Student support options for teaching and examinations

Teachers have various resources at their disposal for the planning and implementation of teaching and examinations. Three important personnel support measures are tutors, e-multipliers, etc. as support persons for digital testing. These measures differ both in their fields of activity and in the application for support.

Tutor*innen

The head of the study programme assigns the tutorial hours. The need for tutorial hours is ascertained via an email from the SSC in the previous semester with the form "Antrag auf Erteilung von Tutoriumsaufträgen".

If you do not need your allocated tutorial hours, please inform the SSC immediately at lehre.biwi@univie.ac.at

The approved tutors are invited by the SPL to a joint instruction and exchange before the start of the respective semester. If necessary, these meetings will also be offered during the semester.

A course has been set up on Moodle whose participants are updated every semester and which contains useful information for tutors. The tutors also have the opportunity to get in touch with each other and exchange information.

The CTL (Center for Teaching and Learning) also offers a basic training course for tutors with and without experience, as well as study assistants, but also interested students and teachers:

https://ctl.univie.ac.at/services-zur-qualitaet-von-studien/tutorinnen-basisausbildung/

Job description:

- Accompanying supervision of students within the framework of the course
- Preparation and follow-up of courses
- Carrying out administrative activities related to teaching duties (e.g. forum management on Moodle, e-mail correspondence, etc.)
- Participation in evaluation measures
- No independent teaching or substitution of the lecturer

The employment contract is concluded for 6 months per semester and has a total working time of between 60 and 150 hours.
Holiday leave must be taken during the employment relationship.

- Employment relationship winter semester: September to February
- Summer semester: March to August
  -

Tut-SWS	Total workload in hours
4	60
5	75
6	90
7	105
8	120
9	135
10	150

Anrechnung der Tätigkeit als Tutor*in (Masterstudium)

Credit of the activity as a tutor (Master's programme)

Students of the Master's programme can unpaid work as a tutor can be credited for Module 16 "Practical internship" can be credited. An agreement with the head of the course is necessary, which confirming that unpaid tutoring activities to the extent of unpaid tutorial activities to the extent of 105 hours have been carried out.
For further information, please contact the SSC at sss.bildungswissenschaft@univie.ac.at for further information.

E-Multiplikator*innen

This study assistant with 10 hours combines work and activity areas and is considered the central contact person for questions regarding digital support of teaching.

Job description

- First point of contact for questions about digital teaching as well as media didactic and technical technical support during the entire academic year
- Suggestion and support of innovative teaching and learning scenarios, taking into account the respective framework conditions
- Supporting lecturers and tutors in the creation of examination forms and evaluation via Moodle (= MC tutor)
- Support in the conception and further development of courses and in the concrete implementation of different teaching/learning concepts
- Organisation/implementation of Workshops with teachers, tutors and study assistants (depending on requirements, e.g. use of Moodle, u:stream and Flipped Classroom)
- Link between SPL, teachers, tutors, CTL and ZID
- **No direct student support work** (e.g. forum support on Moodle, e-mail correspondence, etc.).

E-Multiplikator*in als Unterstützungsperson bei Prüfungen

For examinations that are conducted digitally, the CTL provides support staff. The need is ascertained in the course of the preceding semester. The support must be specified for each individual examination date. The number of hours depends on the examination format.

Preparation of the examination
The examination invigilator/support person ...
- goes through the questions together with the examiner in charge (comprehensibility of wording, time

management, fair distribution of questions in groups, etc.), gives the examiner in charge feedback on the assessment scheme;
- sets up the Moodle examination room, tests the Moodle room technically before the examination (especially general settings, questions, groups, upload);
- checks, in the sense of the multiple-eye principle, whether all study law information has been adopted on u:find and in the Moodle room (e.g. in the cover sheet of the exam);
- is available in advance to answer students' technical and organisational questions.

During the examination
The examination invigilator/support person ...
- takes questions from the students during the examination and clarifies with the examiner in charge whether the examination questions are formulated in an ambiguous way, for example, and gives feedback to the students. As a rule, in individual enquiries, reference is made to the fact that the questions have been asked correctly. If there are actually mistakes in the answers that affect the overall result of the examination (e.g. inappropriate questions), the examiners can get in touch with the participants in the room via the communication tool in Moodle;
- records technical problems reported by students in the course of the examination (this is subsequently used to assess whether an examination has been cancelled for good cause);
- records technical problems at the end of the examination period or points out an alternative way of handing in the examination papers (e.g. by e-mail to the examiner in charge).

Follow-up

The examination invigilator/support person (insofar as it is part of the official duties of e.g. tutors, study assistants, assistants, co-course leaders) ...

- can, in agreement with the examiner

- can, in agreement with the responsible examiner, undertake the preliminary correction of the examination results on the basis of the assessment scheme and/or interpret the results of the plagiarism check;

- can prepare questions for the oral enquiry (plausibility check) with the students (the enquiry itself is carried out by the examiners). The questioning itself is carried out by the examiners);

All concerns that go beyond the available time resources or competences of the e-multiplier will be forwarded to the Digital Teaching Team.

For didactic questions, please contact the Digital Teaching Team using the contact form.

For technical questions regarding the use of Moodle, please contact the service desk (login with the u:account required).

For support for writing-intensive teaching, please contact schreiblehre.ctl@univie.ac.at.

Further Informations and Links

Getting started with digital teaching
https://wiki.univie.ac.at/display/digilehre/Digitale+Lehre

Digital teaching - didactic & technical support in concrete use
https://wiki.univie.ac.at/pages/viewpage.action?pageId=135354422

Resources - further materials & support
https://wiki.univie.ac.at/pages/viewpage.action?pageId=135354425

Organisational matters - Administrative and organisational assistance
https://wiki.univie.ac.at/pages/viewpage.action?pageId=135354431

Contact for questions and requirements:
Study Coordination Education
StudyServiceCenter Philosophy and Education
studienkoordination.biwi@univie.ac.at
Phone: +43-1-4277-46105