It also lays the groundwork for future funded initiatives and scalable collaborations within the CIVIS alliance.

Added value for the beneficiaries

The project created substantial added value by simultaneously improving the social, cultural, economic, and technological conditions of its beneficiaries through a holistic, service-learning approach.

For civic organisations (8-10 local associations/NGOs), the project delivered concrete digital solutions—multilingual websites and applications—enhancing their visibility, communication capacity, and access to wider audiences. This directly contributes to greater participation, improved outreach, and increased opportunities for collaboration and funding.

In technological terms, beneficiaries acquired practical skills in website management, digital communication, and multilingual content production through targeted training sessions and hands-on co-creation processes. This capacity-building fosters long-term autonomy and sustainability.

Students (50-80 participants) benefited from experiential learning, developing key competences in intercultural communication, teamwork, and problem-solving, while engaging with real societal challenges.

At a broader level, the project promoted inclusion and reduced inequalities by facilitating access to multilingual and user-friendly information for diverse communities, including youth, women, and vulnerable groups. It also strengthened civic engagement and reinforced the role of universities as agents of social innovation within their local and international contexts.

Relevance to the context

The project is highly relevant to both external and internal contexts, addressing concrete societal needs while reinforcing institutional strategies within the CIVIS alliance.

At the external level, it responds to the lack of digital and multilingual communication tools among local associations and NGOs in Sfax (Tunisia) and Casablanca (Morocco), contexts where access to digital resources and visibility remains uneven. By supporting 8-10 civic organisations and reaching an estimated 150-250 end-users, the project contributes to reducing digital and linguistic inequalities and strengthening local civic ecosystems.

At the internal level, the project is fully aligned with CIVIS priorities in challenge-based education, civic engagement, and digital transformation. It integrates service-learning into academic practices, involving 50-80 students and 15-20 academic staff across multiple universities, and promoting interdisciplinary collaboration between communication, translation, and digital technologies.

The initiative also reinforces a growing sense of belonging to the CIVIS community by fostering sustained collaboration between partner institutions and embedding the LaCoTT Open Lab as a long-term structure for university-society interaction and innovation.

Explain how the project has fulfilled the goals and objectives of the European project CIVIS2 (Erasmus+, 2022 - 2026)

The project strongly contributes to the CIVIS2 objectives, particularly within Stream 1 (Civic Engagement and Challenge-Based Education), by embedding a transnational, participatory, and socially engaged learning model across partner universities.

Under Work Package 2 (Civic Engagement and Challenge-Based Education), the project promotes knowledge co-creation by bringing together students, academics, and civic partners in the joint development of multilingual digital tools. A total of 50-80 students and 15-20 academic staff actively engaged in real-world problem-solving, applying interdisciplinary skills in communication, translation, and digital technologies. This approach reinforces service-learning methodologies and strengthens the connection between academic curricula and societal needs.

Under Work Package 4 (Local to Global Civic Engagement), the project addresses local challenges in Tunisia and Morocco while generating scalable and transferable outcomes across the CIVIS alliance. The co-creation of 8-10 multilingual websites and applications enhances civic visibility and accessibility, while training activities ensure long-term sustainability and empowerment of local organisations.

Furthermore, the project consolidates the LaCoTT Open Lab as a transnational platform for collaboration, fostering long-term partnerships and contributing to the CIVIS vision of a university deeply embedded in society, digitally connected, inclusive, and civically engaged.

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