

## Designing for learning with mobile and social media tools—A pragmatic approach

**Vickel Narayan**

Centre for Learning and Teaching  
(CfLAT), AUT University,  
Auckland, New Zealand

**Jan Herrington**

School of Education  
Murdoch University in Perth,  
Western Australia

**Thom Cochrane**

Centre for Learning and Teaching  
(CfLAT), AUT University,  
Auckland, New Zealand

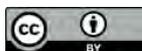
Over the last decade, mobile and social media (MSM) tools have been in a constant flux. A growing ecology of tools and affordances have enabled multiple types of user actions and abilities never witnessed or imagined before. Educators all around the world are actively exploring and investigating learning and teaching design and approaches to harness some of these opportunities for improved student learning outcomes. This paper discusses the findings from a PhD study that used a design-based research approach to investigate how MSM tools could be used to facilitate learner-driven and determined learning (heutagogy). A set of draft design principles was formulated to guide the development of a course—implemented and evaluated over two years. A summary of the findings from the study is discussed and a set of refined design principles is provided—capable of guiding educators in designing significant learning experiences using MSM tools.

Keywords: authentic learning, heutagogy, mobile learning, social media, design-based research, design principles

### Introduction

The exponential growth of social media tools over the last decade (Kemp, 2018) has brought with it many challenges but also new and unforeseen opportunities for learning and teaching (Schoenborn, Poverjuc, Campbell-Barr, & Dalton, 2013; Cook & Santos, 2015). Due to the vast and growing number of social media tools, it is difficult to account for all Web 2.0 affordances (Bower, 2015). Anderson (2007), however, states that the ability to create content, form online communities, access to data and information, the participatory nature of the design, networking, and the ability to edit and remix user content are some of the core affordances that could be pedagogically harnessed. In this regard, Laurillard (2013) contends that such emerging affordances offer an opportunity to examine the relationships among the teacher, student, and what is being learnt (p. xvi)—more critically, the process through which knowledge is created and acquired by the learner (Cochrane, 2014). While the Web 2.0 juggernaut continues to roll on, the emergence and ownership rate of smart mobile devices (Kemp, 2018), such as smartphones and tablet devices, have added another layer to an otherwise tethered architecture.

Mobile learning as a concept has existed for almost half a century (Naismith & Corlett, 2006) albeit decades ahead of time and coming to fruition only in the last 10 years (Parsons, 2014) because of the meteoric advancements of mobile technology and affordances (Crompton, 2013). Early stages of mobile learning dwelled on the technological aspects of how mobile devices could be used in learning and teaching (Bannan, Cook, & Pachler, 2015), perhaps because Web 2.0 tools were still in its infancy. Mobile learning, however, took a turn when social media tools became operable on mobile devices. The ubiquity and mobile connectivity provided by the smart devices meant that the social media affordances (the known and continually emerging) could now reside in the user's pocket—available whenever the need arises. The confluence of the affordances of mobile devices and social media tools significantly amplifies what the user is able to achieve and when (Burbules, 2014). The omnipresence of mobile social media allows its users the ability to embody several tasks, which before were only achievable on a computer, in everyday life—helping overcome the temporal and conceptual limitations (Sharples, 2016; Traxler, 2016a). The implications of the mobile learning for education meant that learners could now personalise their learning and learn in contexts they found useful, and engage and collaborate with people and peers to solve problems and create new knowledge—all, possible as part of everyday life (Sharples, 2016). The central construct of mobile learning was that the learners could now be the main agents in their learning process, creating and gaining knowledge in authentic and real-world contexts, possibly from everyday experiences (Herrington, Herrington, & Olney, 2012; Traxler, 2016a).



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Mobile learning and the opportunities it offers, however, have largely remained under-utilised to date. Traxler (2016b), a key commentator in the field delivered a keynote presentation titled ‘What killed the mobile learning dream?’ where he scathingly pointed out that the pedagogies underpinning the use of mobile devices have remained entrenched in traditional practices. Along with other issues and challenges compounding the use of mobile learning, he blames the lack of vision and creativity from the practitioners in designing for significant learning using the affordances at their disposal and lack of scalable models for practice—collectively impeding the growth and use of mobile learning. In relation to this, several meta-analysis studies of trends in mobile learning have reported that the main focus of research in the domain has remained on evaluating the effectiveness of mobile learning approaches and applications, and no or little attempt is made to reflect and build from previous studies—‘it is hard for research in mobile learning to transfer already obtained knowledge as the starting point for new efforts’ (Aguayo, Cochrane, & Narayan, 2017; Wingkvist & Ericsson, 2011, p. 11).

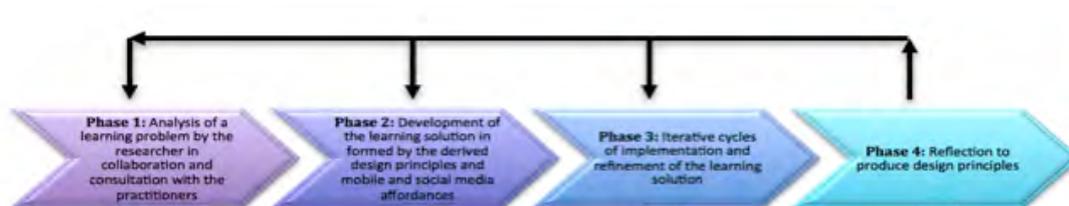
According to Bannan et al (2015), the overarching problem, and a factor underlying the issues that hinder mobile learning, is the way we perceive and conduct mobile research. They argue that research methodologies employed are often divorced from practice—they fail to ‘speak directly to the problems of practice’ that ‘lead to the development of usable knowledge’ (The Design-Based Research Collective, 2003, p. 5). Cognisant of these issues, its ability to bridge the research and practice gap and the pragmatic nature synonymous with the emergent nature of mobile learning, Bannan et al (2015, p. 8) state that a ‘design research approach allows us to systematically seek out never-seen before possibilities to inform learning and research’. Alongside Bannan et al (2015), there is an increasing call from within the educational technology community to embrace design-based research (DBR), in order to grow our understanding of the domain and practice that is contextualised and yields transferable knowledge—capable of guiding other practitioners (Aguayo et al., 2017; Reeves, Herrington, & Oliver, 2005).

This paper discusses how a design-based research approach (Narayan, 2017) was used to create a journalism course for self-determined and driven learning using mobile and social media tools. The design of the course was informed by a set of draft design principles elicited from literature—implemented and evaluated over two years with the help of first year journalism students.

## Methodology

Design-based research (DBR) according to Wang and Hannafin (2005) is pragmatic (agile and practical), grounded (implemented and evaluated in situ), interactive (collaborative) and iterative (cyclically evaluated and refined), integrative (uses multiple methods to achieve rigour) and contextual (documented in situ). These factors ensure that the known, yet undiscovered and future affordances of mobile social media tools are accounted for—creating a versatile research environment capable of producing transferable knowledge (Bannan et al., 2015).

While there are several versions of design-based research, Reeves (2006) four-phase DBR model was deemed appropriate for use in this study because it integrates technological affordances as a key factor within the four design phases. Figure 1 provides an overview of how Reeves’ (2006) DBR model was applied in the study.



**Figure 1: Application of Reeves’s (2006) four-phase design-based model in the study (cf. Narayan, 2017)**

Qualitative data were collected in the study (with ethical approval) from students and practitioners over two years (two iterations)—eliciting feedback of their learning and teaching experiences in the course designed as part of this study. The data were iteratively analysed and coded using the first two phases (data reduction and display) of Miles and Huberman (1994) data analysis method into *priori themes*—using Nvivo. The resulting units of data for each theme were then analysed using a constant comparative method (Glaser, 1965) to identify the themes and issues, which were subsequently grouped to form broader categories.

The following sections provide an overview of how the four phases of the model informed the study.

## Analysis of the problem

During the first phase of the study, the researcher was invited to facilitate informal consultations with three journalism lecturers to understand the issues and problems they faced in teaching a first-year course. Consultations were held over a six-month period (one semester) on a weekly basis—practitioner reflections having taught the course for one year and experience of being former journalists helped identify areas that needed to be considered while designing the solution. A key element that the practitioners wanted to integrate in their teaching and the design of the course was the use of mobile and social media tools – the advent of the ‘Arab Spring’ in 2011 having illustrated the changed nature of journalism through the use of social media and citizen journalism. During the consultation period, the practitioners discussed at length the impact of mobile and social media tools and affordances on how news was reported and accessed by the audience—critically the change in the role of being a journalist. Due to the ubiquitous nature of mobile social media, news was created or at least reported at unprecedented speed—accessed by the audience almost instantly (Gerbaudo, 2012). According to the practitioners, there was a growing gap between how they taught journalism in the classroom and how journalism was emerging in the real world—further complicated by the emphasis placed on teaching the theory or journalism principles at the expense of practice. As a result, the challenge set in this study was to design a contemporary journalism course that situated learning in authentic contexts (Herrington, Reeves & Oliver, 2010) using mobile and social media tools—allowing students to enact journalism principles for reporting news. A plausible design needed to allow the students the same opportunities as a practising journalist—embedding journalistic practice as part of everyday life, be self-driven and determined, and produce and share trustworthy news using mobile and social media tools accessible by the audience.

Following this, an in-depth literature review was conducted to understand the problem and identify appropriate pedagogical frameworks and case studies that could help with the design of the learning solution for the journalism practitioners. In particular, three learning frameworks *heutagogy*, *Pedagogy 2.0* and *mobile learning* were identified from the review as probable approaches capable of guiding the design of the course. The literature also revealed that many practitioners and leaders in the field were also either grappling with similar issues the journalism lecturers faced or advocating further research within the gap that existed in current literature. For example, how to design for learning with mobile and social media tools (Bachmair & Pachler, 2014; Bannan et al., 2015; Harpur & de Villiers, 2015), how can students be the main agents of their learning and what role mobile social media plays in the process (Blaschke, 2018) and, how to design for student-driven and determined learning (Blaschke & Hase, 2016; Hase, 2016; Sharples, 2016; Traxler, 2016a)?

With the help of the journalism practitioners and the literature review conducted at the end of Phase 1, an understanding of the issues faced by the lecturers was gained, key pedagogical frameworks were identified and the overall research question and three secondary questions were formulated to guide the study.

Research question: *How can mobile and social media tools enable student-generated content and context (heutagogy) for enhanced learning?*

Secondary research questions:

1. What are the pedagogical affordances of mobile and social media tools that enable the design and implementation of heutagogic learning?
2. How did the use of mobile and social media tools within a heutagogical framework enhance the learning and learner experience in an undergraduate journalism course?
3. What is the role of the teacher in facilitating a heutagogical learning experience using mobile and social media tools in a course?

## Design and development of the solution

In the second phase of the study, a new journalism course was designed and developed—guided and informed by the draft design principles. Six draft design principles were derived from another round of targeted literature review (refer Narayan & Herrington, 2014) focusing on the three learning frameworks *heutagogy*, *Pedagogy 2.0* and *mobile learning*. Table 1 provides an overview of the draft design principles and how they were used in the development of the course.

**Table 1: The draft design principles and how they were used in the design & development of the solution**

	Draft design principle	How it was used in the design of the course
1	Design learning tasks, activities and a learning environment that integrates the affordances on mobile social media and actively encourages student participation (share and collaborate), productivity (producers of content) and personalisation (ownership of the learning path and process).	As an overarching assessment event, students in the course were required to compose a multimedia news story based on a person, place or event in the real world. The learning tasks and activities were designed to scaffold student learning and help compose the news story—as an ongoing and embedded assessment in the course. For example, students needed to: <ol style="list-style-type: none"> <li>1. share a reflective blog on weekly basis discussing the journalism principles and how they applied them for composing their news story</li> <li>2. capture or create multimedia content using mobile social media tools for use in writing their news story</li> <li>3. engage with appropriate audience or entities (either online or in the real world) to collect evidence and data to compose a trustworthy news story</li> </ol>
2	Facilitate learning using tools that are open, platform independent and learner-owned devices.	As part of the course, the students were encouraged to create a WordPress blog and a Twitter account. Several free to use and open mobile social media tools, such as Twitter, WordPress, Vine, Vyclone, Piktochart, Hyperlapse, SoundCloud, Google Maps and YouTube were introduced to the students on weekly basis to help with composing the news story. A Twitter hashtag was also created for use in the course in both iterations.
3	Situate learning in authentic contexts determined by the learner to encourage exploration and experimentation.	As the main assessment in the course, the students had to compose a news story based on a person, place or event in the real world. The learning tasks and activities allowed students autonomy to explore and experiment with their ideas enabled by mobile social media affordances.
4	Design formative assessment events that encourage learner participation and reflection in the process.	While the main assessment event was defined—students still had the freedom to select a story they were interested in composing—encouraging participation. The weekly blog posts (assessed at the end of the course) and learning tasks were designed to facilitate reflection <i>in</i> and <i>on</i> action.
5	Provide a clear explanation, expectation and the rationale for the use of tools.	The students were provided with an overview of the course setup and the rationale for using mobile social media tools in the first week of lecture. Students were also encouraged to ask questions during the tutorial sessions and on Twitter to seek clarification when required.
6	Provide technological support and model pedagogical use of the tools.	The mobile social media tools were introduced to the students on weekly basis during the tutorial sessions. The practitioners also discussed, modelled and shared examples of how the tools could be used for journalist practices.

Figure 2 provides an overview of the learning environment that was created for use in the course—guided by the design principles.

### Iterative cycles of implementation and refinement

In the third phase of the study, the solution designed and developed in Phase 2 was iteratively implemented and evaluated in practice. The course was implemented two times over two years and data were collected during and at the end of each iteration. Several methods were used to collect the data in the study. This included an end of course student questionnaire, focus groups (three per iteration with 5-10 participants), interviews (8-10 per iteration) and student-generated data, such as social media content (Twitter, Vine, Vyclone), blog posts, videos and pictures. Similarly, data in the study were collected from the practitioners involved in the study. The researcher kept a log of any pedagogical and design issues arising in the weekly meetings, focus group (end of each iteration), and practitioner created artefacts shared with students as part of the learning and teaching process were also curated. The data collected at the end of each iteration were analysed to identify and improve the design of the course—changes were subsequently made before the implementation of the next cycle. The analysis of the data from both iterations also helped refine the draft design principles and informed the findings in the study.

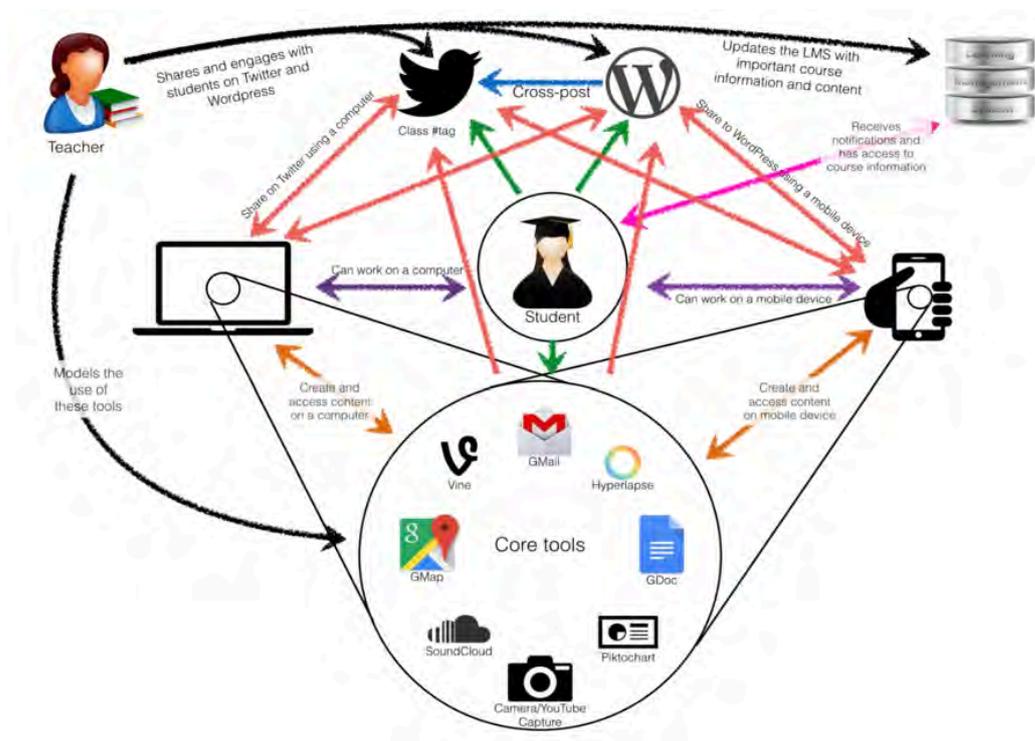


Figure 2: The design of the learning environment used to facilitate the course

## Findings and design principles

In the final phase of a DBR study, the researcher reports the findings from the study and shares a set of refined design principles—informed by the findings and reflections on the entire process. The refined design principles are a significant output in DBR as it is capable of guiding other practitioners and learning designers in creating learning environments that help facilitate learning.

The findings related to each design principle helped the researcher answer the three secondary questions that guided the study. A summary of the findings (cf. Narayan, 2017) and the resulting design principles are discussed below.

Secondary question 1: *What are the pedagogical affordances of mobile and social media tools that enable the design and implementation of heutagogic learning?*

The findings from the study suggest several mobile and social media affordances helped operationalise the design principles that enabled heutagogical learning (learner-directed and determined learning), in particular:

1. the ability to share, communicate and collaborate
2. create and consume content
3. openness
4. the mobility, pervasiveness and connectivity of learner-owned mobile devices.

These categories of findings are discussed in more detail below.

The *ability to share and communicate* led to the formation of an organic learner-community that was shaped by the conversations between the learners and the learner and the teacher and the ideas and resources shared by them in the space. This increased the degree of interconnectedness between the learners and learner and the teacher and created new opportunities for collaboration between them. As a result, the learner gained autonomy over the type of support and scaffolding they needed and who best to receive it from—a critical step towards achieving self-directedness.

The *openness* of the social media tools further amplified when, how and who the learners are able to collaborate with. The open nature of social media tools allowed the students access and opportunity to seek and collaborate with other informed persons and subject experts beyond the bounds of the classroom and the learner-community, across time and geographical barriers to build knowledge and understanding—enabling self-determined learning. The lack of hierarchical structures in open social media platforms provided the students with the ability to create ad hoc communities, allowing them to build genuine connections and create a network with people and experts who were willing to participate, collaborate and inform their learning—redefining learning as participation *in* communities, to learning by creating communities *for* learning—helping the learner to be self-directed and determined.

The *mobility, pervasiveness, connectivity and the ability* to use social media tools on learner-owned mobile devices allowed the students to transcend the conceptual, physical and social spaces and temporal limitations. These mobile affordances acted as a *mobile studio* that allowed the students access to people, communities and learning resources, opportunity to weave thinking and learning across contexts and the ability to create authentic content by capturing data and information in meaningful spaces—enabling the students to apply the knowledge and skills in new surrounding that helped build capability, lifelong learning skills and informs the process of learning to become.

The students faced several challenges learning with mobile and social media tools in the course. In particular, learning how to use the tools and difficulty in conceptualising their role in relation to mobile and social media affordances. As a result, technological support and pedagogical modelling were critical for the students in heutagogic learning.

Secondary question 2: *How did the use of mobile and social media tools within a heutagogical framework enhance the learning and learner experience in an undergraduate journalism course?*

The specific pedagogical affordances of mobile and social media tools discussed above were found to have provided an enhanced learning experience for the students in the study—their impact on the learning and learning experience are discussed below.

### **Increased visibility as a trigger for higher cognitive processes**

The social affordances of the mobile and social media tools such as the ability to share, communicate and collaborate effectively led to the creation of a learner community. The learner actions and interactions afforded by the tools and artefacts created and shared by the students in the public domain increased the visibility of their work to the peers and teachers in class and also to the general public. The increased visibility of students work to each other in the study was found to have caused cognitive conflicts within the learner that triggered higher cognitive processes in their learning. The findings revealed that because the students were able to see each other's work, they were able to learn from it. The students commented that the ability to learn from and with each other brought the best out of them in the learning process. The visibility of a student's own work and the work done by peers in class provided them with '*motivational competition*'. It motivated the students to complete the task to the best of their ability and share it with others. The students also commented that reading another student's work, triggered reflections and encouraged them to form connections with the literature and their own work and understanding.

### **Learner autonomy over the learning process**

A central construct and an element that was enabled by the use of learner-owned mobile and social media tools in the study was learner empowerment and autonomy over the learning process. The tools enabled the learner the ability to direct and determine their own learning according to their learning needs and knowledge. The social media tools enabled learner autonomy within the processes of participation, personalisation and productivity. At the same time, the mobility of learner-owned devices enabled learner autonomy over where and when they could learn. The learners, as a result, were able to seek guidance and scaffolding for their learning, collaborate and participate with peers, teachers and experts as and when needed, determined by them and their learning requirement at the time. The students were also able to establish connections and networks to create communities where long-term support and scaffolding was needed for learning purposes. Similarly, the affordances also allowed the students to assume an active role in their learning by helping them transition from being consumers of information and knowledge to being creators of content and meaning through participation and personalisation. The affordances of the social media tools bundled with the mobility and connectivity of learner-owned mobile device also enabled the learners the ability to learn in and across contexts. This resulted in

learning in formal and informal contexts—where the informal contexts (conceptual, physical and virtual) was purposefully selected by the students according to their learning needs. As a result, learner autonomy enabled by mobile and social media tools was observed to have acted as a critical component that wove the elements of participation, personalisation and productivity into a seamless act of learner-directed and determined learning that encouraged passion and provided motivation in the process. Autonomy provided the learners with an embodied learning experience that the students felt was ingrained as a part of their everyday life.

### **Context as a teacher**

The mobility of the mobile device and the ability to use a variety of social media tools on it enabled the learner to participate and create contexts for learning purposes. The design of the course required the students to work and learn in real-world contexts that required them to gather and analyse data and information accessed online and gathered from social media tools. As a result, the learners participated in online communities, created communities to gather feedback and opinion, and at the same time interacted with entities and artefacts in the real-world contexts to elicit the details and information. The findings in the study revealed that the contexts the learners immersed in enabled them to explore journalism topics from multiple perspectives. It provided situations and events that required the students to step outside their comfort zone, thereby building confidence, and teaching tacit knowledge and skills. The learner-generated contexts also acted as a learning environment that the students could query, interact with and ‘criss-cross’ multiple times and as needed to create new knowledge and understanding. The contexts (conceptual, physical and virtual) allowed the students the ability to ‘act’, ‘simulate’ and ‘experiment’ with real-world journalistic practices that allowed them to implement and explore their ideas and theory that they were learning. The findings in the study also revealed that the learner’s actions and interactions in authentic contexts enabled double loop learning—where the learning experience triggered learner actions and reflections that enabled them to reaffirm or build an understanding of who they are, their capability and weaknesses, beliefs and values.

### **From knowing to being**

The learners’ participation in and across communities and interactions and practices in the real world and authentic contexts were observed to have provided the students with a learning experience that scaffolded their learning from knowing the facts (knowledge) to learning the skills to being a journalist (becoming a professional). The conceptual, physical and virtual realm that the learners were constantly navigating and engaging with (including experts, journalists and digital artefacts) provided them with a platform to enact and perform journalistic tasks as a journalist would. The findings in the study revealed that these learning opportunities facilitated an ontological shift in the learner, where the learners apart from learning the principles of journalism (knowing) also learnt how to put them in practice as a journalist (learning to become).

### **Lifelong learning**

The use of mobile and social media tools and learner autonomy over the learning process helped the students learn and build lifelong learning skills. The students in the study were constantly navigating the conceptual, physical and virtual realms seeking, generating, communicating and collaborating to create data and information, in order, to build their understanding. These processes helped the students build learning habits, skills and knowledge on learning how to learn (metacognition). According to the students, the learning processes in the study helped them gain digital fluency, capability, skills and knowledge that enhanced their communication skills. It also made them aware that learning can happen at any time and place and provided them with a framework, which they could build upon in the future.

Secondary question 3: *What is the role of the teacher in facilitating a heutagogical learning experience using mobile and social media tools in a course?*

The findings in the study revealed that the teachers played a versatile role in the process assuming the position required by the students or student according to the learning tasks and activities they were completing. The teachers in the study hence played the role of a guide in the learning process, sharer of knowledge and content to scaffold learning, collaborator, motivator, promoter, role model and a mediator (mediator of student learning by helping the learner navigate the learning contexts and processes to construct new meaning and understanding). The teachers also played specific roles in the learning process enabled by mobile and social media tools—discussed below.

### **Teachers to provide critical feedback**

The teachers played a critical role in the learning process that was largely driven and determined by the learners, by collaborating with them, providing detailed and critical feedback, and mediating the learning tasks, activities and contexts—in a process that was *true-collaboration*. Teacher collaboration and feedback played an important role in scaffolding learner skills and knowledge for self-directed and determined learning. According to the students, the feedback from the teachers on their work enabled them to reflect on their performance and learning—helping them identify their capabilities and weaknesses, and providing pathways for improving.

### Teachers as change agents

An important finding in the study was that the students had different expectations and conceptions of learning and how to use mobile and social media tools for learning. A majority of the students commented that they needed to be ‘taught’ how to use the tools for learning purposes. Similarly, it was also observed that a majority of the students expected to be told what to do in their learning and to be taught specific content and knowledge. As a result, a critical role for the teachers in the study was to help change students’ learning expectations and behaviour, and help them re-conceptualise the role of mobile social media tools for learning.

The teachers in this study also played an important role of being the *brokering agent* for helping the learner navigate and move to higher-learning zones. In the study, the teachers played a critical role in scaffolding and guiding the students from their comfort-zones to a learning zone where they were able to apply their knowledge and skills with confidence in different contexts and environment—helping them build capability.

The secondary research questions and reflections on the entire process helped the researcher address the main research question: *How can mobile and social media tools enable student-generated content and context (heutagogy) for enhanced learning?*

To create a solution for the issues the journalism practitioners faced in teaching their course, draft design principles were formulated from literature—implemented and evaluated over two iterations. The findings from the study suggest that the design of the solution provided an effective platform for facilitating heutagogy learning with mobile and social media tools. Researcher reflections helped refine the initial design principles for clarity and understanding. Four of the six draft design principles were retained in their original form, one was revised and the other was deleted—resulting in five principles capable of guiding design for heutagogy learning:

1. **Design Principle 1.** Design learning tasks, activities and a learning environment that integrates the affordances on mobile social media and actively encourages student participation, productivity and personalisation
2. **Design Principle 2.** Facilitate learning using tools that are open, platform independent and learner-owned devices
3. **Design Principle 3.** Situate learning in authentic contexts determined by the learner to encourage exploration and experimentation
4. **Design Principle 4.** Design formative assessment events that encourage learner participation and reflection in authentic contexts to inform the process of learning to be
5. **Design Principle 5.** Provide technological support and model pedagogical use of the tools.

The findings from the study and researcher reflections helped understand the relationship between the design principles and how they impacted on the overall design of the solution, the learner and the learning process. The relationship between the principles and the model that emerged from studying their impact on the learning and teaching process, and the learner are discussed in more depth in a forthcoming publication (Narayan, Herrington & Cochrane, 2019).

### Conclusion

This paper provides an overview of how a design-based research approach could be utilised to investigate, create and rigorously evaluate a research study in collaboration with practitioners in naturalistic settings. In particular, the paper reports on the findings from an empirical study that was undertaken in collaboration with a group of journalism lecturers interested in exploring an approach for embedding the use of mobile and social media tools in their course for enhanced learning outcomes. The paper discusses the design of the solution underpinned by draft design principles elicited from literature and reports how it impacted on the learner, learning and the learning process. Along with the findings, a refined set of design principles is shared capable of guiding other practitioners in designing for learning with mobile and social media tools.

As an exemplar, the study has demonstrated how design-based research can indeed help seek out the unseen and unimaginable mobile learning possibilities (cf. Santos & Cook, 2015) and grow our understanding, application and transferability of mobile social media (cf. Traxler, 2016) for learning through the production of refined design principles.

### Further research

To understand the effectiveness and transferability of the design principles in different contexts, further research is currently being undertaken in collaboration with business, sport and recreation and physiotherapy practitioners.

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