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TITLE:

Learning Trust in a Digital Platform Society

ABSTRACT

Over the past two decades, schools and universities have learnt how to cope with new digital tools in the classroom—everything from educational apps to social media platforms and from Wikipedia to ChatGPT. There have been fierce discussions about the value of platform technologies for education: should social media and generative AI (e.g. ChatGPT) be banned from classrooms or should students and teachers embrace each digital tool that enters the market?

After a historical introduction in the digitization and platformization of education, this lecture will focus on an important aspect of digital platform societies: trust. First, we will address the issue of trusting information in a platformized digital landscape where it is increasingly difficult to navigate. How can we learn to *trust tools and technological systems* which are often opaque and therefore difficult to judge? The second part of the lecture will raise the question of how to *teach* trust in a digital educational environment, for instance by inserting critical and reflective skills into the college curriculum. Such awareness includes an analysis of how technological systems work and how society can benefit from students' critical expertise and technological skillfulness. The ultimate goal of enhancing trust in digital environments is to strengthen democracy.

BIOGRAPHICAL NOTE

José van Dijck is a distinguished university professor at the University of Utrecht (The Netherlands); she was the president of the Royal Netherlands Academy of Arts and Sciences from 2015 until 2018. She was a visiting professor at MIT (USA), University of Toronto (CAN), Stockholm University (SWE) and University of Technology, Sydney (AUS). She received an honorary doctorate from Lund University (SWE). In 2022, she was rewarded the Spinoza Prize, the highest academic award in Dutch academia.

Van Dijck's academic field is media studies and digital society. Her work covers a wide range of topics in media theory, media and communication technologies, social media, and digital culture. She is the (co-)author and (co-editor of ten books and over one hundred journal articles and book chapters. Her book *The Culture of Connectivity. A Critical History of Social Media* (Oxford UP, 2013). Her latest book, co-authored by Thomas Poell & Martijn de Waal is titled *The Platform Society. Public values in a connective world* (Oxford University Press, 2018). Her books have been distributed worldwide and was translated into Spanish, Italian, Chinese and Farsi.