



Paradigm Shift

Elearning-Status Quo | University of Vienna

Annabell Lorenz | Vienna University Computer Center

February 20, 2008 15-17 pm



Historical survey | University of Vienna

- founded in 1365
- first email in 1986
- first leased line to CERN in 1990
- large-scale university
- ~ 161.000 enrolled users



Historical Survey | eLearning

- pioneering: early innovators in the 90s
- reform: University Act (2002)
- "Strategy project" full implementation of elearning in 2004



University of Vienna | Specific Requirements

- large-scale university: 30.000 active users, 7000 staff
- heterogeneous curriculums (traditional and Bologna)
- heterogeneous courses (scalability!)
- staff with heterogeneous media skills!



eLearning implementation | staff

- Center for Teaching and Learning (Didactics, 9 people)
- Vienna University Computer Center (Technical staff, support, services – 5 people)







© Photo: Ilse Lahofer, Vienna.



Vienna University Computer Center

3 Departments:

NETWORK & INFRASTRUCTURE (telephony, networking etc.)

UNIVERSITY ADMINISTRATION (e.g. remotely administered PCs)

SOFTWARE & CENTRALIZED SYSTEMS & USER SUPPORT

- * software development & software management, databases, etc.
- * helpdesk
- * eLearning support





New Media Support
Vienna University Computer Center
http://www.univie.ac.at/ZID/elearning/

© Photo: Ilse Lahofer, Vienna



History | eLearning Software Versions

(with normal Architectures Applications S, Database S.)

- ILIAS test phase (abandoned) PHP 20 courses
- WebCT Vista 2.1 (2004) JAVA (160 courses per semester)
- migration to Cluster, Vista 3.0 (2005)
- migration to Vista 4.0 (2006, ca. 1000 courses per semester)
- now: * 1600 courses on Blackboard Vista
 - * 100 on Moodle
 - → all linked to central administration databases, half-automated enrollment processes



History | Status Quo

- Merger of WebCT Vista and Blackboard in 2006
- software became more&more unreliable
- requirements: implementation, points of intersection, databases etc. (source code is proprietary and encrypted)



eLearning platforms | status quo

- Blackboard Vista Enterprise License 4.2.2 (fully productive, with updates implemented since 2004)
- Moodle 1.8.2 (pilot in 2007, now first support scenarios)
- Call for tender for "Software and Services for the University of Vienna"
 - call published on Nov 14, 2007
 - 5 best have been evaluated
 - first negotiations in April
 - assessment of proposals: 60% prize, 40 % technical aptitude
 - migration and implementation in August 2008
 - new fall semester 2008: pilot of Software XY (which could also be BB)



Support | Steering Concept

- multipliers in faculty staff (35 faculties)
- didactical and technical support offices with helpdesk function
- training concept



Support | Course Concept (currently changing!)

eLearning Introductory Course
(all-day event – technical and didactical part)

Advanced Training Courses (technical)

- Content Building (half-day events)
- Communication Tools
- Learning Groups and Assignments
- Assessments

Didactical & Technical Workshops
Didactical Advanced Courses (,Blended Learning')
Training Course "e-competence"



Support | Impact on Users

policy | approach voluntariness | no strict prescriptions

BLENDED LEARNING

effects - heterogeneous structures

→ courses and curriculums (scalability!)

- widespread use of eLearning

- multipliers (hierarchies) in faculty staff!

purpose - harmonious integration in existing infrastructures

- high approval of Software



specifications | call for tender

- integration in software landscape at Vienna University (databases, administration, digital asset management, authentication LDAP/Shibboleth)
 - comprehensive (!) software for university administration (teachers, students, courses, grades)
 - Online Course Directory (university-wide)
 - student and course enrolment: linked to external interfaces
- export of student grades
- DAMS (digital asset management system)



Support | Surroundings

- FAQ database
- test projects (final exams, study entrance)
- streaming project (life-streaming and storage of attendance courses)
- scanner project
- e-tutors
- u:book project at the Computer Center
- general helpdesk of Computer Center



Support-relevant hints

- other software clients (java) will increase support
- different operating systems (Macintosh!)
- integration in university infrastructure (e.g. authentication!)
- browser versions
- standards! (IMS CP, QTI, XML standars, separation of display and content)



Future | Outlook

- one or two LMS as productive
- eLearning will most likely become softwareindependent (portals on client-side, integrative aspect)
- Web 2.0 and interactive learning
- learning whenever wherever: project <u>u:book</u> at Vienna University
 - → support must react to these developments







Thank you.



© J. Marten, Würzburg

Questions?