

TEACHING AND ACADEMIC SUPPORT

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Teaching and Academic Support

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TEACHING AND ACADEMIC SUPPORT

Source Data:

The data used for the Teaching and Academic Support section of this book comes from multiple data sources, as listed below:

Additional Facts & Figures: Units both taught by PCHE schools and taken by PCHE students are collected through the Student Information System (SIS)

Computing Services Statistics: Computing Services, Usage Architecture & Analysis

Eberly Center for Teaching Excellence: Eberly Center for Teaching Excellence

Library Collections & Utilization: University Libraries

Media Technology Services: Media Technology Services

Units Taught: Student Information System (SIS)

Video Viewing Cluster: University Libraries

Definitions:

PCHE: Pittsburgh Council on Higher Education - a consortium of the ten accredited colleges and universities in Allegheny County, Pennsylvania. As part of the consortium agreement, full-time graduate or undergraduate students at each PCHE school can cross-register at any other PCHE school at no additional expense to the student.

Pittsburgh Filmmakers: Carnegie Mellon students are eligible to take courses at Pittsburgh Filmmakers at no additional expense to the student

Units Taught:

Academic Year: Consists of the fall and spring semesters of a given academic year

Data Source: All units taught are taken from the Student Information System (SIS) at the completion of each semester, except for Fall 2006 units taught. This data is taken from SIS as of the last fiscal day of September 2006.

Level: Based on the level of the student taking each course

Other: Includes units taught to special/non-degree students and students from other colleges attending Carnegie Mellon through the Pittsburgh Council of Higher Education (PCHE)

Units: A student earns a specified number of units for each course taken at the university. Three (3) units are the equivalent of one (1) credit hour. The total units taught by a department is calculated by summing the units taken by each student for each course taught by the department.

UNITS TAUGHT BY COLLEGE & STUDENT LEVEL
ACADEMIC YEARS 2001-2002 to 2005-2006

College	Level	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006
CFA	Undergraduate	90,112	91,423	87,108	85,848	85,229
	Graduate	15,630	17,084	20,803	20,335	19,938
	Special	2,178	1,713	1,820	1,270	1,262
	Total	107,920	110,219	109,731	107,452	106,428
CIT	Undergraduate	64,227	66,384	67,913	69,217	69,843
	Graduate	48,561	59,420	61,583	62,359	62,217
	Special	770	753	883	909	690
	Total	113,558	126,557	130,379	132,485	132,750
Heinz	Undergraduate	2,421	1,705	1,416	1,986	1,410
	Graduate	32,699	34,218	33,464	36,677	39,006
	Special	228	132	138	354	282
	Total	35,348	36,055	35,018	39,017	40,698
H&SS	Undergraduate	145,571	146,277	144,093	146,760	145,683
	Graduate	15,589	15,180	15,807	17,115	16,325
	Special	1,737	1,749	1,830	1,248	1,509
	Total	162,897	163,206	161,730	165,123	163,517
Inter-disciplinary	Undergraduate	2,256	10,541	11,247	14,186	11,245
	Graduate	22,021	30,524	34,847	41,506	42,272
	Special	48	54	90	111	105
	Total	24,325	41,119	46,184	55,803	53,622
MCS	Undergraduate	86,221	89,944	91,808	97,876	100,503
	Graduate	14,901	17,026	17,668	18,140	17,777
	Special	561	616	557	632	536
	Total	101,683	107,586	110,033	116,648	118,816
SCS	Undergraduate	42,535	43,030	41,636	41,493	42,027
	Graduate	42,366	46,819	52,542	56,995	58,109
	Special	989	902	1,100	1,178	1,037
	Total	85,890	90,751	95,278	99,666	101,173
Tepper	Undergraduate	33,152	36,233	36,997	37,309	38,145
	Graduate	77,375	83,543	88,908	75,102	70,376
	Special	510	396	480	333	378
	Total	111,037	120,172	126,385	112,744	108,899
Other	Undergraduate	11,373	4,239	7,332	6,749	7,141
	Graduate	621	553	1,647	2,084	2,245
	Special	975	972	1,050	1,068	1,089
	Total	12,969	5,764	10,029	9,901	10,475
TOTAL	Undergraduate	477,868	489,776	489,550	501,423	501,226
	Graduate	269,763	304,367	327,269	330,313	328,264
	Special	7,996	7,287	7,948	7,103	6,888
	Total	755,626	801,429	824,767	838,839	836,377

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College	Department	UG	Grad	Special	Total	UG	Grad	Special	Total	UG	Grad	Special	Total
	CM University-Wide Studies	4,207	36	3	4,246	1,311	51	9	1,371	4,854	9	3	4,866
	Computational Biology	0	0	0	0	0	24	0	24	0	124	27	151
	Entertainment Technology	177	3,693	9	3,879	144	4,122	36	4,302	36	5,823	0	5,859
	Information Systems Management	726	14,567	24	15,317	690	8,806	18	9,514	576	13,511	12	14,099
	International Education	1,008	0	0	1,008	1,404	0	0	1,404	972	36	0	1,008
	StuCo (Student Led Courses)	372	3	3	378	1,206	78	3	1,287	882	30	9	921
	West Coast Campus	0	5,922	0	5,922	0	4,970	0	4,970	0	3,720	0	3,720
	TOTAL	6,490	24,221	39	30,750	4,755	18,051	66	22,872	7,320	23,253	51	30,624
	Biological Sci Chemistry	6,895	1,818	69	8,782	6,649	1,737	120	8,506	7,422	2,596	39	10,057

COMPUTING SERVICES STATISTICS 2006

Computing Services provides the majority of computing and network infrastructure on campus. Specific services provided include:

- Building and maintaining basic and advanced communications infrastructure, from phone lines to wireless access points.
- Building and maintaining basic and advanced middleware infrastructure and directory services to provide secure and robust identity management services.
- Maintaining central computing clusters and providing campus-wide printing.
- Deploying and maintaining shared email and web services (Cyrus, Spam Filtering, MyAndrew, the Portal).
- Deploying and maintaining enterprise administrative applications.
- Working with faculty to design and teach Computing Skills Workshop, and providing essential and innovative instructional technologies within the classroom.
- Monitoring the security and fair use of our network, and protecting it against abuse and attack.
- Supporting all of these activities with documentation, education, outreach, and a help center.

Development, support, and maintenance for the University's enterprise administrative applications are provided for the following areas:

- Enrollment
- Financial Services
- Human Resources
- University Advancement

Computing Services Website: <http://www.cmu.edu/computing>

Key Statistics:

Network Connections	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Ethernet	6,962	11,904	17,192	21,707	26,469
Wireless	9,948	11,198	11,701	14,602	16,550
Total Network Connections	16,910	23,102	28,893	36,309	43,019
Computers in Public Clusters	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>
Total Workstations	93	71	107	103	96
Total Macintosh	141	136	123	123	115
Total Windows	232	237	165	176	177

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Total Cluster Hours Used for Teaching in Academic Year 2005-2006: **938**

Total Cases of Paper Used for Printing from Clusters:

- Academic Year 2004-2005: **1,071**
- Academic Year 2005-2006: **545**

The Information Security Office alerted users of **65** operating system and application security vulnerabilities.

Help Center

- Number of service requests for Academic Year 2005-2006: **26,924**
- Average caller wait time: **25 seconds**

Email

- Number of active Andrew accounts as of July 2006: **27,457**
- Number of Webmail users during Academic Year 2005–2006: **13,070**
- Average number of email messages delivered weekly during Academic Year 2005–2006: **7,791,779**
- Average number of email messages sent weekly by andrew.cmu.edu during Academic Year 2005–2006: **439,796**
- Average number of spam messages filtered weekly during Academic Year 2005–2006: **2,825,475**

Web Portal

- Number of unique users during Academic Year 2005-2006: **13,969**
- Number of event calendars providing information to portal as of July 2006: **162**

Web Publishing

- Number of www.cmu.edu collections as of July 2006: **453**
- Number of web pages: **25,000**
- Average daily number of page views during Academic Year 2005-2006: **150,000**

Number of Andrew Calendar user holders from July 2005–July 2006: **5,646**

Percent of first-year undergraduate students with a laptop (based on 2005 survey): **71%**

Percent of first-year undergraduate students who own a computer: **99%**

MEDIA TECHNOLOGY SERVICES
FISCAL YEARS 2002 TO 2006

Equipment for Pickup

	2002	2003	2004	2005	2006
Video/Data Projectors	6	6	4	4	4
VCRs	4	4	2	2	6
Video/Data Monitors	1	1	1	0	n/a
Slide Projectors	4	4	4	4	n/a
Tape Players	3	3	0	n/a	n/a
Sound Systems	9	9	4	4	4
Overhead Projectors	2	2	2	2	6
Videodisc Players	4	0	0	1	n/a
Personal Computers	10	10	6	0	n/a
MiniDV Camcorders	-	-	-	-	8
TOTAL	43	39	23	17	28

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Electronic Information Resources and Access

The University Libraries provide access to a variety of digital information, including the library catalog and other local

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	2002	2003	2004	2005	2006
Resource Sharing and Document Delivery					
Interlibrary Loan					
Items Borrowed	9,498	12,263	16,180	20,144	20,020
Items Loaned	4,013	5,142	5,664	5,776	4,616
Oakland Library Consortium					
Items Borrowed	737	490	306	63	520
Items Loaned	69	56	228	127	147
PALCI (Pennsylvania Academic Library Consortium, Inc.)					
Items Borrowed	821	1,653	1,846	2,157	5,441
Items Loaned	1,414	1,626	2,757	3,532	2,119
Electronic Current Awareness Service					
Individuals using site license subscription	79	65	67	71	72

VIDEO VIEWING CLUSTER
FALL 2002 TO Fall 2006

	2002	2003	2004	2005	2006
VCR carrels	15	14	14	14	14
Laserdisc carrels	13	7	7	7	7
DVD carrels	14	14	15	15	15

EBERLY CENTER FOR TEACHING EXCELLENCE

Since 1982, the Eberly Center's mission has been to enhance the quality of education at Carnegie Mellon by working with faculty and graduate students to help them better understand and improve student learning. Toward that end, we have collaborated with over a thousand faculty members across every department. This brief document describes both the work of the Eberly Center and the rationale behind our approach.

OUR APPROACH IS . . .

- § Learner-centered: We put student learning at the center of the teaching process, helping faculty and graduate students to develop course objectives, assessments, and instructional activities that together support and promote student learning and performance.
- § Educational: We help faculty and graduate students gain a deeper understanding of the principles that underlie effective learning and teaching so that they can make appropriate teaching decisions for their own courses. We do not simply dispense teaching tips.
- § Collaborative: We work closely with faculty and graduate students to help them identify their strengths as teachers and to jointly devise strategies for course improvement and educational innovation.
- § Constructive: We focus on providing constructive and practical feedback to help our colleagues succeed as educators. Our role is to support teaching, not to judge performance.
- § Data-driven: We gather and analyze extensive data through classroom observations, student focus groups, and examinations of teaching materials. We then help faculty members and graduate students use these data to diagnose strengths and identify areas for improvement.
- § Research-based: We apply state-of-the-art research from a range of disciplines to help faculty and graduate students design and teach more effective courses. We also conduct original research where gaps in the literature exist.

WE OFFER . . .

- § Individual consultations with faculty and graduate students
- § Resources for faculty, including sample syllabi, model grading rubrics, informational booklets and web-based documents
- § Workshops and seminars for faculty, graduate students, and department heads
- § Collaboration with faculty on educational projects
- § Institutional research that impacts educational practice and policy

WE WORK WITH . . .

- § All faculty members who teach (e.g., tenure-track, teaching-track, visiting, adjunct) and graduate students (teaching assistant, instructor, and future faculty) who want to reflect up-12 Tw - Tw()-1263[]-1s Tw 9.8.147 Td.l118p wac3.1aT2:3

**TEACHING & ACADEMIC SUPPORT, ADDITIONAL FACTS & FIGURES
ACADEMIC YEAR 2005-2006**

Pittsburgh Council of Higher Education (PCHE) Colleges:

Carlow University	La Roche College
Carnegie Mellon University	Pittsburgh Theological Seminary
Chatham College	Point Park University
Community College of Allegheny County (CCAC)	Robert Morris University
Duquesne University	University of Pittsburgh

Units Taken by Carnegie Mellon Students at other PCHE Schools

<u>Student's College Affiliation</u>	<u>Student Level</u>		
	<u>Undergraduate</u>	<u>Graduate</u>	<u>Total</u>
CFA	159	27	186
CIT	261	297	558
Heinz	0	92	92
H&SS	456	252	708
Interdisciplinary	258	36	294
MCS	99	333	432
SCS	159	135	294
Tepper	174	54	228
TOTAL	1,566	1,226	2,792

Units Taught to other PCHE Students by Carnegie Mellon

<u>College</u>	<u>Total</u>
CFA	135
CIT	417
Heinz	234
H&SS	582
Interdisciplinary	27
MCS	272
SCS	300
Tepper	255
Other	921
TOTAL	3,143

Units Taken by Carnegie Mellon Students at PCHE Schools

<u>PCHE School</u>	<u>Student Level</u>		
	<u>Undergraduate</u>	<u>Graduate</u>	<u>Total</u>
Chatham College	24	0	24
Community College Of Allegheny County (CCAC)	72	0	72
Duquesne University	45	6	51
Pittsburgh Theological Seminary	0	9	9
Point Park University	0	18	18
University of Pittsburgh	1,425	1,193	2,618
TOTAL	1,566	1,226	2,792

Units Taken by Carnegie Mellon Students at Pittsburgh Filmmakers

	<u>Student Level</u>			
	<u>Undergraduate</u>	<u>Graduate</u>	<u>Non-degree</u>	<u>Total</u>
Pittsburgh Filmmakers	612	63	27	702

