

STUDENT GUIDE

MUSIC AND ARTS UNIVERSITY OF THE CITY OF VIENNA

September 2023

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1 Welcome and General Information

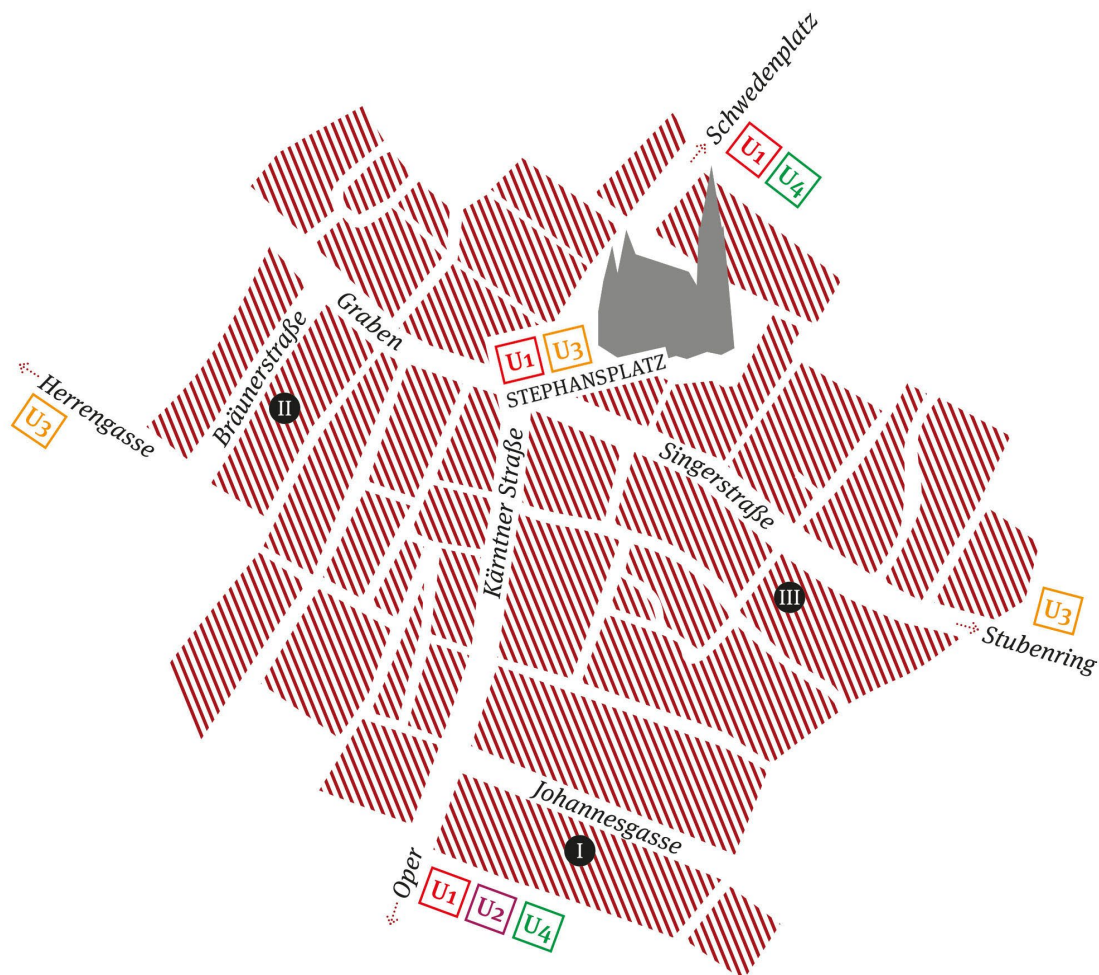
Dear students!

Welcome to MUK! With the beginning of your studies, some questions may arise, which we would like to try to answer as best as possible with this guide.

During the course of a study cycle, there are also numerous deadlines that need to be met and many errands that need to be taken care of. Since it is the students' responsibility to maintain the successful progress of their studies (timely registration for courses (= "Lehrveranstaltungen" or "LVs"), regular checks of their own grades, complete submission of documents) we also provide assistance for these obligations in this guide.

Please note that this guide is intended as a guide and support. The information in it reflects the official status at the time of its preparation. Should other/up-to-date information be published by concerned authorities, the new information will of course apply. We wish you a successful start of your studies!

MUK locations



2 Information about admission/enrolment

To start your studies at MUK you need to enrol in person at the Students Admission Office (Johannesgasse 4a, 1010 Vienna, 3rd floor, room 3.20) during the [opening hours](#). Please be aware of the [dates and deadlines](#).

For the enrolment you need to bring the following documents:

- valid passport / identity card
- BA/MA students with non-German native language: [German language diploma](#) level B1 (or B2 for IGP studies)
- MA students: bachelor diploma or equivalent university diploma (original and certified translation in German or English)
- [tuition fee](#) (payable at the cash desk in cash, with debit card or credit card)

Only if available:

- [Meldebestätigung](#) = Confirmation of (residence) registration
- Austrian E-card / insurance number

During enrolment you will sign the [admission contract](#). Students under 18 years of age have to come with a legal guardian / parent who has to bring along their passport / id card. You will receive your student ID card and your matriculation number if you not already have one.

Accommodation:

In your application, you wrote whether you are interested in a student dorm place. We will forward this information to [ÖJAB student dorm \(Johannesgasse 8, 1010 Wien\)](#).

- You still need to [register](#) at the dorm yourself!
- More information about [Living in Vienna](#)

Visa (for non-EU citizens):

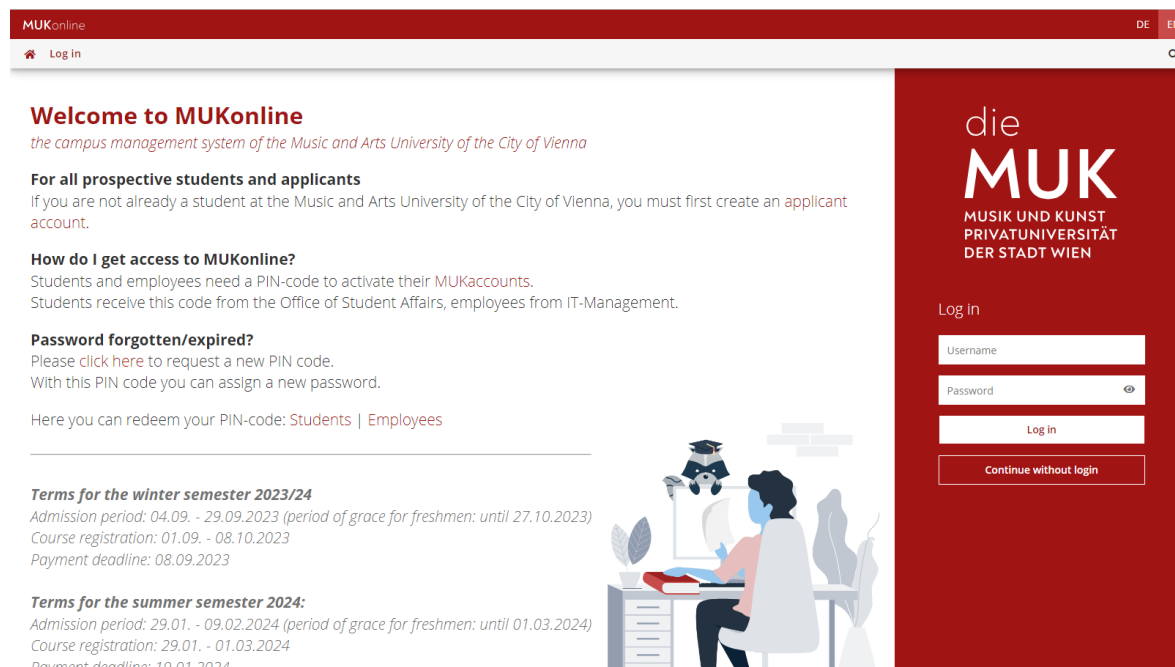
The Student Affairs Office can issue a letter of acceptance which you can submit to the Austrian embassy in your home country to apply for student residence permit.

For detailed information about visa application and requirements please check: [Information for Visa](#) and links included there.

All student-relevant documents such as statutes, admission contract, study plans, etc. can be found [here](#).

3 IT-Services / MUKaccount / MUKonline

3.1 Activate your MUKaccount



The screenshot shows the MUKonline website interface. At the top, there is a navigation bar with 'MUKonline' on the left and 'DE EN' on the right. Below the navigation bar, there is a 'Log in' button. The main content area is divided into two columns. The left column contains the following text:

Welcome to MUKonline
the campus management system of the Music and Arts University of the City of Vienna

For all prospective students and applicants
 If you are not already a student at the Music and Arts University of the City of Vienna, you must first create an applicant account.

How do I get access to MUKonline?
 Students and employees need a PIN-code to activate their MUKaccounts.
 Students receive this code from the Office of Student Affairs, employees from IT-Management.

Password forgotten/expired?
 Please [click here](#) to request a new PIN code.
 With this PIN code you can assign a new password.

Here you can redeem your PIN-code: [Students](#) | [Employees](#)

Terms for the winter semester 2023/24
 Admission period: 04.09. - 29.09.2023 (period of grace for freshmen: until 27.10.2023)
 Course registration: 01.09. - 08.10.2023
 Payment deadline: 08.09.2023

Terms for the summer semester 2024:
 Admission period: 29.01. - 09.02.2024 (period of grace for freshmen: until 01.03.2024)
 Course registration: 29.01. - 01.03.2024
 Payment deadline: 19.01.2024

The right column features the 'die MUK' logo and the text 'MUSIK UND KUNST PRIVATUNIVERSITÄT DER STADT WIEN'. Below this is a 'Log in' section with a 'Log in' button and a 'Continue without login' button. There are also input fields for 'Username' and 'Password'.

During the initial enrolment, all new students receive a PIN code with which they can activate their account in MUKonline (in combination with your matriculation number and your date of birth). You can then choose a user name and a password (please note the requirements for the password assignment!). To do all this you need to visit the start page of MUKonline, click on “students” next to “Here you can redeem your PIN-code” and enter the aforementioned data. The account with which the application was made is no longer needed.

With your MUKaccount you can now use the following IT services:

- [MUKonline](#)
- [MUKmail](#)
- [MUKmoodle](#)
- [MUKoffice](#)
- [MUKcard](#)
- [MUKprint](#)

3.1.1 MUKaccount password forgotten/expired/change

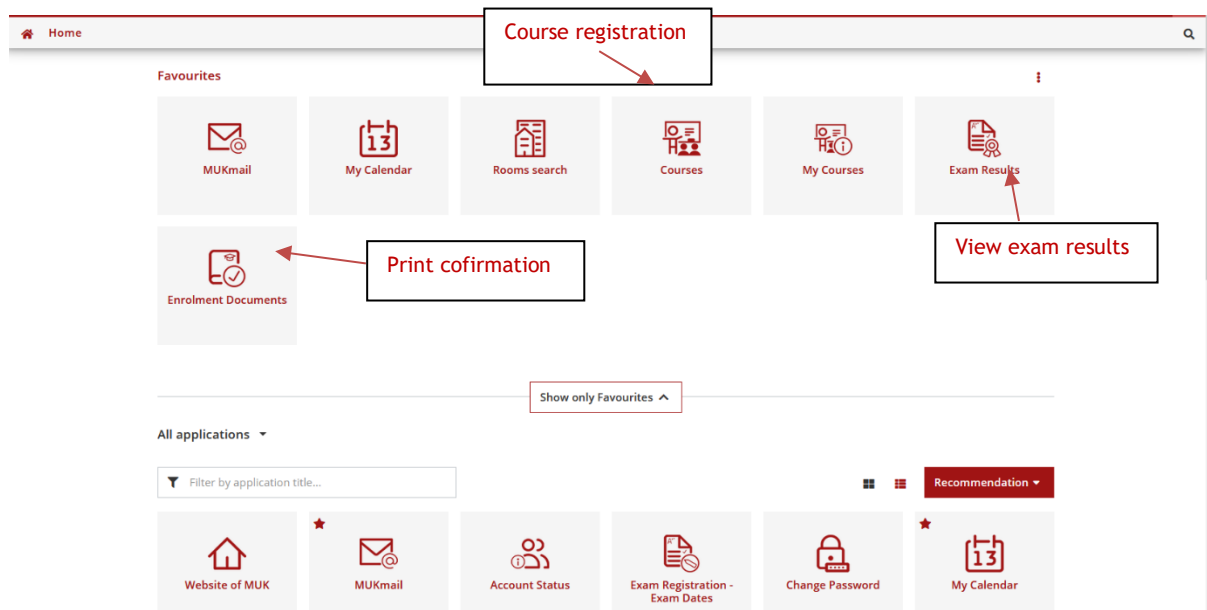
You can reset your MUK account password yourself if you have forgotten it or it has expired.

To do this, visit [MUKonline](#) and request a new PIN code. Identify yourself by entering your personal E-mail address, social security number or student number. After you click the **Next** button, a new PIN code will be sent to you, which you can use to choose a new password.

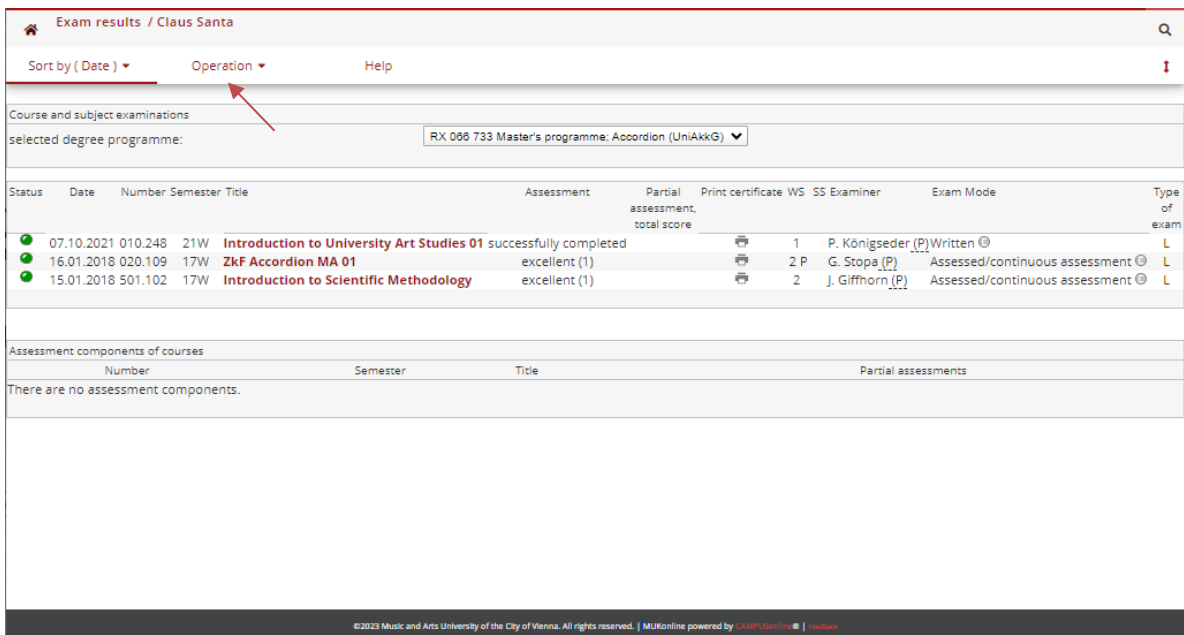
Attention: The PIN code will be sent to your private E-mail address that you used for the application or changed during enrolment. Therefore, please check the correctness of the address, as well as other contact details regularly in MUKonline.

3.2 [MUKonline](#)

MUKonline is our university management system, developed by Graz University of Technology (TU Graz). MUKonline is where the majority of university procedures are managed, which also simplifies a great deal for the students. Students can use MUKonline to register for courses and exams, check exam results (and print them), print out confirmations (e.g. confirmation of registration) or keep their contact details up to date.



If you want to print your transcript of records, you need to click on “Exam Results”, then “Operation” in the upper left corner (next to “Sort by (Date)”), finally choose “Print all certificates” (you might also need to choose a study program as well if you’re doing more than one).

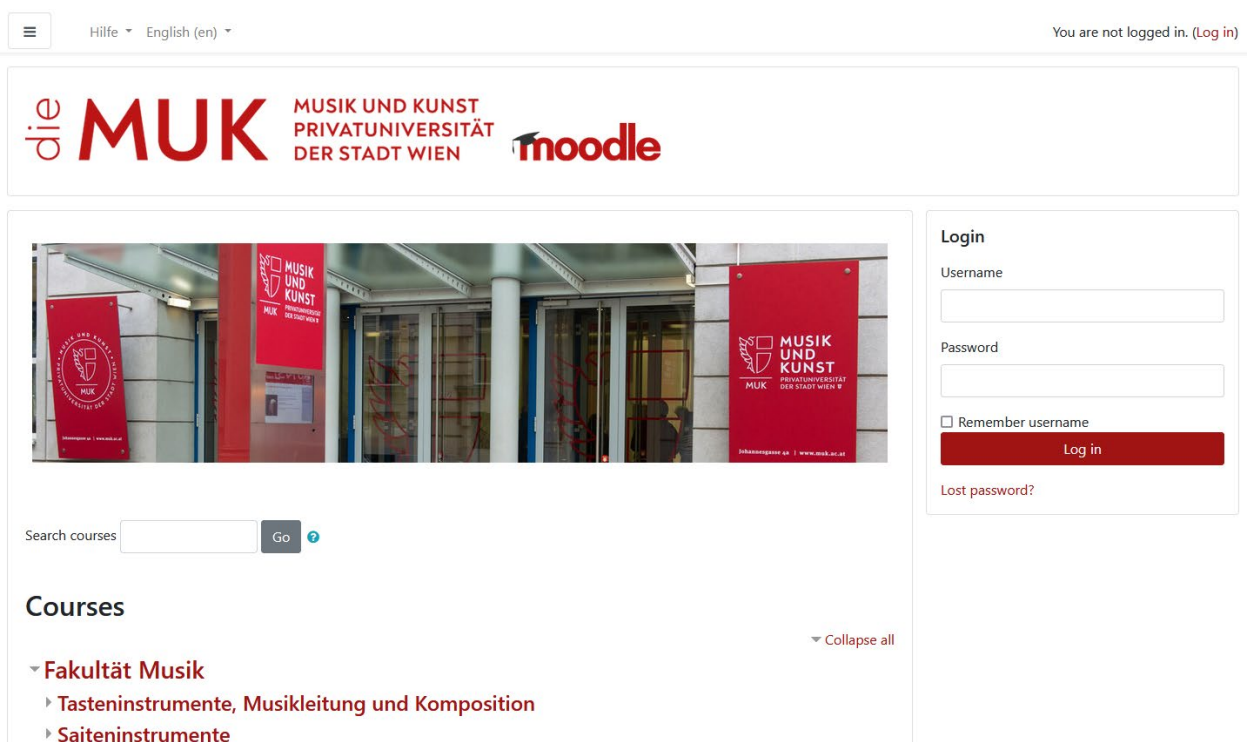


3.3 [MUKmail](#)

To activate your MUKmail, please log into your MUKonline account. There you will find the application MUKmail. After having selected it, you can log in with your username and password. For the first time log in you need to use the E-mail address with your matriculation number (e.g. 12345678@students.muk.ac.at)!

Activate your MUKmail immediately! Official written communication between the university and students takes place exclusively via MUKmail.

3.4 [MUKmoodle](#)



Hilfe ▾ English (en) ▾ You are not logged in. (Log in)

MUK MUSIK UND KUNST
PRIVATUNIVERSITÄT
DER STADT WIEN **moodle**

Login

Username

Password

Remember username

[Lost password?](#)

Search courses ?

Courses ▾ Collapse all

- ▾ **Fakultät Musik**
 - Tasteninstrumente, Musikleitung und Komposition
 - Saiteninstrumente

The Music and Arts University of the City of Vienna provides the tool MUKmoodle to support distance learning.

MUKmoodle is a moodle platform. moodle provides virtual lecture rooms. In these rooms, working materials and learning activities are provided by teachers for students. The administration of the final exam(s) is also done via moodle.

Of course, students can also use MUKmoodle to communicate documents, audio or video files, etc. to teachers, but they can also make them available to other students in the same MUKmoodle course.

The instructions are also available in our [MUKmoodle](#) tutorial course, which you can enrol in yourself. In the tutorial course you will also find a forum maintained by MUK-IT where you can ask questions about MUKmoodle.

Technical Information: For MUKmoodle we recommend using *Microsoft Edge*, *Mozilla Firefox* or *Google Chrome*.

3.5 [MUKoffice](#)

The Music and Arts University of the City of Vienna offers free access to Microsoft Office 365 for students and employees.

You can use the following Office 365 services for the duration of your studies or employment:

- Word
- Excel
- Powerpoint
- Outlook
- OneDrive (nur für Lehrende und Studierende)
- SharePoint
- Teams
- OneNote

Please note that these are online services only.

3.6 [MUKcard](#) (student ID card)

The MUKcard is issued to all students of MUK at the cash desk upon presentation of an official photo ID. It entitles the holder to use the services and resources offered at the MUK in accordance with the [MUKcard guidelines](#).

What can the MUKcard do?

- Student ID card (e.g. for the semester ticket of Wr. Linien)
- Library card
- MUKprint (copying, printing, scanning and mailing on MUK multifunctional devices)

3.7 [MUKprint](#)

MUKprint is a print, copy and scan service which is available to all members of the MUK. A valid MUK account and a MUKcard are required to use MUKprint. **Students** can print from all surf stations at MUK in black and white or colour in A4 and A3 formats. Copying and printing is subject to a fee for students. Credits can be added to the MUKcard at the cash desk (Kassa).

4 Curriculum/timetable

Upon admission, each student receives the curriculum of their respective study program, where all courses to be completed are listed. You can use it as a guide to know which courses (LV's) you have to complete in the respective semester, but you can arrange your own study plan as well. However, it is recommended to stick to the plan, especially in the introductory phase of your studies. Here, introductory and theoretical courses are suggested, which should facilitate the further course of studies.

4.1 Understanding the curriculum

The columns of the table are divided into semesters, which in turn are divided into weekly contact hours (SWS - Semesterwochenstunden) and European Credit Transfer and Accumulation System (ECTS). The weekly contact hours (SWS) provide a guidance as to how long the class lasts each week, which is approx. 50 minutes / weekly contact hour (SWS). More important for completing your degree are the ECTS points. These describe the amount of time and above all the workload involved in a course in comparison to other courses, also including the time spent on it outside of the classrooms. 1 ECTS point = approx. 25 - 30 hours workload.

In the lines of the curriculum the modules and the courses are listed. There are compulsory modules, bound compulsory modules and compulsory optional modules. In the case of compulsory modules, all assigned courses must be completed. In the case of bound compulsory modules (e.g. KEP), the ECTS points from the assigned courses have to be taken.

The **“Orientation Phase incl. Mentoring”** covers the entire phase of the first two semesters of every BA degree programme. Additionally, all BA students must sign up for the **“Mentoring”** course in the second semester of their respective degree programme. If the expected academic progress cannot be achieved in the orientation period, MUK may terminate the contract of admission, effective immediately!

KEP or K(E)P (künstlerische (Ensemble-)Praxis) - Various KEP courses offer a varying number of ECTS points. By the end of your studies, a certain number of ECTS points is required, although the courses in which these points must be earned are not stipulated. If, for example, you study BA Piano, you need 14 ECTS points in order to complete the module KEP. To obtain these, you can attend **“Practical Training Contemporary Music”** (2 ECTS/sem) 7 times, or the **“Chamber Music Seminar”** (1 ECTS/sem) 14 times, or a combination of various other courses. KEP is only included in instrumental studies and solo singing.

WF - (Compulsory Optional Module) Elective subjects often cause the biggest confusion. Although examples are mentioned in the curricula, these are intended for elective modules with an emphasis and definitely do not have to be completed in this manner. The WF module includes all subjects which are not stipulated as a compulsory part of the curriculum. The entire range of studies at MUK is available to choose from, except the main subjects (ZkFs), e.g. Jazz Choir for BA Piano students. However, this also includes KEP and VT courses, if you have completed more of these than necessary according to your curriculum.

VT - Courses of the module Deepening Theory are also not required in all study courses. Again, a certain number of ECTS points must be earned by the end of the course, but different courses are worth different amounts of ECTS points. Since the titles of the VT courses may change from semester to semester, no examples are mentioned in the curricula.

4.2 Searching for courses and course registration

You need to register for courses yourself - except for your main subject (“ZkF”) and for the piano complementary subject (“Ergänzungsfach Klavier”) if it is compulsory in your curriculum.

- Log in to your MUKonline Account
- Choose the application “courses” - you can either search for a specific term or choose an organisation
- Click on “go to course registration” of the course you would like to register for, choose the study program (if there are multiple) and click on “register”

OR

- Choose the application “my study status/curriculum” - here you can see all courses according to the curriculum you are missing or you have already completed (please be aware that compulsory courses you’ve completed might not show up here!). You can register for courses by clicking on the green arrow next to the course title.

To make it easier to find classes, classes of certain topics have been assigned their own abbreviations:

KEP *course title*: Courses of artistic ensemble practice (especially in the music faculty), e.g. KEP Orchestra Production

GSH *course title*: Courses with a focus on health, e.g. GSH Body Work

ESK *course title*: Courses with a focus on entrepreneurial skills, e.g. ESK Self-Management/Legal Basis 01

VT *course title*: Courses on specifically theoretical topics, e.g. VT Music, Rhythm and Everyday Life

To find out at which time the course is held, click on the course title. The dates and times might not be available at the beginning of the registration period, but they will definitely be online at the end of the registration period. You can also contact the lecturer directly to ask for details.

4.3 Degree / curriculum check

Each semester students should check which courses they still need to take in order to complete their studies and which grades are still missing. It is for this purpose that MUKonline offers the **Curriculum Support**.

To check your status click on the application “my study status/curriculum”. The curriculum support appears. All modules and individual courses are displayed there:

Academic achievements, by: 07.02.2023 18:08															
Node filter-Name	rec. sem.	Credits	Duration	WF	Results	Sel	Pass	DF	RM	Cre	CREF	Grade	MP	WA	FRV
☐ [M17_spo] MA-Akkordeon 2017/18		120								36					
☐ [M17_MA-Akkrdn_ZkF I] Zentrales künstlerisches Fach (ZkF) I		30		1			P			30					
☐ [M17_MA-Akkrdn_ZkF II] Zentrales künstlerisches Fach (ZkF) II		30		1			P			0					
☐ [M17_MA-Akkrdn_KP I] künstlerische (Ensemble-)Praxis (KP) I		4		1			P			0					
☐ [M17_MA-Akkrdn_KP II] künstlerische (Ensemble-)Praxis (KP) II		2		1			P			0					
☐ [M17_MA-Akkrdn_KPa] künstlerische (Ensemble-)Praxis (KPa)		10		1			P			1					
☐ [M17_MA_WuF I] Wissenschaft und Forschung (WuF) I		5		1			P			5					
☐ [M17_MA_WuF II] Wissenschaft und Forschung (WuF) II		13		1			P			0					
☐ [M17_MA_SG2_PR] Prüfungen (PR)		10		1			P			0					
☐ [M17_MA-Akkrdn_WF] Wahlpflichtmodule (WF)		16		1			P			0					

You can now view the status of the individual courses as well as the modules in the "Pass" column. A gray "P" means that an assessment has not yet taken place. A green "P" indicates that the course or module is successfully completed. In order to complete your entire study program every "P" has to be green.

Please note that compulsory modules you've already completed might not show up here. When you are missing a grade of a course you have definitely completed, please contact the course lecturer directly.

Pass
P
P
P
P

5 Exams / Graduation

5.1 Board exams (Kommissionelle Prüfung)

... are all examinations held in front of a board. The processing of this takes place via [moodle](#). All information regarding the board examinations is available on MUKonline in the application “bulletins”. When you did not apply for postponement of examination or shortening of study period you will be registered for board exams automatically.

All board exams are organised by the exam management (Johannesgasse 4a, 3rd floor, room 3.19). Please contact them if you have any questions concerning those exams. (E-Mail: exams@muk.ac.at, Tel.: 01 / 512 77 47 - 211 or 0664 / 606 47 211)

5.1.1 Mid-Course Artistic Exam (Studienprüfung)

In a bachelor’s program, the mid-course artistic exam must be completed in the 4th semester and concludes the first phase of the program.

In order to register, students must show that they have at least 60 ECTS points and have concluded the “Introduction to Scientific Methodology” course. As evidence of this, a copy of the first page of the docket (Laufzettel) and a printed copy of the Transcript of Records must be uploaded to moodle.

Q: What should I do if I do not have enough ECTS points?

A: Seek advice from your Major Artistic Subject (ZkF) teacher or the Examination Management as to whether it is necessary to extend your study period.

5.1.2 Major Artistic Subject (ZkF) Exam

The **Major Artistic Subject (ZkF) board examination** does not exist in this form in all study programmes, but it works like an additional mid-course exam in the 8th semester.

5.1.3 Bachelor Exam

The bachelor exam usually takes place in the 8th semester (except in the bachelor’s program composition!). In order to register, students need to show that they have at least 180 ECTS points (120 ECTS for composition), and steps 1, 2 and 3 must be approved on the BA docket. A copy of the first page of the docket and a printed copy of the Transcript of Records must be uploaded to moodle.

5.1.4 Master Exam

The Master exam usually takes place in the 4th semester. To register, a minimum of 60 ECTS points must be presented and the topic of the Master’s thesis must be approved. A copy of the first page of the MA docket and the Transcript of Records must be uploaded to moodle. In the Master’s programmes of the Faculty of Music, a specialisation topic must also be selected within the context of the ZkF lessons. This specialisation topic must be presented in the Master’s examination and/or the Master’s thesis.

5.2 Degree Theses (bachelor and master thesis)

... are technical or artistic based scientific written papers. For the latter the approval of the specific head of program must be obtained. Details of the theses can be found in the guidelines on the docket. The docket can be found on our [website](#) or in the box next to the entrance of the Student Affairs Office.

There is no definitive deadline for submitting the thesis. However, if one wishes to graduate in a particular semester, the deadlines on the docket must be followed so that the degree can be processed by the end of the period of grace of the following semester. In this case one does not have to pay the tuition fee. The payment of the tuition fee will extend the study for another semester.

6 Forms for students

You can find all forms for students on our [website](#) or in the box next to the entrance of the Student Affairs Office. Depending on the form you want to submit you can either hand them in personally at the Student Affairs Office during the office hours or email them to studieninfo@muk.ac.at.

6.1 Form for [recognition](#) of courses

The application for recognition of courses serves to credit courses from external institutions and courses completed at MUK but in a different study program. However, only equivalent subjects may be accredited!

First you fill in the general section. Then, in the first box (“Originalzeugnis”) you enter the courses you have completed and in the second box (“Musik und Kunst Privatuniversität der Stadt Wien”) you write the titles of the courses at MUK. For example, at a different university, the course might be called “History of Ancient Music”, which at MUK would be equivalent to “History of Music 01”.

If the course was completed at an external institution, the transcript of records on which the successfully completed grade is confirmed, needs to be enclosed with the application. If the certificate was not issued in German or English, a translation into German or English must be included.

If you wish to have courses credited as elective subjects, you do not need to seek out the equivalent subjects at MUK. The designation “WF” (elective subject) is sufficient.

There is no submission deadline to apply for the recognition of courses. The submission takes place in person at the Student Affairs Office. If you have any questions concerning the recognition of courses please contact the Student Affairs Office.

6.2 Application for [leave of absence](#)

If you want to get leave of absence from your studies for one to two semesters, you need to fill out this form. During your leave of absence, you remain enrolled at MUK, but you cannot attend any classes or use the practice rooms. Also, you only have to pay the student union fee (“ÖH-Beitrag”) for this period.

You need to enclose an official confirmation of the reason for seeking the leave of absence, e.g. a medical note. Otherwise it cannot be processed.

The application must be submitted by the end of the general admission period of the respective semester or as early as possible.

6.3 [Art in Theory and Practice](#)

This is a mandatory part of your curriculum if you are doing a bachelor’s program in the keyboard, string or wind and percussion instruments department.

Both parts (theory and practice) must be completed in full for successful participation:

Theory: You need to visit a total of 10 hours from Deepening Theories (VT), symposia of the IWF, Entrepreneurial Skills, etc.. The observation of one VT lecture series is mandatory!

Practice: You need to visit a total of 15 hours of practical courses offered at MUK: Workshops and master classes (at least 10 hours), courses of your choice (max. 5 hours).

No examination or active participation is required!

There is no submission deadline, but the ECTS points are accredited to the semester in which the form is processed. Before submitting the form, please make sure that the head of your program (“Studiengangsleitung”) has signed it, otherwise it cannot be processed.

6.4 Teacher Observation (in Education and Research)

You can participate in courses in the form of observation without having to complete the course in its entirety. If you have completed at least 25 hours of observing, you receive 1 ECTS point. There are two different kinds: “[Teacher Observation](#)” and “[Teacher Observation in Education and Research](#)”. For the latter, a minimum of 10 courses must be completed in master classes, workshops or symposia at MUK. For the former a minimum of just 8 courses must be completed in master classes or workshops. Your curriculum determines which of the two forms is required.

There is no submission deadline, but it is accredited to the semester in which it is processed. Before submitting the form, please make sure that the head of your program (“Studiengangsleitung”) has signed it, otherwise it cannot be processed.

6.5 [Application to change lecturers in the main subject \(ZkF\)](#)

If you wish to change your lecturer in the main subject (ZkF), you need to fill out this form. A change of teachers in the other subjects does not require a form. You need to obtain the signatures of the two ZkF teachers concerned and the signature of the head of program, before the form is submitted to the Student Affairs Office.

This form must be handed in even if all those involved have already been informed of the change of teachers and even if the lessons have already begun!

In exceptional cases, such as if difficulties arise during the change, the advice of the Head of Programme should be sought.

The application to change teachers in your main subject (ZkF) does not have a submission deadline. Please be aware that only students from the Faculty of Music and the Voice and Opera department can submit it!

6.6 Application for [exam postponement](#) / [ZkF-lessons after standard period of study](#)

Both the postponement of an examination as well as the shortening of the study period (see [here](#)) ultimately represent the rescheduling of board examinations. This includes both bachelor and master exams as well as academic diploma examinations.

You can apply for a postponement if you wish to postpone your final exam for one or two semesters. Reasons for this are e.g. absence during the originally scheduled exam date (semester abroad, non-university engagements, etc.) or inadequate preparation for the exam.

If you want to postpone your bachelor exam the application has to be submitted in the 7th semester (in case of composition in the 5th semester), and in the 3rd semester if it concerns your master exam or the study examination (“Studienprüfung”). Anyone handing in the application late risks being turned down and also decreases their chances of additional main subject lessons, if these are desired.

An exam postponement does NOT automatically entitle the student to additional major subject (ZkF) classes!

If additional lessons are desired/required after the standard period of study, an application must be submitted for this. They can only be approved if sufficient teacher resources are available.

6.7 [Application to shorten study period](#)

If your main subject teacher thinks that you already meet all the requirements for your particular study program, you can fill out an application for a shortened study period with him/her. This will enable you to complete your studies before the standard period of study. Please note that this allows you to reduce the duration of your studies to a maximum of half the standard period of study.

6.8 [Deregistration](#)

The contract which is signed in the course of admission is a binding contract between MUK and the student. However, students are entitled to terminate their studies at any time without giving reasons.

However, an orderly termination of the contract requires a written cancellation on the part of the student. **Deregistering with the Major Artistic Subject (ZkF) lecturer or the head of program is not sufficient!** If the application is submitted to the Student Affairs Office in person, a confirmation of deregistration can be obtained immediately. Otherwise, the confirmation will be sent by mail - or if desired by e-mail - to the address indicated in MUKonline.

7 Rehearsal rooms at MUK

You can use the application “Rooms search” in MUKonline to reserve practice room - it is possible to reserve 8 hours in total each week.

If you don't have a reservation, please contact the porters at the entrance. Upon presentation of your student ID, you will be given a room when one is available. Since demand is very high - and classes come first - please expect some waiting time.

8 [Co-registration at the University of Applied Arts Vienna / Academy of Fine Arts](#)

Degree-seeking students in a bachelor's or master's program at MUK can enrol as recognised (non-degree) students at the University of Applied Arts Vienna (“Angewandte”) or Academy of Fine Arts (“Bildende”) during the admission period and can thus complete courses there that can be accredited to their MUK study course. In case of questions, those interested should inquire at the University of Applied Arts Vienna.

9 [University Sports Institute Vienna \(USI Wien\)](#)

MUK students may also take very affordable courses at USI Wien. The USI Wien offers a broad range of courses. All further information as well as the conditions of registration can be found on their website. (click on the chapter title)

10 Administrative Ansprechpersonen

10.1 [Library](#)

Over 50,000 different media and countless digital offers are available to students and lecturers at MUK.

Monday	10.00 – 17.00
Tuesday	10.00 – 17.00
Wednesday	10.00 – 17.00
Thursday	10.00 – 19.00
Friday	10.00 – 14.00
Holidays	10.00 – 16.00

Mag. Katharina Weissmann (coordination)
 Mag. Doris Pinzger, MA
 Petra Machacek
 T: +43 1 512 77 47-288
 E: bibliothek@muk.ac.at

10.2 [International Study Programs \(Erasmus+\)](#)

- Planning and preparation of the cooperation agreement with partner institutions
- Information about the exchange programmes for students and lecturers
- Administration of exchanges (incoming and outgoing) of students and lecturers
- Support of exchange students

Room 3.19
Mag. Peter Königseder (for teachers)
+43 1 512 77 47-210
p.koenigseder@muk.ac.at

Room 3.20
Mag. Elisabeth Zelch (for students)
+43 1 512 77 47-214
e.zelch@muk.ac.at

10.3 [IT-Management](#)

In most cases, students experiencing problems with MUKonline can turn to the Student Affairs Office. In the event of technical problems with the system, the case must be passed on to IT Management. If you have any problems with MUKmail, please contact Mr. Löchler directly:

Room 3.06
Mario Löchler
+43 1 512 77 47-270
support@muk.ac.at

10.4 [Cash Desk](#)

The cash desk is where the fees for the entrance examination procedure and the tuition fees can be paid. In addition, tickets for events can also be reserved and collected during cash desk opening times.

Monday	9.00 – 12.00 and 13.30 – 15.30
Tuesday	9.00 – 12.00
Wednesday	13.30 – 17.30 (Holidays: 13.30 – 15.30)
Thursday	13.30 – 15.30
Friday	9.00 – 12.00

Room 3.17
Elisabeth Konlechner
+43 1 512 77 47-255
kassa@muk.ac.at

Q: I haven't received any payment information. How can I pay the tuition fee?

A: You can also pay the tuition fee directly at the cash desk. Alternatively, you can request the banking details at the cash desk, which will enable you to make a transfer via online banking.

10.5 [Marketing and Communication](#)

Amongst other things, the Marketing and Communication department is responsible for updating the website, designing and producing various print forms and creating programmes. Students are welcome to report any competition results or other kinds of achievements to the Marketing team in order to have them published on the MUK website. Furthermore, it is also possible to have programmes produced for in-house events (e.g. final concerts).

Room 3.05

Bernhard Mayer-Rohoczy
+43 1 512 77 47-220
b.mayer-rohoczy@muk.ac.at

Dr. Chris Zintzen
+43 1 512 77 47-222
c.zintzen@muk.ac.at

Esther Kremslehner, MSc
+43 1 512 77 47-221
e.kremslehner@muk.ac.at

Marie-Christin Berger-Hat
+43 1 512 77 47-223
m.berger-hat@muk.ac.at

10.6 [Orchestra Management](#)

The Orchestra Management coordinates the intra-degree organisation of orchestra projects in the field of teaching and research for students of the Faculty of Music. The Orchestra Management is the most important point of contact for all questions regarding the topic of orchestra. Since this office coordinates a large number of students, students are expected to report to the office immediately in the event of any problems

Q: How do I register for orchestra productions?

A: For this, please report to the Orchestra Management office.

Room 3.10

Mag. Antonia Schmidt-Chiari
+43 1 512 77 47-401
orchester@muk.ac.at

Mag. Angharad Gabriel-Zamastil
+43 1 512 77 47-402
orchester@muk.ac.at

10.7 [Porter](#)

The porters at MUK are probably the ones who have the most contact with the students. The men and women who work in the porter's office know who is in the building on which day and provide the keys to the **practice rooms** according to availability.

Q: How late may I stay to practise?

A: Throughout the academic year, the Johannesgasse and Bräunerstrasse locations are open until 22.00 during the week. Please note that you must leave the practice rooms half an hour before closing time!

10.8 Examination Management

The Examination Management is in charge of organising all aspects of all board examinations. All registration/deregistration and changes of registrations must be done here.

Room 3.19
Mag. Gabriele Fieder
+43 1 512 77 47-211
+43 664 606 47 211
exams@muk.ac.at

10.9 Director of Studies

According to the articles of association, the Director of Studies is responsible for all study matters, including:

- Rulings about the recognition of academic achievements (credits)
- Rulings about applications for leave of absence by students
- Rulings about applications to vary the intended length of study by students (extension/shortening of study period)
- Comparison of degree programmes
- Rulings about objections to examinations in the first instance

Room 3.19
Mag. Peter Königseder
+43 1 512 77 47-210
p.koenigseder@muk.ac.at

10.10 Student Affairs Office

The staff of the Student Affairs Office can provide information and advice about:

- The range of courses on offer, the forms of study available and possible qualifications
- Admission requirements, content of the entrance examinations and the necessary formalities

All this can be provided in German, English and Chinese - in person, via phone or by email.

The Student Affairs Office can provide administrative help and support for students throughout their studies. The office can provide students with information and complete the formalities for:

- Initial enrolment, registration for continued studies
- Issuing confirmations, references and transcripts of records
- Leave of absence, changing teachers for your Major Artistic Subject (ZkF)
- Recognition of courses completed at other universities

Monday	09.00 – 12.00 and 13.30 – 15.30
Tuesday	09.00 – 12.00
Wednesday	13.30 – 17.30 (Holidays: 13.30 – 15.30)
Thursday	closed
Friday	09.00 – 12.00

Room 3.20
+43 1 512 77 47-200
studieninfo@muk.ac.at

Daniel Kastner, BA
+43 1 512 77 47-211
d.kastner@muk.ac.at

Mag. a Veronika Strauss
+43 1 512 77 47-213
v.strauss@muk.ac.at

Sabine Sutterlüti, MA
+43 1 512 77 47-212
s.sutterlueti@muk.ac.at

Mag.a Elisabeth Zelch
+43 1 512 77 47-214
e.zelch@muk.ac.at

10.11 [Event Management](#)

The Event Management department is responsible for all annual scheduling of events, the organisation of the Fidelio competition and other projects within the Music and Arts University of the City of Vienna as well as the technical organisation of artistic requirements within teaching and research. This department is also responsible for the acquisition of external venues, the reservation of halls and larger premises of the MUK and their leasing (only to external parties between semesters) as well as parts of the event calendar on the MUK website. In addition, the Event Management department also deals with the loan of instruments to students and with the administration of the Instrument Archive.

Q: I would like to make a sound recording. Is this possible at MUK?

A: Yes. For details, please inquire at Event Management.

Room 3.09
Mag. Wolfgang Lerner (superv.)
+43 1 512 77 47-230
w.lerner@muk.ac.at

Mag. Sascha Siddiq
+43 664 606 47 232
s.siddiq@muk.ac.at

11 Psychosocial Student Counseling

Students have the possibility to turn to the psychological student counselling in difficult times. The link to this and further informative articles, assistance and contact details of contact persons for emergency situations or for psychological support can be found on our website at (click on the link in the chapter title).

12 Task Force for Equal Opportunities

The role of the Working Group for equal treatment issues is to counteract discrimination based on gender, disability and ethnic affiliation, religion or ideology, age or sexual orientation, and to provide advice and support in these matters to students of the private university.

The members of the Working Group are bound by a duty of confidentiality and oversee the problems brought to them with full reserve of discretion and confidentiality (consultation, information, and support).

contact: gleichbehandlung@muk.ac.at

Q: *When and why can I contact the AGG?*

A: *When you feel treated unfairly or being discriminated against (we maintain confidentiality); but also if you want to contribute to the task force in any way.*

Doris Pinzger (Chairwoman)
+43 1 512 77 47-281
d.pinzger@muk.ac.at

Carsten Lorenz (Deputy Chairman and Disability Officer)
c.lorenz@muk.ac.at

Audrey Van Herck (Women's Representative)
a.vanherck@muk.ac.at

Elisabeth Pester (Student member)
e.pesther@students.muk.ac.at

Emilia Reiter (Student member)
e.reiter@students.muk.ac.at

CODE OF CONDUCT (in German only)

der Musik und Kunst Privatuniversität der Stadt Wien

Studierende, Lehrende und Angehörige der MUK wollen einander mit Wertschätzung, Akzeptanz und Transparenz sowie Respekt und Offenheit begegnen. Wir pflegen einen diskriminierungsfreien Umgang, unabhängig von sozialer und ethnischer Herkunft, Geschlecht, Geschlechteridentität, sexueller Orientierung, Alter, Aussehen, Weltanschauung, Religion, politischer Überzeugung oder körperlicher Verfassung.

Ziel ist es, ein produktives und angstfreies Studien- und Arbeitsumfeld, sowohl im analogen als auch im digitalen Bereich, zu schaffen. Die MUK soll ein sicherer Ort für alle sein, die hier studieren oder arbeiten.

Aus unserem Selbstverständnis heraus verpflichten sich alle Angehörigen der MUK mit diesem wertebasierten Code of Conduct zu unbedingter Antidiskriminierung und zum Schutz vor physischen, psychischen und verbalen Grenzüberschreitungen.

Grundsätzlich sind Übergriffe und Belästigungen Grenzüberschreitungen, die ein anderer Mensch unwillentlich erfährt. Auch unbeabsichtigte Vorgänge und Verhalten können die persönliche Sphäre anderer verletzen.

Diskriminierungen und Übergriffe haben keinen Platz an unserer Universität. Daher dulden wir keine Art von Belästigung (ob verbal, körperlich oder sexuell), Einschüchterung, Mobbing, Stalking oder Erniedrigung von und durch Studierende(n), Lehrende(n) oder andere(n) Angehörige(n) der MUK.

Wir respektieren die Meinung und Diversität jeder*s Einzelnen.

Kunst und Forschung zeigen, fördern und vermitteln gesellschaftliche und soziale Werte. Aus diesem Grund sieht sich die MUK als Kunstuniversität in besonderer Verantwortung, jegliche Form von Übergriffen und Machtmissbrauch zu unterbinden und zu verfolgen.

Wir ermutigen alle, die sich diskriminiert, abgelehnt, belästigt oder eingeschüchtert fühlen, sich an eine Vertrauensperson, die Studiengangsleitung, an eine*n Vertreter*in der ÖH, der AG Gleichbehandlungsfragen oder an den Betriebsrat zu wenden.