



**Politecnico  
di Torino**

## **Honors Thesis**

---

**Master's degree in SYSTEMIC DESIGN**

### **Abstract**

**Italian school and experience: project of seamless interaction for  
creating connections between students, teachers, parents and experts**

#### **Tutor**

**Prof. Francesco Provenzano,  
Prof. Andrea Di Salvo**

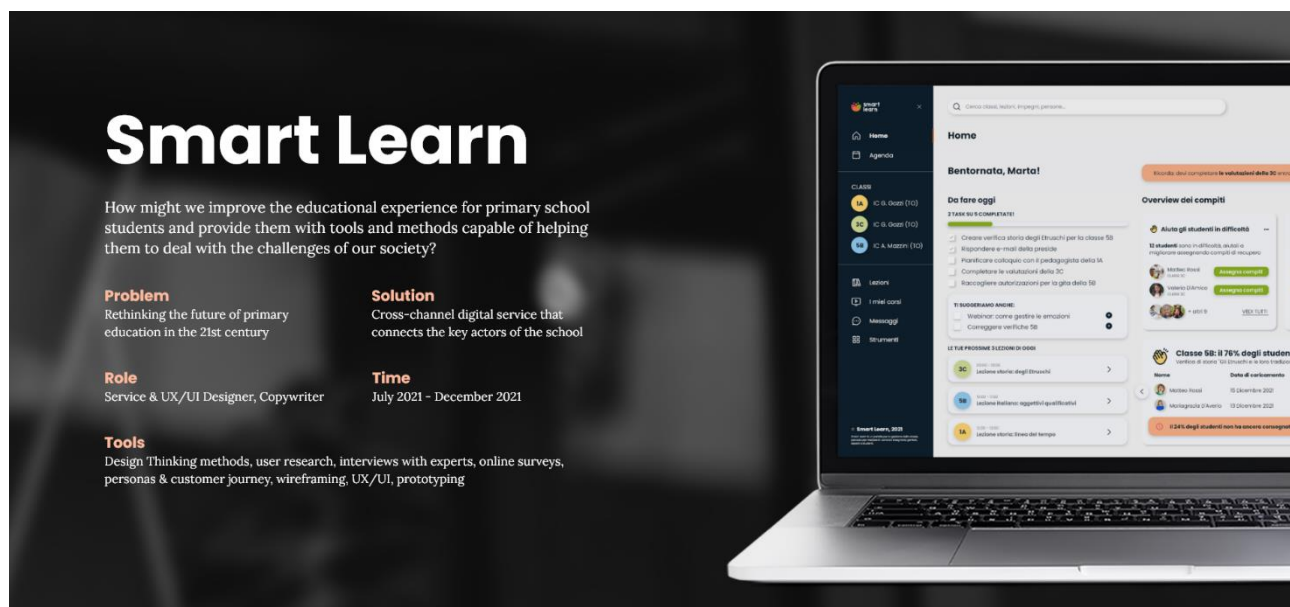
#### **Candidate**

**Mariasserena Di Giovanni**

**December 2021**

More than ever before, our contemporary society is experiencing an increased complexity of challenges which demand new strategies and approaches. At this point, we must ask ourselves whether the current educational models are capable of providing future generations with the appropriate tools to deal with ever-increasing levels of complexity. In addition to basic knowledge acquired at school - such as literacy and numeracy skills -, students need to acquire new skills, such as critical thinking, problem-solving, and empathy. Future generations need to be more involved in their educational experiences, so that they can discover their own attitudes and build their own personalities. Educational institutions need to provide students, teachers, parentes, educators with the necessary tools to build together a better educational system, capable of meeting the 21st century challenges. This thesis aims to address the topic of the “second educational revolution” by using the tools of Service Design, and to investigate the role of the designer in the development of innovative educational solutions in line with the transformations and needs of the current world.

**Keywords:** Education, Primary School, Service Design, User-Centred Approach, Co-design, Innovative teaching & learning



**For info:**  
[mariaserenadg@gmail.com](mailto:mariaserenadg@gmail.com)