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## **Integrated e-Learning Services as a Foundation for qualified e-Learning in Higher Education: The Example Hanover - Brunswick**

### **Abstract**

There is a considerable number of requirements for a teacher to carry out qualified e-Learning. A single teacher of higher education needs competences for innovative teaching and learning scenarios in a technical, didactical and organisational way. However, he or she is embedded within organisational units involved in teaching that also have to develop appropriate competences. How can teachers and their institutional background be supported during this process of competence-building? In the scope of a program by the federal state Lower Saxony, the e-Learning Academic Network (ELAN), three universities have built an association for this means: the Technical University of Brunswick, the University of Hanover and the Medical School of Hanover. An essential part of this alliance is the e-Learning Service Team (eST). Its goal is to foster individual competences of teachers as well as to support organisational changing processes. It finds itself in a comprehensive developing process in which service units such as the eST take over complementary tasks in higher education. Integrated e-Learning services build the foundation for these tasks and offer a combination of different dimensions of e-Learning action. In addition, a process oriented consultation model helps arranging so-called qualified eTeaching by supporting projects and organisational units.

### **Keywords**

Integrative e-Learning services, qualified eTeaching, organisational development, acceptance of e-Learning, consultation conception

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