



2011

# Center for Teaching and Learning/CTL Services 2011

<http://ctl.univie.ac.at>

## Foreword

Dear colleagues,

In the course of the development planning in 2008 the governing bodies of the University of Vienna agreed on the establishment of the Center for Teaching and Learning/CTL.

In this brochure, I am pleased to present you with the core services of the CTL, which are meant to support you in performing and further developing the study programmes at the University of Vienna.

The services of the CTL are mainly addressed to Directors of the Studies Programme, lecturers and – in accordance with the Senate – Curricular Working Groups. Furthermore, all staff members interested in the course programme of the CTL are welcome to participate.

Arthur Mettinger,  
Vice Rector for Educational Program Development and Internationalization  
Project Owner of the CTL

## Mission Statement

The core task of the Center for Teaching and Learning/CTL aims at systematically strengthening profile development and enhancing quality development in teaching throughout the University of Vienna, as implemented according to the Bologna Process.

The activities and services offered by the CTL put emphasis on the valued significance of teaching and learning at the University of Vienna. In implementing its tasks and services the CTL links different perspectives and levels.

The Center for Teaching and Learning

- + refers to international discourse regarding further development of higher education;
- + aligns the development of its services with both the policy of the Development Plan and the strategic guidelines recommended by the governing bodies of the university such as the Rectorate and the Senate;
- + considers the requirements and discipline-related specifics of faculties and centres in its services;
- + focuses on the development of individual teaching competence;
- + supports the implementation of innovatory teaching practices with regards to didactics and optionally e-learning on both the level of specific courses as well as the study programme;
- + implies crucial requirements from students' perspective in its services;
- + takes the maxim of gender diversity into account.

Charlotte Zwiauer,  
Head of the CTL

## Overview on Tasks and Services

The following services are offered by the CTL to Directors of the Studies Programme, lecturers and tutors as well as Curricular Working Groups in 2011:

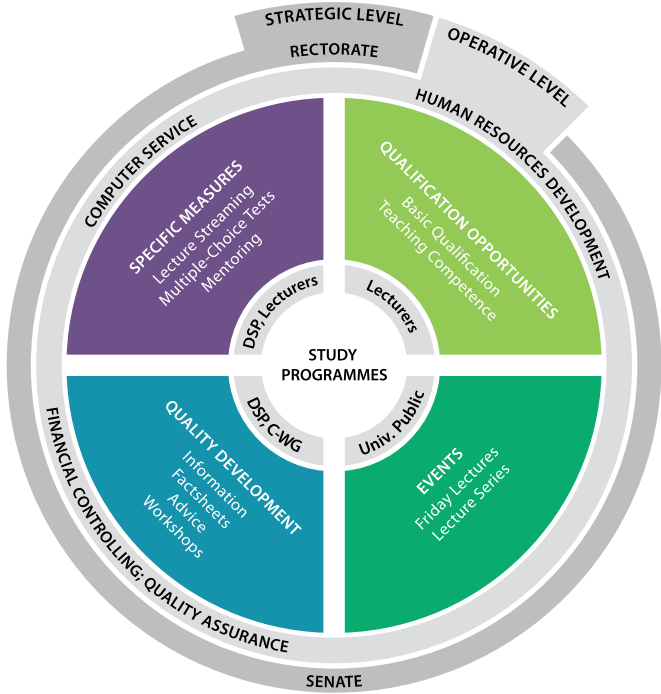
- + reinforcement of quality development in study programmes;
- + specific measures for study programmes in high demand;
- + qualification opportunities for staff.

Furthermore, in implementing the lecture series called Friday Lectures the CTL aims at fostering the public discourse on quality development in higher education in the context of Bologna bringing together speakers with national as well as international background and local experts and students.

Moreover, the CTL supports the governing bodies of the university such as the Rectorate and the Senate in (further) development of general strategic guidelines for study programmes.

On request, the CTL participates in organising and moderating ongoing communication processes between bodies and specific working groups involved in the curriculum design.

## Core Services, Target Groups and Interfaces



Further information: <http://ctl.univie.ac.at>.

## Specific Measures for Study Programmes in High Demand

By implementing certain measures the University of Vienna aims at improving teaching and learning specifically in bachelor's programmes that are in high demand regarding the quantity of students enrolled. The designated measures are meant to facilitate the students' initial studying phase and to improve the conditions for completion of a study programme. Presence learning and personal interaction between students and lecturers are not intended to be substituted by those measures, however beneficial value is expected to be added.

### Lecture Streaming

Audio and video streaming of lectures opens up new possibilities for designing courses accessible for large numbers of participants.

The streaming service aims at

- + increasing the students' flexibility for learning;
- + the possibility to catch up on contents after missing classes;
- + facilitating studying and preparing for exams.

Furthermore, students who are in employment, involved in care giving or participating in parallel courses still have the chance to "attend" classes.

The following lecture halls currently allow streaming:

- + Audimax, Main Building;
- + Audimax, Centre for Translation Studies;
- + Lecture Hall 1, UZA1;
- + Lecture Hall C, Campus of the University of Vienna;
- + Lecture Hall U10, Juridicum;
- + Lecture Hall 1, NIG.

All lecturers performing courses in the listed lecture hall are entitled to use this service.

### Registering and Starting The Streaming

Lecturers are asked to register their course online by accessing the website of the Vienna University Computer Service on [www.univie.ac.at/ZID/vorlesungsstreams](http://www.univie.ac.at/ZID/vorlesungsstreams). The actual streaming of the lecture is to be started via Computer provided in each lecture hall.

### Recording Modes

The following modes for recording lectures using the technical devices available in each of the lecture halls are currently possible: audio only; audio and presentation (e.g. Power-Point-Slides); audio and video recording of the lecturer; audio and blackboard; also live streaming is available.

### Consulting

The CTL offers consulting for lecturers who wish support in dealing with high numbers of students in their courses regarding the efficient use of lecture streaming and e-learning. Besides, the CTL provides information on copyrights.

### Technical Support

Information and support in using the streaming facility is offered by "Support Vorlesungsstreams" of the Vienna University Computer Service. Specially trained staff will assist lecturers in preparing and post processing as well as publishing the recording on the learning platform.

The Project "Lecture Streaming" is realised by the Vienna University Computer Service in cooperation with the CTL.

Information:

<http://ctl.univie.ac.at/schwerpunktmassnahmen/vorlesungsstreams>

## Specific Measures for Study Programmes in High Demand

### Multiple-Choice Tests

The University of Vienna is facing the challenge to conduct exams in courses with hundred and more participating students, particularly during the orientation period of a study programme. Examinations in terms of multiple-choice tests aim at increasing just assessment and at shortening the time necessary for correction. Due to theoretically sustained testing a high quality of assessment and fair testing conditions can be ensured.

The following services are offered:

- + Opportunities for didactical and technical qualification and consulting regarding the creation of multiple-choice tests;
- + Support for study programmes faced with courses with large numbers of students: lecturers are supported by additional staff on-site during the changeover to multiple-choice testing;
- + Development of sustainable technical support and establishment of corresponding technical requirements on the learning platforms Moodle and Fronter.

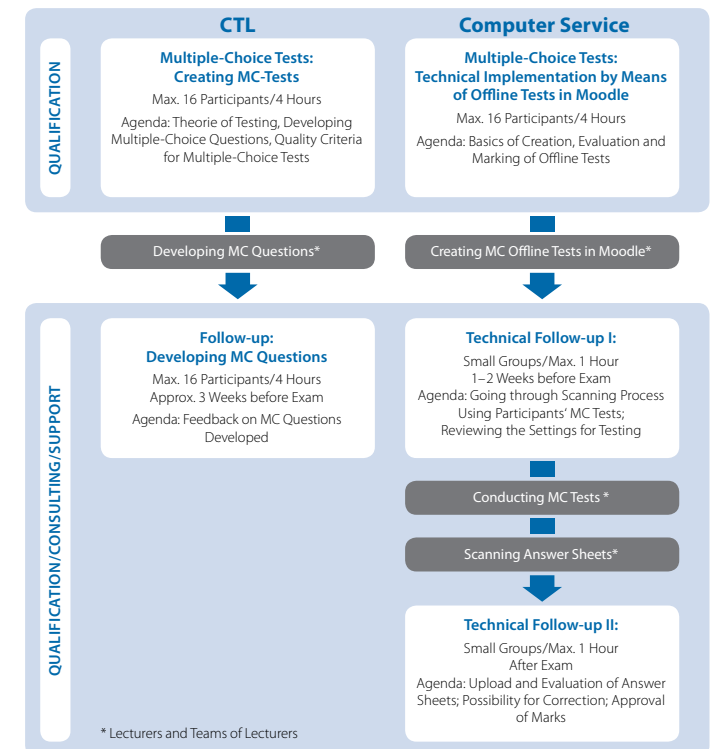
Information:

<http://ctl.univie.ac.at/schwerpunktmassnahmen/multiple-choice-pruefungen>

The Project "Multiple-Choice Tests" is realised by the Vienna University Computer Service in cooperation with the CTL.

### Consulting and Qualification Package

The consulting and qualification package comprises different modules dealing with both didactical and technical aspects. On request, follow-up meetings can be arranged. The service is available for all lecturers and employees of the university who are entrusted with conducting multiple-choice tests.



## Specific Measures for Study Programmes in High Demand

### Mentoring

Since the beginning of the academic year 2010/11 the University of Vienna has extended the Mentoring programme for first-year students. Mentoring aims at supporting students during their initial studying phase at university and is offered in addition to the regular courses. The objectives are:

- + Consolidation of study choice due to better orientation;
- + Introduction to strategies for successful studying and learning at university;
- + Networking with peers and thus benefitting from more advanced and experienced students;
- + Increased understanding of certain contents in modules of the orientation period, additionally to private studying as well as presence classes and Blended Learning courses.

The CTL offers support for Directors of the Studies Programme regarding the development of discipline-specific mentoring concepts (including the use of e-portfolios on request) as well as the training of future mentors.

Information:

<http://ctl.univie.ac.at/schwerpunktmassnahmen/mentoring-programm>

### Complementary Study Programme for E-Tutors

The CTL in cooperation with the Directory of the Studies Programme Philosophy provides an interfaculty Complementary Study Programme comprising 30 ECTS credits. It grants students both theory-oriented and application-oriented involvement with knowledge work (from generation and preparation to transfer of knowledge). The third course was launched in the winter term 2010/11.

Every winter term a lecture series on aspects of digital knowledge generation is held.

Information:

<http://etutorinnen.univie.ac.at>

## Range of Qualification Opportunities

In the course of the Performance Agreement Period from 2010 to 2012 two qualification opportunities addressed to lecturers at the University of Vienna were developed by the CTL in cooperation with the Human Resources Development.

### Starting-off Lecturing – Basic Qualification for Newcomers

The Basic Qualification is targeted at young and newcomer lecturers and is meant to facilitate the entrance into lecturing. Information about general conditions regarding teaching at the University of Vienna and opportunities for networking with colleagues are given. The course is compulsory for new lecturers (praedocs). Beyond that, all lecturers interested are welcome to participate.

#### Contents and Qualification Objectives

- + Defining learning outcomes as competences;
- + Developing learning outcome-oriented concepts for teaching and learning (semester planning);
- + Expanding the individual repertoire of course methods;
- + Knowing the basics of the Study Law;
- + Reflecting the role as a university lecturer;
- + Knowing the core maxims of teaching and the connection between curriculum, module planning and course planning.

\* The obligation applies to university assistants without a doctorate (praedocs) during their first year of employment, provided that they are being entrusted with lecturing (cp. Collective Contract § 49 subsections 3 and 8) on the one hand and to university assistants without a doctorate (praedocs) during their second year, given that they are lecturing for the first time, on the other hand. The qualification course is to be completed either before or during the period of their first teaching contract. The obligation does not apply to praedocs who had been signed on as university lecturers before.

### Range of Modules “Teaching Competence”

The various modules of “Teaching Competence” are open to all lecturers of the University of Vienna and aim at delving into the topic of teaching and further developing relevant competences.

The focus lies on course methods appropriate for both presence learning and media-supported teaching and learning, while the students’ perspective is continuously taken into account.

#### Subjects

“Teaching Competence” provides elective modules on the following subjects:

- + Learning processes;
- + Concepts of teaching;
- + Communication and presentation;
- + New Media and media production;
- + Time management and self management;
- + Law (Study Law, copyrights);
- + Understanding of one’s role.

#### Administration

The range of qualification opportunities are conducted in collaboration with external trainers and are subject to continuous evaluation and development.

Information:

<http://ctl.univie.ac.at/qualifizierung/basisqualifizierung>

<http://ctl.univie.ac.at/qualifizierung/teaching-competence>

Administration and registration is to be done via Human Resources Development: <http://personalentwicklung.univie.ac.at>

## Quality Development of Study Programmes

### Further Development of Study Programmes

The CTL offers support in systematic further development of ongoing study programmes. The following focal points are relevant for bachelor's programmes: active support of students' study choice; strengthening coherence; ensuring conditions for completion of a study programme; review flexibility. The support comprises:

- + **General information** on policies and instruments of the Bologna Process for Directors of the Studies Programme and Curricular Working Groups;
- + **Factsheets** presenting the status quo of a study programme and giving information on the focal points mentioned above;
- + **Consulting** for Directors of the Studies Programme concerning the preparation of Studies Conferences as well as Curricula Working Groups (in accordance with the Curriculum Committee of the Senate);
- + **Workshops** on strengthening the coherence of study programmes addressed to Directors of the Studies Programme and teams of lecturers (explicating learning outcomes and aligning teaching and assessment with learning outcomes).

### Information for Lecturers

The "Manual for Lecturers" provides information on general conditions and sources for support regarding the subject of teaching. The manual was authored in collaboration with the service unit Educational Affairs and it has been available online since the winter term 2010/11. Directors of the Studies Programme and Study Service Centers may link to the manual and provide feedback: <http://ctl.univie.ac.at/qualitaetsentwicklung>

### Complementary Study Programmes

In administrating and coordinating this additional study opportunity for bachelor students, the CTL assists the bodies involved in the curriculum design.

Information on recent implementation, changes and evaluation regarding the complementary curricula, which at this stage have been established and approved for three years, are to be found on: <http://ctl.univie.ac.at/qualitaetsentwicklung/curricularentwicklung/erweiterungcurricula>

### Joint Programs

In cooperation with the service unit Research Services and International Relations the CTL supports the development and implementation of Joint Programs and provides material and consultation.

Information:  
<http://ctl.univie.ac.at/qualitaetsentwicklung/curricularentwicklung/joint-programs>

## Quality Development of Study Programmes

### Project Quality in Teaching

The project “Quality in Teaching” was realised in 2009 by the CTL in cooperation with the Special Unit for Quality Assurance, under the authority of the Rectorate and the Senate with the assistance of the Austrian Agency for Quality Assurance (AQA). The focus was put on design, implementation and further development of study programmes. Representatives from various bodies such as the Rectorate, the Senate, the group of Deans, the students as well as numerous Directors of the Studies Programme participated in the workshops.

The project documentation and material for download (“Qualitätsentwicklung von Studienprogrammen”) are available on :  
<http://ctl.univie.ac.at/qualitaetsentwicklung/qualitaet-in-der-lehre>

### Bologna Process

The website <http://bologna.univie.ac.at>, maintained by the CTL, provides an overview on the Bologna Process, covering information on goals, historical aspects as well as on the implementation on both the national and European level. Moreover, specific consequences for the University of Vienna and the structure of its study programmes are addressed.

### Teacher Education

The University of Vienna is actively involved in the discourse on reforms regarding Teacher Education according to Bologna Guidelines. Further information on Teacher Education at the University of Vienna can be found on <http://lehrerinnenbildung.univie.ac.at>

## Friday Lectures

The Friday Lectures held during the academic year of 2010/11 are dedicated to the changes currently taking place at universities. The aim is to cover subjects on both the present international discourse and the requirements of the University of Vienna in organising the lecture series by experts from other national as well as international universities followed by responses from local scientists and academics as well as students and students' representatives. Journalists in the role of moderators are an integral part of the Friday Lectures.

The combination of immediate responses to the lectures and video casts allows students to develop a questioning-oriented approach to lectures. The Friday Lectures stress the importance of actively integrating students as partners in a mutual discussion process on possibilities for development concerning teaching and learning at the University of Vienna. Questions of gender and diversity equality are seen as a crosscutting theme throughout the Friday Lectures.

Audio recordings, documents concerning the lectures and responses as well as video casts are available for download.

Programme and documentation:

<http://ctl.univie.ac.at/friday-lectures>

<http://ctl.univie.ac.at/friday-lecture-day>

Venue:

Center for Teaching and Learning / CTL

University of Vienna,

1090 Wien, Porzellangasse 33a (entrance corner Fürstengasse)



Video recorded interview with Prof. Lee Harvey, Copenhagen Business School, conducted by Dayana Hristova (student of Cultural Anthropology and Social Anthropology, University of Vienna) following the Friday Lecture "Employability and Transformative Learning" on Dec. 3rd 2010 at the Center for Teaching and Learning / CTL. The interview had been prepared by students of the course "Rethinking Studying: Knowledge Production and Audiovisual Practices" held during the winter term 2010/11.

## Organisation

In order for the CTL to fulfil its tasks best possible and to meet the requirements of the University of Vienna in an international university context, the Steering Committee as well as the International Advisory Board were established in 2009.

### Steering Committee

The Steering Committee of the CTL gathers the following representatives of the Rectorate and the Senate:

- + Arthur Mettinger, Vice Rector for Educational Program Development and Internationalization;
- + Christa Schnabl, Vice Rector for Student Affairs and Continuing Education;
- + Helmut Fuchs, Chairperson of the Senate;
- + Stefan Newerkla, Chairperson of the Curriculum Committee of the Senate.

When required, representatives of the service units as well as the Special Unit for Quality Assurance are called in.

### International Advisory Board

The International Advisory Board consists of five members, known as experts with experience in the field of quality development, higher education and e-learning:

- + Dieter Euler, University of St. Gallen;
- + Alexander Hahn, University of Notre Dame;
- + Rolf Schulmeister, University of Hamburg;
- + Eva Seiler Schiedt, University of Zurich;
- + Lothar Zechlin, University of Duisburg-Essen.

The Advisory Board has held three meetings during the academic year 2009/10 and will present experiences on further development in teaching to the University of Vienna from 2011.

## Team

Mag. Dr. Charlotte Zwiauer Ext 12050  
*Head of the CTL, Quality Development of Study Programmes*

Mag. Harald Edlinger Ext 12026  
*Curriculum Design and Further Development of Study Programmes, Joint Programs*

Mag. Silvia Grillitsch Ext 12054  
*Streaming of Lectures and Multiple-Choice Tests, Organisation of the Basic Qualification*

Dr. Brigitte Kossek Ext 12056  
*Friday Lectures, Lecture Series, Surveys*

Mag. Gisela Kriegler-Kastelic Ext 12024  
*Curriculum Design and Further Development of Study Programmes, Complementary Study Programmes*

Petra Oberhuemer, MSc MAS Ext 12055  
*E-Services*

Mag. Birgit Peterson Ext 12051  
*Mentoring and E-Portfolio, Basic Qualification*

Mag. Brigitte Römmer-Nossek Ext 12053  
*Further Development of Study Programmes*

Mag. Reinhard Schott Ext 12057  
*Multiple-Choice Tests*

Jan Thomas, M.A. Ext 12052  
*Teaching Competence, Complementary Study Programme for E-Tutors*

Markus Reithmayer Ext 12061  
*Administration*

Most full time and part time members of the team have experience in teaching and training.

## Imprint

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