



## Service department GESTU Graz

09/2023 – 02/2024

### Initiator

Technische Universität Graz

### Objectives

In 2022, the Graz University of Technology (TU Graz) has implemented the service department GESTU für students with hearing impairments. It is the contact point for students with hearing impairments of all universities in the city of Graz. GESTU offers

- counseling and interpretation
- support from student staff
- promotion of accessible teaching
- awareness and training of university staff

Already in 2010, the Vienna University of Technology (TU Wien) had set up a GESTU service department. This is regarded as best practice that will be expanded to all Austrian universities. This project ran from 2022 to 2024. The TU Graz carried out the project for and together with other Austrian universities in the city of Graz and supported also students from other universities in Graz.

### Implementation

The evaluation was carried out in the term 2023/24. It aimed to contribute to quality assurance and further development of GESTU. The provisions of GESTU are manifold and comprise not only counselling and support of students but also awareness raising activities for the university staff.

The evaluation monitored the project aims and generated insights that help to optimize existing provisions or develop new ones. The issues at stake required a mixed-methods approach: analysis of documents, focus groups with students and student staff, online survey for interpreters, interviews with teachers. The results were presented in a workshop where their implications for the future development of the GESTU were discussed.

### Your contact

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