

# Viktoria Pammer-Schindler

## Curriculum Vitae

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### Education

- 2010      Doctoral Programme “Computer Science” at Graz Univ. of Technology – *Graduated with Distinction*
- 2005      Diploma Programme “Electrical Engineering and Computer Science (Telematik)” at Graz Univ. of Technology – *Graduated with Distinction*
- 1999      Matura - *Graduated with Distinction*

### Academic Positions

- Since 2012      Assistant professor at Graz University of Technology
- Since 2012      Research area manager at Know-Center GmbH  
Led take-up of *data-driven business model innovation* from the perspective of organisational learning as research topic
- 2011      Deputy research area manager at Know-Center GmbH  
Started to bring *user-centered and contextual design* into Know-Center as research method and practice
- 2006 - 2011      Postgraduate Resarcher at Know-Center GmbH, a non-profit research center for data-driven business and big data analytics  
Started research on *reflective learning in the workplace*

### Current Research

Viktoria researches **socio-technical interventions for learning and knowledge work**. Her research focuses on professional and organizational technology-enhanced learning. From this, Viktoria’s research extends to designing for learning in other educational contexts, designing for innovation activities related to the digitalizing of learning, designing for knowledge management, and designing for organizational learning and strategic activities

around digitalization and corresponding business model innovation. Viktoria's research is design-oriented. Typical methods are user-centered and contextual design, and field studies. Used technologies have included data analytics, artificial intelligence, and ubiquitous computing. Viktoria's research contributes to the fields of technology-enhanced learning and human-computer interaction, and connects to information systems research. The following are ongoing research streams:

- **Designing for reflective learning** (e.g., Pammer et al., 2017; Fessler et al., 2017; Rivera-Pelayo et al., 2017 – main contributions are design-oriented theoretical considerations on reflective learning in the workplace; a modular framework for automatic, adaptive reflection guidance that has been tested in empirical studies, and evidence that technologies for data-driven reflection can be usefully employed in workplaces. Current research focus: Reflection as means to connect between learning and working. **This is my longest-standing research stream and most mature research stream.**
- **Designing for documentation-in-action and reflection-in-action** This stream aims to develop an easy-and-fast-to-use interface to document work in-situ, to collect in-the-moment reflections, and to remind and guide users to reflect and act on these in relevant meetings, thereby connecting between knowledge management and learning.
- **Data-driven business model innovation** This stream aims to design artefacts that supports the organizational learning and strategic activity of identifying opportunities for data-driven business models.
- Usage of **representations of nature** (e.g., Barreiros et al., 2018) – contribution to design for value beyond the utilitarian, and to stimulate emotionally positively loaded relationship to machines.

## Community Engagement

The selected community engagements below highlight Viktoria's engagement in the fields of technology-enhanced learning, and her connections to adjacent fields such as human-computer interaction and information systems.

- **Advisory Board member** of nationally funded SMARAGD project on human-computer interaction in health (2019 – now).
- **Member of the IAALDE Alliance Board** – International Alliance to Advance Learning in the Digital Era (2018 – now). [www.alliancelss.com](http://www.alliancelss.com)
- **Member of Managing Committee** of the EATEL European Association of Technology Enhanced Learning (2017 – now). [www.ea-tel.eu](http://www.ea-tel.eu)
- **General chair of the ECTEL 2019** European Conference of Technology-Enhanced Learning – Europe's premier research conference in the field of technology-enhanced learning.
- **Associate chair at the ACM CHI 2019 and 2020** conference on human factors in computing in the Learning, Education & Families

subcommittee – internationally the top conference in human-computer interaction with archival publications.

- **Associate editor of the ECIS 2019** European Conference on Information Systems – Europe’s premier research conference in the field of information systems.
- **Program co-chair at the ECTEL 2018**
- **Co-organiser of a series of ECTEL workshops** on reflection and awareness in TEL (Arnets 2011 and ARTEL 2012-2017).
- **Journal Reviewing:** Computing, Behaviour and Information Technology, IEEE Trans. on Learning Technologies, Int. J. of Technology-Enhanced Learning.

## Team and Leadership

Viktorija has been leading her own research group since 2012, with around ten researchers and developers. She is responsible for the group’s strategy, for budget and funding acquisition, and for personnel development.

## Research Grants and Projects

**Viktorija has acquired ~10,4Mio€ as primary investigator** for her own research group since 2012. Of these, ~9,7Mio€ are nationally funded via the COMET programme and 70k€ by the WKO. The rest are completely or co-funded by the EU via the projects ON-MERRIT, iDev, MOVING, and DALIA. In addition, Viktorija has contributed as researcher to the EU projects Semi 4.0, MIRROR and APOSDLE, and the regional projects “Ungeteilte Potentiale” and Heli-D.

## Teaching Experience

Viktorija has been nominated and shortlisted for the teaching award at TU Graz in 2018. She has taught “Introduction to Knowledge Technologies”, “Designing Interactive Systems”, “Sensing and User Models”, and “Semantic Technologies”. Viktorija has co-supervised 4 PhD theses (1 finished, 4 ongoing, 1 additional as co-supervisor at NTNU, Norway), and 10 master and 5 bachelor theses (2 master theses ongoing, all others finished).

## Publications

Viktorija has published over 80 scientific peer-reviewed papers and co-authored eight book chapters. The **selected publications below** highlight Viktorija’s own research, her ability to bring PhD and master students (No 3 and 1 respectively) to publication level, and international cooperation (No 4);

as well as her contributions to different fields: technology-enhanced learning (No 2-4), human-computer interaction (especially No 4), and information systems (No 1). A full list of publications is available online at <https://viktoriapammer.wordpress.com/list-of-publications/>

1. Köfler et al. (2018) Decision Making Support in Security Forces Command Centers at Open Air Music Festivals. *IT – Information Technology*, Vol. 60/4, p. 229-238.
2. Pammer et al. (2017). Let's Talk About Reflection at Work. *International Journal of Technology Enhanced Learning*, Vol 9/2-3, p. 151-168.
3. Fessler et al (2017). In-app Reflection Guidance: Lessons Learned across Four Field Trials at the Workplace. *IEEE Transactions on Learning Technologies*, Vol 10/4, p. 488-501.
4. Rivera-Pelayo et al. (2017) Introducing Mood Self-Tracking at Work: Empirical Insights from Call Centers. *ACM Trans. Comput.-Hum. Interact.*, ACM, Vol 24/3, p. 1-28.
5. Pammer et al. (2015). The Value of Self-Tracking and the Added Value of Coaching in the Case of Improving Time Management. *Proc. of the 10th European Conference on Technology Enhanced Learning (ECTEL 2015)*, p. 467-472.

## Invited Talks and Panel Discussions

Viktoria has given one keynote, 11 invited talks and participated in three panel discussions. The below list highlights regional (3), European (1), and international visibility (2).

1. **Co-Moderation:** Viktoria was co-moderator of an interactive session on required individual and organisational data analytics competencies at the European Big Data Value Forum, Vienna, Austria, Nov 12, 2018.
2. **Panelist:** Panel of the International Alliance to Advance Learning in the Digital Era - A Look into the Future. July 27, 2018, London, UK. The panel was held as part of the Learning Festival in London, which combined the renowned conferences ICLS, AIED, and ACM L@Scale.
3. **Invited Keynote:** We are designers - Wir gestalten unser Leben mit und ohne Künstliche Intelligenz, April 25, 2018, Graz, Austria, Event Series "Digital Business Trends".

## University Management at Graz Univ. of Technology

1. Part of a strategic working group on digitalising university and lifelong teaching and learning (since 2018)
2. Member of a selection board (2018/19).
3. Member of a habilitation committee (2017)
4. Part of a task force on "Women in Computer Science" (2016).