

Available Services

Service Units and Competence Centers



Information for
WU staff

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Campus Map

AD

- › Rector's Council
- › Administration
- › Finance, Accounting & Statistics (only Accounting)
- › Occupational Health Services
- › Staff Council
- › Conference rooms

AR

- › Administration
- › Research institutes

D1

- › Global Business and Trade
- › Research institutes
- › Equal Opportunities Committee
- › Classrooms
- › Mensa cafeteria

D2

- › Business Communication
- › Information Systems & Operations Management
- › Marketing
- › Management
- › Classrooms

D3

- › Finance, Accounting & Statistics
- › Public Law & Tax Law
- › Private Law
- › Library for Law
- › Research institutes
- › Classrooms

D4

- › Finance, Accounting & Statistics
- › Socioeconomics
- › Economics
- › Library for Social Sciences
- › Classrooms





- › Strategy and Innovation
- › Research institutes
- › Socioeconomics (only Ecological Economics)

D5

- › WU Executive Academy
- › Corporate Relations & Alumni Services
- › Research institutes

EA

- › Main Library
- › IT-Services
- › Student services
- › Club Lounge, Ceremonial Halls, Forum
- › Classrooms

LC

- › Austrian Students' Union (ÖH)
- › Student organizations
- › Athletic facilities
- › Kindergarten

SC

- › Audimax
- › Aula
- › Classrooms
- › WU Entrepreneurship Center event room

TC

Service Units

WU has a number of different service units. On the following pages you will find descriptions of the individual units and the services they provide for WU employees.

Each member of WU's Rector's Council is responsible for specific service units:

- › Rector
- › Vice-Rector for Human Resources and Digital Infrastructure
- › Vice-Rector for Academic Programs and Student Affairs
- › Vice-Rector for Research and Third Mission
- › Vice-Rector for Financial Affairs and Campus Management





Rector



RECTOR'S OFFICE

AD building, level 2



CORPORATE RELATIONS & ALUMNI SERVICES

EA building, level 2



INTERNAL AUDITING

AR building, level 2

Rector's Office

AD building, level 2

The Rector's Office provides support for the members of the Rector's Council and the University Board.

The Rector's Office and its staff units act as an administrative hub for the many activities performed by the Rector's Council. The office supports the Rector's Council in its dealings with internal and external stakeholders, especially with regard to the university's legal requirements as specified by the Federal Ministry. These include Performance Agreements, the Strategic Plan, and intellectual capital reports. The Rector's Office staff also provide support services for various bodies, organizational processes, and university management projects.

Further responsibilities include:

- › **Coordinating appointments** for members of the Rector's Council and providing **professional assistance** for their projects
- › Preparing meetings and **Rector's Council resolutions**, e.g. when making organizational changes or appointing unit heads
- › **Preparing target agreements** with departments, research institutes, competence centers, and the University Board
- › **Media contacts:** The press relations officer coordinates WU's media presence with regard to the university's overall strategy.
- › **Gender & diversity policy:** Measures and projects to promote gender equality and diversity
- › **Senior faculty recruiting:** Support throughout the entire recruitment process (planning, advertising the position, committee activities, negotiations, contracts, commencement of employment)
- › **Welcome services** for international guest professors and new employees, e.g. housing, visas and permits, dual career services, schools and child care; contact and support for the guests' or employees' contacts in their academic units
- › **wu-memo online:** Compiling and editing the information channel and newsletter for WU employees
- › Contact for **Fulbright, rankings, and international networks** that WU is a member of (e.g. AOM, Scholars at Risk, SIGMA, ALEUESS)

Corporate Relations & Alumni Services

EA building, level 2

This service office is responsible for corporate relations, fundraising (sponsoring, private donations, cooperations, inheritances, and legacies), and for the worldwide network of WU alumni.

- › Establishing and expanding support for the university through fundraising (private donations, inheritances, legacies, and sponsoring)
- › Developing and implementing cooperations (e.g. room and auditorium sponsoring, WU graduate bag, WU4YOU, WU4Juniors, the alumni magazine, and events ...)
- › Providing support for the WU alumni community (over 55,000 graduates)
- › Organizing national and international events for WU alumni (at over 60 hubs worldwide) and sponsors
- › Maintaining relations with sponsors, donors, and alumni
- › Providing current information about WU and the WU alumni community issued on a regular basis by means of the WU Alumni Magazin, wu-alumni.at, social media, and an eNewsletter
- › Data management and services for all WU alumni

Internal Auditing

AR building, level 2

The Internal Auditing office provides independent and objective auditing and advisory services. The aim is to cooperate with the university to contribute to a continuous improvement in WU's business processes.

AUDITING SERVICES

- › Conducting audits (routine and ad-hoc audits)
 - Ensuring transparency and compliance with the principles of order, efficiency, expediency, and economy
 - Analyzing processes for potential optimization
 - Identification of areas with potential for improvement by providing an outside perspective of the respective processes and audit areas
- › Creating an annual auditing schedule
 - As part of a risk-oriented audit planning process, topics for the following year's audits are scheduled (routine audits).

ADVISORY SERVICES

- › Advisory services for drafting directives, etc.
 - Review of draft versions with regard to objectives, structure, readability, etc.
- › Consultations on
 - The internal financial control system, processes, and risk management
 - The design, implementation, and evaluation of processes or other selected topics

The Internal Auditing office also provides support in responding to various inquiries (Court of Audit, etc.).

VR Human Resources & Digital Infrastructure



IT-SERVICES

LC building, level 5



PERSONNEL OFFICE

AR building, level 5

PERSONNEL DEVELOPMENT & PLANNING OFFICE

AR building, level 4

LEGAL AFFAIRS OFFICE

AR building, level 4

IT-Services

LC building, level 5

IT-SERVICES supports WU staff and students in the use of its modern and powerful network, communication, and computer infrastructure for information processing.

User orientation is IT-SERVICES' top priority. When planning, implementing, and running IT technology, our main focus is on meeting our users' needs and getting the most out of possible synergies.

GENERAL IT-RELATED QUESTIONS AND TECH SUPPORT

- › IT Support Center
- › Service desk system and hotline
- › IT training seminars
- › Loaner devices
- › On-site support

WORKPLACE EQUIPMENT

- › Workplace computers/laptops
- › Telephones (landline, cell phones, softphones), email, calendars
- › Video conference equipment
- › Other workplace software
- › Printing/scanning

ACCOUNTS AND ACCESS RIGHTS

- › Account management
- › Delegation of electronic rights and other matters related to access rights
- › Email mailing lists

DATA AND SECURITY

- › Storage and backup
- › Data exchange
- › IT security

CLASSROOM AND EVENT TECHNOLOGY

- › AV media tech support in the classroom and during events
- › PC labs

NETWORK AND DATA CENTER

- › Wiring, Wi-Fi, and VPN access
- › Server hosting and server housing
- › Data center operations

SOFTWARE DEVELOPMENT

- › Course and exam management
- › Student management
- › SAP

WEB AND VIDEO SERVICES

- › Public website
- › Survey platform
- › Streaming, IPTV
- › Photography and video production (WUtv)

WU-SPECIFIC INFORMATION SERVICES

- › Intranet, telephone directory
- › Geographic information services
- › Digital signage
- › Public self-service terminals

Personnel Office

AR building, level 5

The Personnel Office is the point of contact for all matters related to human resources and aims to provide optimal and service-oriented support for employees and management staff.

This service office represents the interests of the university, while also taking the interests of the various organizational units, the employees, and their supervisors into account as well as possible. This contributes to the establishment of a positive working environment and supports an atmosphere of mutual appreciation and respect, allowing everyone at WU to work productively and feel comfortable.

- › **Recruiting and hiring of new employees**
 - Support in the process of recruiting new employees
 - Integrating new employees into WU (as part of the onboarding process)
- › **HR consulting and administration**
 - Providing HR-related advisory services and support to the university management, supervisors, and employees
 - Representing WU's interests to the outside and within the organization
 - Management and implementation of HR-related procedures
- › **HR and employment law matters**
 - Ensuring compliance with the applicable legal regulations
 - Issuing the weekly WU Bulletin (Mitteilungsblatt, publication of WU's official announcements)
- › **Strategic HR management**
 - Ensuring state-of-the-art HR management; (further) developing WU's HR policies, occupational health management, the inclusion of employees with disabilities, activities for ensuring a healthy balance of work and family life
 - Cooperation with the various representative groups
- › **HR reporting**
 - Statistical analyses and reports on HR topics

Personnel Development & Planning Office

AR building, level 4

The Personnel Development and Planning Office offers a range of personnel development measures designed to meet the needs and challenges of as many WU employees as possible.

The Personnel Development and Planning Office does its best to harmonize the main objectives of both the organization and the individual employees. Day-to-day personnel development is a decentralized process that happens through the direct interaction between supervisors and employees at WU's various organizational units. Our goal is to support this process by offering specific training courses, providing specialized advisory services, and developing custom-tailored personnel development instruments.

- › **Onboarding Program:** Welcoming all new WU employees during the Welcome2WU events, Strategy Day, and special workshops
- › **In-house training program:** Half-day to two-day small-group workshops for academic and administrative staff, held in German or English
- › **Advisory and support services for supervisors** of academic and administrative staff; coaching, continuing education, and personnel development support (custom-tailored personnel development measures for specific units)
- › **Programs for specific target groups**, e.g. career coaching for post-docs and career programs for WU researchers
- › Providing information on **annual performance review talks**, a key instrument for the communication between employees and their supervisors
- › **Personnel planning:** Approval for filling positions funded from WU's global budget based on WU's HR plans; approval of contract amendments and all other measures related to personnel planning, including strategic processes

Legal Affairs Office

AR building, level 5

The Legal Affairs Office provides assistance and support with various legal matters that are relevant to the work of WU employees. The Legal Affairs Office team is also available to review contracts, declarations, or other legal documents.

Further information is available online on the WU intranet: Legal Affairs Office, GDPR page, WU database of regulations, forms, and documents (e.g. information on WU's legal status and registry entries, FAQ list on anti-corruption law, Agreement on the Exchange of Confidential Information, independent contractor agreement).

› Labor law

- Independent contractor agreements, freelance service contracts (information, guidelines, sample contracts)
- Legal support with regard to projects and special agreements

› Data protection law

- GDPR page with data protection regulations, information, guidelines, sample texts, checklists, FAQ for research- and teaching-related questions
- External data processing register to enter data processing agreements
- verarbeitungsverzeichnis@wu.ac.at for recording processing activities
- Information on WU's Data Protection Officer

› University law and regulations

- Information on WU's legal status and registry entries
- WU's organization, powers of WU representatives and supervisors
- WU By-Laws, WU directives, and other regulations such as the WU House Regulations, WU Library Regulations, etc.

› Copyright and trademark law

- Usage and publication rights in connection with research projects
- Use of third-party works in WU research projects subject to intellectual property protection, e.g. photos or texts
- Support in matters related to trademark law, e.g. the use of the WU logo, etc.

› Civil Law

- Research projects (pursuant to § 26 and § 27 of the Universities Act)
- Sponsoring, events/conferences, etc.

VR Academic Programs & Student Affairs



INTERNATIONAL OFFICE

LC building, level 4

PROGRAM MANAGEMENT AND TEACHING & LEARNING SUPPORT

LC building, level 5

STUDY REGULATIONS & CREDIT TRANSFER

LC building, level 2

STUDENT SUPPORT

LC building, level 2

International Office

LC building, level 4

The International Office is the service unit responsible for coordinating WU's international partnerships and mobility programs.

Partnerships with other universities, international student and staff mobility, and international academic programs help further strengthen WU's international orientation. The IO helps to provide WU students with valuable international and intercultural skills.

WU PARTNER UNIVERSITIES AND INTERNATIONAL NETWORKS

- › Establishing, developing, and strengthening partnerships with a focus on student mobility or co-organized academic programs
- › Coordination of existing international cooperation agreements

STUDENT MOBILITY

- › Comprehensive advisory services and support for outgoing WU exchange students and incoming international exchange students, from the preparations required for a stay abroad to the return back home, including financial aid
- › Ensuring a high-quality portfolio of courses for incoming exchange students together with WU's departments

FACULTY AND STAFF MOBILITY

- › Advisory services for WU employees on financial aid available for stays at WU partner universities

INTERNATIONAL ACADEMIC PROGRAMS

- › Developing and coordinating international academic programs (International Summer University programs, short programs, double degree programs); acting as point of contact for WU faculty and staff planning to develop new international programs

Program Management & Teaching & Learning Support

LC building, level 5

Program Management and Teaching & Learning Support is there to help all employees in matters related to teaching and academic programs.

Their responsibilities include:

- › WU academic programs
- › Promoting WU's academic programs
- › Curricula and admission requirements
- › Budgeting for teaching and teaching resources
- › Teaching load management
- › Teaching coordination
- › Teaching infrastructure and teaching/learning technologies
- › Data management and analyses of teaching and students
- › Digitalization in teaching
- › Support programs and teaching awards
- › Didactic qualification and counselling
- › International accreditations
- › In-house quality control

STRATEGIC TEACHING PROJECTS

Program Management

- › Coordinating academic programs and interface management
- › Curricular development and management
- › Institutional policies on teaching and academic programs
- › Teaching tutorials and teaching load management

Teaching and Learning Development

- › Support services for university-level teaching
- › Course design development and incentive programs for teachers
- › Learning support services
- › Learn Public platform and the Teaching & Learning Academy

ACADEMIC CONTROLLING

Controlling in the field of teaching

- › Planning, monitoring, analyzing, and optimizing the portfolio of courses offered
- › Managing waiting lists and academic progress

Teaching-related capacities and resources

- › Administering and monitoring required teaching loads
- › Conducting capacity and resource calculations
- › Calculating teaching costs

Teaching-related reporting

- › Monitoring and analyzing teaching- and program-related indicators (esp. academic activity levels)
- › Reporting of new student, graduate, and dropout statistics
- › Preparing and interpreting teaching-related indicators for the intellectual capital report

DIGITAL TEACHING SERVICES

eTeaching and qualifications for teachers

- › Training sessions and workshops on eTeaching and using teaching technologies
- › Online support services for teachers on selected eTeaching topics
- › Support for designing digital teaching and learning materials and online learning environments

Digital teaching support

- › Coordinating the blended learning label and support for designing blended learning concepts
- › eAssessment coordination and support
- › Digital teaching support program

Learning technologies coordination

- › Interface management between teaching and IT
- › Managing the central learning management system and providing first-level support

EVALUATION & QUALITY ENHANCEMENT

Teaching evaluation

- › Coordinating and further developing the course evaluation system
- › Organization and support for program evaluations
- › Feedback box and alternative forms of feedback

Student life cycle analyses

- › WU Student Panel Monitoring
- › Analyses of graduation statistics, academic progress, and student behavior
- › Learning analytics

Quality assurance in teaching

- › Coordinating the anti-plagiarism process (incl. prevention and detection)
- › Reporting for the management and development of academic programs

TEACHING COORDINATION

Organization of teaching

- › Planning the academic year
- › Coordinating the course announcement process
- › Planning the teaching activities in the introductory and orientation phase and Common Body of Knowledge
- › Providing support to the EA and the academic units in their planning of teaching activities
- › Post-deadline course announcements and changes to courses
- › Classroom planning and administration

Teaching documentation

- › Administration of curriculum-specific modules and the corresponding access rights
- › Document management for curricula and directives
- › Publishing the online course catalog

Study Regulations & Credit Transfer

LC building, level 2

The Study Regulations & Credit Transfer staff provide support to both students and teachers in all matters related to legal requirements for examinations, courses, and written work.

› **University law and regulations**

- Archiving periods for examination papers and evaluation documents
- Repeat examinations
- Student viewing of exam papers
- Academic fraud and dishonesty (cheating)
- Grading periods

› **Curricula and program-specific regulations**

- Legal advice on the introduction of new curricula or curriculum amendments for academic degree programs and continuing education programs
- Answering questions regarding the existing curricula and Rector's Council decrees on admission and selection procedures for individual programs
- Answering questions on WU's Examination Regulations (e.g. continuous assessment of student performance, performance evaluation and grading)

› **Conducting all proceedings that relate to study regulations**

- Transfer of credit earned at other educational institutions worldwide towards WU degree programs
- Assessing the equivalence of examinations at another institution and the corresponding examinations at WU for students about to complete a stay abroad
- Appeals against examinations and grades
- Approvals for taking examinations at another Austrian university if no equivalent examinations are available at WU
- Expulsion from programs in cases of serious and deliberate plagiarism and ghostwriting

Student Support

LC building, level 2

The Student Support team are a student's first point of contact for any questions they may have concerning their studies at WU.

Students can find advice and support for all questions about their courses and examinations, all the way through until graduation. Extracurricular programs and counselling services are also available to help students further develop their personalities and soft skills.

EXAMINATIONS OFFICE

- › Support and advisory services for Austrian and international students and faculty in all matters related to courses and examinations
- › Organization of large-scale exam weeks
- › Conclusion of studies and graduation ceremonies

STUDENT ENGAGEMENT & COUNSELLING

- › In the Volunteering@WU program, students benefit from social experiential learning
- › Counselling for students with study-related problems or in psycho-social crisis situations
- › Support for students with disabilities, chronic, or mental illness and/or learning disabilities, particularly with regard to participation in courses and examinations (BeAble – studying without barriers)
- › Coordinating various student communication measures

STUDENT OMBUDS OFFICE

- › Provides support for students with study-related complaints and in conflict situations, contact for concerns or suggestions for improvement

VR Research & Third Mission

RESEARCH SERVICE CENTER

AR building, level 6



MARKETING & COMMUNICATIONS

AD building, level 2



UNIVERSITY LIBRARY

LC building



Research Service Center

AR building, level 6

The Research Service Center provides WU's researchers with the best possible support in the form of information and services, thus making a contribution to the overall improvement and further development of the university's research output.

› **Administration of in-house research funding**

- Mobility programs and programs for junior faculty
- (Small-scale) projects
- Seed funding
- Proofreading and presentation coaching
- Administration of bonuses for outstanding publications

› **Consulting services for in-house and external research funding**

- Research grants database (<https://bach.wu.ac.at/d/grants/>)
- Personal consultations
- Project application support
- Informational events and training sessions
- Online information (EU portal, newsletter, website, etc.)

› **Research documentation and evaluation**

- Research documentation (FIDES) (<http://wu.ac.at/fides>)
- Bibliometric analyses (SciVal)

Marketing & Communications

AD building, level 2

The Marketing & Communications office is responsible for making WU's high-quality teaching and research visible both in Austria and abroad.

- › Developing and implementing the university's **corporate design** and **visual concept**
- › Designing and publishing **image and informational materials** about the university and the **WU Magazin**
- › Overall responsibility for content and editing as well as further development of all online communication channels
- › Sending out **press releases** about WU events and current research results, **media monitoring**, and compiling **press reviews**
- › Approving **photography and video recording** on Campus WU
- › German-English **translation and language editing** services
- › **Terminology management**, maintenance of the WUTerm terminology database
- › Design and sale of **WU promotional materials** (office supplies, lanyards, etc.)
- › **In-house communication** and **employer branding**
- › Presenting and marketing WU's academic programs on all relevant channels of communication (e.g. brochures on the WU website, online advertisements, international **educational fairs** and **education portals**)
- › Putting media representatives in **contact with WU experts**
- › **Advising WU researchers** on how to best communicate research results
- › Planning and implementing **research campaigns**
- › Planning, organizing and holding **general WU events** like the Summer Celebration, WU Awards, award ceremonies, student events (e.g. graduations, Open House Day, informational events) and the **"WU matters. WU talks."** event series

University Library

LC building

The WU Library is the largest library for business, economics, and social sciences in the German-speaking world. Its main objective is to make services available to library patrons quickly and easily.

LITERATURE, SPECIALIST INFORMATION, DATA

- › Consulting services to determine individual needs for literature, specialist information, and data, incl. evaluation of price and availability
- › Consulting services on handling **estates** and **special collections**
- › Central **acquisition** point for literature, specialist information, and data at WU
 - Managing orders from units' ordering rights
 - Managing orders for reference collections funded from department budgets
 - Budget planning and reporting for ordering rights
- › **Textbook collection**

Please inform the library regularly of literature used in courses and included on lists of recommended reading.
- › **Relevant basic literature**

The library is constantly expanding its well-founded collection of introductory and advanced literature and specialist information.
- › **Inter-library lending and the document delivery service**

Literature that is not available at WU can often be organized quickly from outside sources.

PRINT AND E-RESOURCES

- › **24/7 access including loans and reservations**

WU employees have 24/7 access to the Central Library's print collection and to the specialist libraries on campus. The libraries' technical infrastructure and anti-theft security systems protecting both the collection and the library patrons are also available around the clock.
- › **Campus delivery service**

Academic staff can use the campus delivery service to order literature from the library's collection and have it brought directly to their department.

› **Reference collections**

Faculty members have the option of keeping individual reference collections.

› **Collection lists and inventory**

Individual lists of the available collection and inventories can be compiled upon request.

› **Maintaining the library catalog**

The Primo-based WU library catalog is the central starting point for anyone who needs to search the library's resources. This discovery tool is based on state-of-the-art technology and is updated regularly.

› **Digital resources**

Digital resources are available on WU's workplace computers as well as via remote access, depending on licensing conditions.

INFORMATION LITERACY

Information and support for professional literature and data research, methodical research techniques, access to specialist information, literature management, proper citation, evaluating sources, selecting search tools, and the information life cycle.

› **Workshops and seminars**

Different modules focus on information literacy from various perspectives (subject, product, academic level, source, etc.). Individual courses can be organized upon request. Experts can be organized for drop-in sessions in the classroom.

› **eLearning: Fit4Research**

A variety of eLearning resources for improving information literacy at any level is available for use anywhere, anytime.

› **Individual support**

Individual support services are available for improving information literacy skills.

SERVICES FOR RESEARCHERS/DEPARTMENTS

› **Open access**

The Open Access Office is the main contact for all concerns, projects, and questions on open access publishing.

- **ePubWU**

The institutional repository ePubWU allows WU researchers' publication

output to be efficiently collected and archived in digital form. International dissemination is encouraged, increasing the visibility of research at WU while still complying with applicable copyright regulations.

- **Buying open access publication rights**

Through open access agreements with major publishers (e.g. Springer, Wiley, Taylor & Francis, Emerald, etc.) and a special fund established for this purpose, articles by WU authors can be published on an open access basis.

- › **Liaison librarian**

Liaison librarians fulfill a key account function and act as a direct interface between the departments and the library.

- › **News services**

The library's news services provide academic staff with subject-specific updates on recent additions to the library collection, library services, and further helpful information about the library and its activities.

SERVICES FOR EMPLOYEES

[Here](#) you can find the brochure of the WU library.

WU UNIVERSITY ARCHIVES

The University Archives ensure the secure and permanent storage of archival materials on the history of WU and its predecessor institutions, and are responsible for the acquisition, provision, and analysis of archival materials.

- › **Preserving WU's history**

- › The University Archives staff advises WU and answers external inquiries about WU's history, ensures compliance with legal regulations, and provides archival materials for viewing upon request.

- › **Acquisition of new materials**

Based on a collection profile, new archival materials on WU and its history (handwritten, typed, in print, and in digital form) are added to the archives on a regular basis. University Archives staff provide support to WU and its organizational units on archive-related issues.

› **Projects**

- **Commemorative Project**

The Commemorative Project investigates the fate of students, graduates, and doctoral candidates at the University of World Trade, the predecessor of today's WU, who were prevented from continuing their studies or from graduating or were otherwise victimized after Austria's annexation to Nazi Germany (March 1938). The online Memorial Book and the memorial sculpture on campus also include the names and stories of university faculty and staff who were victimized by the Nazi regime.

- **NS provenance research**

The library's provenance research focuses on finding books in the WU collection that were obtained unlawfully during the Nazi reign and restituting them to the rightful heirs whenever possible.

- **Specific projects**

The WU University Archives also participates in research projects aimed at investigating specific aspects of WU's history, for example for anniversaries of important events.

VR Financial Affairs & Campus Management



CAMPUS MANAGEMENT

AD building, level 0

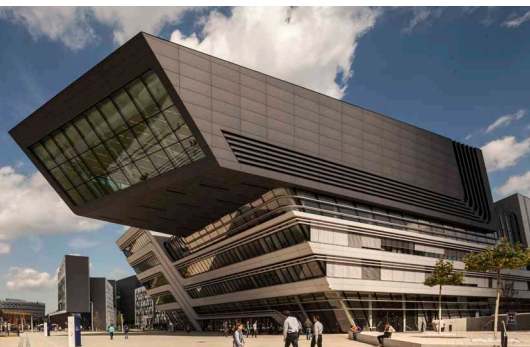


FINANCIAL MANAGEMENT

AR building, level 3

PAYROLL OFFICE & RISK MANAGEMENT

AR building, level 2



WU ZBP CAREER CENTER GMBH

LC building, level 0 (lower ground floor)

Campus Management

AD building, level 0

Campus Management has a wide range of responsibilities related to WU's day-to-day operations and the maintenance of the WU campus.

PROCUREMENT MANAGEMENT

- › Central purchasing of office supplies, stationery, groceries, etc.
- › Insurance management
- › Printing and copying

SAFETY AND SECURITY MANAGEMENT

- › Employee safety
- › Fire safety
- › Facility safety
- › Key cards and key tags
- › Occupational health services
- › Security Ombud

EVENT MANAGEMENT

- › Location management
- › Room allocation
- › Contact to event organizers
- › Coordinating set-up and room settings

FACILITY MANAGEMENT

- › Campus desk support system / service center
 - Handling of repair tickets and management of facilities technicians
- › Technical and infrastructural facility management
 - Technical services, cleaning, waste management
 - Mail services
 - Maintenance and repair work

Financial Management

AR building, level 3

The Financial Management provides support for external accounting, budgeting, and in-house reporting, as well as for tax-related matters.

FINANCIAL CONTROL

The main responsibilities of the Financial Control office include:

- › Budgeting, financial forecasting, and long-term financial planning
 - Revenue planning
 - Personnel planning
 - Planning of equipment and supply funds for academic units (departments) and service units (units reporting to the rector/vice-rectors)
 - Investment planning
 - Multiple-year planning for long-term university funding
- › In-house/external reporting
 - External reporting: University Board reporting, investment controlling, intellectual capital report
 - In-house reporting: quarterly reporting, structural indicators for the Rector's Council, ad hoc inquiries
 - Support for benchmarking and accreditation processes
- › Administration of third-party funding
 - Administration of third-party-funded research projects pursuant to § 26 and § 27 of the Universities Act; detailed information on project administration is available on the WU intranet
 - Consulting for new projects
 - Project controlling
 - Reporting for project heads (SAP and Bach)
 - Consulting and administration with regard to expense compensation guidelines
- › SAP training seminars (as part of the in-house training program or individually upon request)

FINANCIAL ACCOUNTING

The Financial Accounting office is responsible for day-to-day bookkeeping, conducting all payment transactions, handling tax-related issues (with the exception of salary and social security contributions), and preparing the annual financial statements.

- › **Accounts receivable and accounts payable**
 - Administration and booking of incoming and outgoing invoices in accordance with the applicable accounting standards
 - Providing support to organizational units with outgoing invoices (system, VAT, and other legal requirements)
- › **Handling all of WU's monetary transactions, also for research projects pursuant to § 26 and § 27 of the Universities Act**
 - Payment of all vendor invoices
 - Accounting of all incoming payments (account statements)
 - Cash payments (petty cash funds)
- › **Calculation and payment of taxes and duties**
 - Calculation and payment of value-added tax (VAT), input tax, intra-Community acquisition tax, reverse charge, advertising tax, corporation tax
- › **Keeping the general ledger or subsidiary ledgers**
 - Investment bookkeeping, etc.
- › **Preparing the annual financial statement (balance sheet)**
 - Balance sheet preparation
 - Preparing quarterly financial statements
- › **Complying with various reporting obligations**
 - Transparency database (reporting of payments/subsidies, e.g. scholarships)
 - Reporting donations received in compliance with the Special Expenses – Data Transmission Ordinance (*Sonderausgaben- Datenübermittlungsverordnung*)
 - Intrastat reporting (monthly reports to Statistics Austria)

Payroll Office & Risk Management

AR building, level 2

The Payroll Office & Risk Management is responsible for payroll accounting, tax and social security law and the administration and payment of teaching and examination fees for lecturers. It is also responsible for risk management, internal financial control and treasury.

OFFICE HEAD AND SECRETARIAL STAFF

- › Management and coordination of the duties of the Financial and Risk Management office
- › Treasury (liquidity planning, cash management, investments)
- › Accounting for the WU foundations and the Anniversary Fund of the City of Vienna
- › Administrative support for the WU Board of Trustees
- › Risk management
- › In-house financial control system

PAYROLL OFFICE

The Payroll Office is responsible for payroll accounting and the payment of salaries to WU employees.

- › **Payroll accounting and payment of salaries and travel allowances, advisory services, and reporting**
 - Payroll accounting and payment of salaries and travel allowances
 - Advisory services and support for university management, supervisors, project heads, representative groups, and employees in matters concerning payroll accounting and related tax and social security issues
 - Compiling personnel statistics for external organizations (authorities, institutions, auditors) and in-house bodies (university management, staff councils)
 - Preparing personnel cost calculations
- › **Administering gift and food vouchers**
 - Provided by WU to employees on a voluntary basis

PAYROLL OFFICE FOR TEACHING STAFF

- › **Administrative and support services for external lecturers**
 - Keeping and updating teaching personnel records
 - Preparing contracts and sending them to external lecturers
 - Accounting and payment of rates for teaching activities
- › **Administration, accounting, and payment of other teaching-related services**
 - Visiting faculty and guest professors (gathering and updating personal data)
 - Teaching activities performed at the Executive Academy
 - Performance bonuses for examination and supervision activities (incl. preparing and sending statements on performance bonuses)
- › **Reporting to insurance providers**
 - Social security registrations, changes, and deregistrations (for persons subject to mandatory insurance)
 - Processing social security exemption agreements

WU ZBP Career Center GmbH

Gebäude 10, Ebene 10 (lower ground floor)

Einleitung: The WU ZBP Career Center helps students and young graduates launch their careers. All are welcome, from new students to young professionals.

The WU ZBP Career Center is WU's point of contact for all questions about entering professional life. The online classroom offers practical examples for applying and interviewing for jobs, custom-tailored to the needs of WU students.

The ZBP Blog introduces students to different professions as potential careers after graduation.

Application training seminars are available to institutes and departments, custom-tailored for their students and individual subject areas. New jobs can be found on the job exchange every day – exclusively for WU students and graduates. The professional organization of recruiting activities for employers (both on and off-campus) is an essential part of the service portfolio.

The WU ZBP Career Center's career consultants are human resource specialists, and their passion and professionalism make the Career Center a strong partner when hunting for the perfect job.

Competence Centers

In addition to the service units, some of WU's competence centers also offer services for WU staff, which are listed on the following pages.

The following competence centers offer services for academic staff:

- › Competence Center for Empirical Research Methods
- › WU Entrepreneurship Center
- › Center for Business Languages





Empirical Research Methods

D5 building, level 4

The Competence Center for Empirical Research Methods is an interdisciplinary contact point for assistance and support in the field of empirical research.

The center's services are available to all faculty members and PhD/doctoral students free of charge.

› **Individual methodological consulting**

- Qualitative research (e.g. planning and implementing a research process; procedures for collecting and analyzing empirical material)
- Quantitative research design (e.g. measuring variables, necessary sample size, options for data collection; matching research questions and interests with suitable empirical methods)
- Statistics (e.g. data analysis procedures, interpretation of results, software)

› **Research cooperations**

- Active participation in the methodological implementation of research projects

› **Qualitative interpretation group (meets monthly)**

- Practical application of a variety of qualitative methods in an interdisciplinary setting (e.g. grounded theory coding, fine structure analysis)
- Testing of interpretation procedures on the researchers' own data (e.g. interview transcripts, images, observation protocols from researchers' own projects) and clarification of questions about the method selected
- Presentation and discussion of research projects or dissertations

› **Friendly peer review** of project proposals or publications (review, feedback, and recommendations on the presentation of methods and results) and interpretation groups (feedback on research design, methods selected, and data gathered)

› **Methodological workshops** with experts give participants the opportunity to discuss the data they have collected

› **WU in-house and external networks** with other researchers

› **Method box:** Basic information and links to more detailed content, online toolbox, decision-making support

WU Entrepreneurship Center

D5 building, level 4 | Event room TC building, level 0

The WU Entrepreneurship Center encourages and develops entrepreneurship and innovation as 21st century skills. The focus is on innovative start-ups initiated by WU students and employees.

The activities of the WU Entrepreneurship Center are centered on the early phase of the innovation or start-up process and are based on state-of-the-art knowledge:

- › **Entrepreneurship 360°:** At the kick-off event at the start of the semester, participants can experience entrepreneurship projects presented as real-life stories as well as learn all about the WU Entrepreneurship Center's programs in a relaxed atmosphere.
- › **Online lectures:** Entrepreneurship topics are taught using online lectures sent as a 14-day series of emails.
- › **Skills Academy:** A variety of workshops is available to help develop entrepreneurship skills. Topics include idea generation, business models, finance, pitching, programming, design thinking, OKR, PR skills, and many more.
- › **FoundersAdvice:** Every Monday, feedback and tips for ideas/start-ups can be obtained in one-on-one consultations at FoundersAdvice.
- › **JointForces:** The monthly networking event JointForces is supported by additional feedback from entrepreneurs from TU Wien and WU. Students and employees have the opportunity to introduce their projects, start-ups, or initial ideas in a relaxed, no-pressure atmosphere and get feedback and valuable tips from the community. The project can also be brought to the attention of potential co-founders and mentors.

Contact

Website: www.wu.ac.at/gruenden

Facebook: www.facebook.com/WUGruendungszentrum

Instagram: www.instagram.com/wu_gruendungszentrum

Newsletter: [Anmeldung zum Newsletter](#)

Center for Business Languages

LC building, level 2+

The center is dedicated to teaching language skills, in particular the basic knowledge required for the courses taught at the Department of Foreign Language Business Communication.

WU BUSINESS LANGUAGE CENTER

The WU Business Language Center offers language courses based on state-of-the-art didactic principles.

- › Beginner-level courses (levels A1 and A2) in Spanish, French, Italian, and Russian
- › Basic courses in additional languages, e.g. Portuguese
- › German as a second language at all levels (ÖSD diploma at levels B2, C1, and C2)
- › 30-part courses (half a semester in duration)
- › WU employees qualify for reduced tuition fees

RAIFFEISEN LANGUAGE RESOURCE CENTER

- › A wide variety of options for independent language learning in over 40 languages, using state-of-the-art technology
 - Additional materials and further reading for WU language courses
 - Books and software for preparing for the most popular language certificates like TOEFL, GMAT, IELTS, GRE, ÖSD, and many more
 - Numerous books are available for loan, e.g. textbooks for language courses
- › Tandem language learning program
 - Learning languages with native speakers
 - Kick-off event at the beginning of each semester; support available all semester
 - Also open to WU employees

Contact

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