Service centre GESTU Graz

Evaluation 2.0

10/2026 – 02/2027

Initiator
TU Graz

Objectives

Since 2022, the GESTU service centre at Graz University of Technology (TU Graz) has served as a point of contact for deaf and hard-of-hearing students across all universities and higher education institutions in Graz. As of the 2025/26 winter semester, its services have also been extended to the University of Klagenfurt. The offerings include:

- counseling and support for students;
- sign language and speech-to-text interpreting, as well as the provision of student assistants;
- technical support, such as the subtitling of courses;
- advisory services and awareness-raising for teaching staff and university employees;
- programmes related to Austrian Sign Language (ÖGS);
- and cooperation and networking with higher education institutions, associations, and organizations.

An initial evaluation conducted by queraum during the 2023/24 winter semester showed high levels of satisfaction among all participants and confirmed the pivotal role GESTU plays in enabling students from this target group to pursue their university studies.

Implementation

The follow-up evaluation builds upon these findings and aims to contribute to the further development of the service centre. It focuses on how the services offered help to reduce barriers and foster academic success, examines their limitations, and looks at the establishment of the centre in Klagenfurt.

Following a goal-setting and planning workshop, students in Graz and Klagenfurt will be interviewed, and interpreters will once again be surveyed online – a process that allows for comparisons with the initial evaluation. Additionally, interviews will be conducted with cooperation partners at TU Graz, the University of Klagenfurt, and other higher education institutions. The results will be reflected upon during a workshop with the project team and translated into actionable recommendations.

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