

Teaching and Academic Support

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Pittsburgh Council on Higher Education (PCHE) and Pittsburgh Filmmakers: Units both taught by PCHE schools and taken by PCHE students are collected through the Student Information System (SIS)

Units Taught: Student Information System (SIS)

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Definitions:

PCHE: Pittsburgh Council on Higher Education - a voluntary, multi-purpose 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.

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

Units Taught:

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

Level: Based on the level of the student taking the 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 are calculated by summing the units taken by each student for each course taught by the department.

Academic Development
Academic Years 2009-10 to 2013-14

Academic Development’s mission is to assist students in developing the skills, strategies, and behaviors needed to perform as confident, independent, and active learners. Services are designed to help both students who are having academic difficulties and those who just want to improve their performance. Currently four programs are available to assist students: Supplemental Instruction, Peer Tutoring, Academic Counseling, and EXCEL Collaborative Learning Groups.

The Supplemental Instruction (SI) program offers review sessions for traditionally difficult courses. Sessions are offered two times each week for targeted courses and are conducted by students who have previously done well in the course. Designed to supplement, not replace, class lectures and TA recitations, the sessions are interactive, student-friendly, and attendance is voluntary.

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|----------------------------------|---------|---------|---------|---------|---------|
| Unique courses supported with SI | 11 | 13 | 12 | 13 | 13 |
| Total course enrollment | 1,487 | 2,235 | 2,022 | 1,877 | 1,780 |
| Number of SI sessions | 469 | 493 | 470 | 538 | 541 |
| Unique student SI attendance | 1,072 | 1,351 | 1,055 | 1,242 | 1,255 |
| Cumulative student SI attendance | 4,760 | 6,579 | 5,616 | 5,515 | 7,265 |
| Total student contact hours | 9,833 | 11,985 | 10,098 | 10,337 | 12,673 |
| Percent of students attending SI | 72% | 60% | 61% | 66% | 71% |

Walk-in peer tutoring offers subject-specific tutoring geared primarily (but not exclusively) towards large introductory level courses. During the fall and spring semesters, tutoring is conducted on a walk-in basis Sunday through Thursday evenings and on selected afternoons. Standing appointments are available upon student request for various university courses. After completing a tutor request form students meet weekly with a peer tutor to discuss and review course content.

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|------------------------------------|---------|---------|---------|---------|---------|
| Walk-in tutoring contacts | 4,060 | 4,488 | 4,859 | 5,519 | 5,383 |
| Standing appointment contact hours | 3,368 | 3,789 | 4,217 | 3,900 | 3,447 |

Academic Counseling provides both group and individual study skills instruction. Group workshops are available several times each semester and cover topics such as exam preparation, time management, and citing sources. Students interested in individual appointments are first given a study skills assessment. Students who require additional help can meet individually with an academic counselor. Workshops are open to all students.

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---------|---------|---------|---------|---------|
| Number of study skills assessments | 67 | 99 | 120 | 128 | 101 |
| Number of unique students meeting with counselors | 85 | 118 | 143 | 136 | 113 |
| Total individual appointments | 678 | 760 | 888 | 1,057 | 636 |
| Total workshop attendance | 360 | 370 | 403 | 457 | 381 |
| Total workshop count | 19 | 19 | 25 | 23 | 18 |
| Total contacts | 1,123 | 1,429 | 2,061 | 2,291 | 1,120 |

EXCEL Collaborative Learning Groups are facilitated by a group leader, limited to six students, and are focused on student interaction and cooperative learning.

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|------------------------------|---------|---------|---------|---------|---------|
| Number of courses supported | 18 | 20 | 21 | 26 | 19 |
| Total course enrollment | 2,549 | 2,501 | 2,678 | 3,158 | 2,463 |
| Number of sessions | 294 | 361 | 562 | 1,071 | 1,160 |
| Number of students attending | 186 | 256 | 359 | 571 | 553 |
| Cumulative student contacts | 942 | 1,385 | 2,543 | 4,617 | 6,461 |

Cumulative data include students each time they attend.

**Intercultural Communication Center
Academic Years 2009-10 to 2013-14**

The Intercultural Communication Center (ICC) provides language support services to all nonnative English speakers at Carnegie Mellon (international students as well as students who attended all or part of high school or college in the United States).

Mission

Provide support to help nonnative English speakers, both undergraduate and graduate, succeed in their academic programs
ICC offers over 37 classes, workshops, and seminars as well as individual tutoring throughout the academic year and summer. Students can also have a placement interview for individual feedback on language skills and recommended ICC support.

Help international teaching assistants and faculty develop the skills needed to provide effective instruction at Carnegie Mellon
ICC provides training for nonnative English speakers preparing for teaching assistant jobs and also assesses speaking fluency before nonnative English speakers can work as TAs (required by Carnegie Mellon University policy and Pennsylvania law). ICC also assists international faculty with development language skills and/or culturally appropriate teaching skills.

Help both the university and departments identify and respond to the changing needs of nonnative English speakers and international students

ICC also runs workshops for domestic faculty, staff and students to help them learn to communicate more effectively with nonnative English speakers.

Clients served

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|----------------------------------|---------|---------|---------|---------|---------|
| Undergraduate | 95 | 39 | 41 | 30 | 48 |
| Graduate | 750 | 863 | 841 | 1,061 | 1,029 |
| Faculty and Visiting Researchers | 32 | 24 | 26 | 16 | 11 |

Assessments and instructional hours

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---------------------|---------|---------|---------|---------|---------|
| Assessments | 768 | 776 | 893 | 1,253 | 1,255 |
| Instructional hours | 10,648 | 10,836 | 10,334 | 10,906 | 11,954 |

**Pittsburgh Council on Higher Education (PCHE) and Pittsburgh Filmmakers
Academic Year 2013-14**

The Pittsburgh Council on Higher Education (PCHE) is a voluntary, multi-purpose consortium of the ten accredited colleges and universities in Allegheny County, Pennsylvania. Founded in 1966, the membership includes Carlow University, Carnegie Mellon University, Chatham University, Community College of Allegheny County, Duquesne University, La Roche College, Pittsburgh Theological Seminary, Point Park University, Robert Morris University, and the University of Pittsburgh. The purpose of PCHE is to provide a means for sharing resources, insights, and information among the member institutions; to engage in joint or cooperative activities and projects; and to offer a common voice on matters that affect all of the member institutions. As part of the consortium agreement, full-time undergraduate and graduate students at each PCHE school can cross-register at any other PCHE school at no additional expense to the student.

Units taken by Carnegie Mellon students at PCHE Schools by student level

| Student's college affiliation | Undergraduate | Graduate | Total |
|--------------------------------------|----------------------|-----------------|--------------|
| CFA | 78 | 108 | 186 |
| CIT | 321 | 114 | 435 |
| DC | 195 | 279 | 474 |
| HC | 0 | 63 | 63 |
| Interdisciplinary | 57 | 0 | 57 |
| MCS | 99 | 186 | 285 |
| SCS | 21 | 123 | 144 |
| TSB | 18 | 72 | 90 |
| TOTAL | 789 | 945 | 1,734 |

| PCHE School | Undergraduate | Graduate | Total |
|--------------------------|----------------------|-----------------|--------------|
| Chatham University | 27 | 54 | 81 |
| Duquesne University | 45 | 9 | 54 |
| Point Park University | 9 | 0 | 9 |
| University of Pittsburgh | 708 | 882 | 1,590 |
| TOTAL | 789 | 945 | 1,734 |

Units taught by Carnegie Mellon to PCHE students

| College | Total |
|-------------------|--------------|
| CFA | 68 |
| CIT | 288 |
| DC | 567 |
| HC | 192 |
| Interdisciplinary | 12 |
| MCS | 629 |
| SCS | 525 |
| TSB | 201 |
| ROTC | 1,233 |
| TOTAL | 3,715 |

Units taken by Carnegie Mellon students at Pittsburgh Filmmakers by student level

| | Undergraduate | Graduate | Non-degree | Total |
|-----------------------|----------------------|-----------------|-------------------|--------------|
| Pittsburgh Filmmakers | 306 | 36 | 27 | 369 |

**Units Taught by College and Student Level
Academic Years 2009-10 to 2013-14**

| College | Level | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|-------------|---------------|----------------|------------------|------------------|------------------|------------------|
| CFA | Undergraduate | 93,588 | 94,469 | 90,284 | 85,666 | 84,171 |
| | Graduate | 23,926 | 25,459 | 26,532 | 28,840 | 30,966 |
| | Other | 1,673 | 1,981 | 1,503 | 849 | 204 |
| | TOTAL | 119,187 | 121,909 | 118,319 | 115,355 | 115,341 |
| CIT | Undergraduate | 79,728 | 78,385 | 84,363 | 83,368 | 83,772 |
| | Graduate | 99,393 | 110,848 | 119,629 | 136,441 | 146,777 |
| | Other | 773 | 702 | 749 | 580 | 384 |
| | TOTAL | 179,894 | 189,935 | 204,741 | 220,389 | 230,933 |
| DC | Undergraduate | 159,262 | 160,769 | 165,524 | 163,087 | 161,014 |
| | Graduate | 16,336 | 23,242 | 24,218 | 23,804 | 22,448 |
| | Other | 1,582 | 1,674 | 1,764 | 1,233 | 1,371 |
| | TOTAL | 177,180 | 185,685 | 191,506 | 188,124 | 184,833 |
| HC | Undergraduate | 2,616 | 2,784 | 1,521 | 1,158 | 1,590 |
| | Graduate | 91,521 | 92,096 | 99,915 | 108,047 | 114,120 |
| | Other | 303 | 312 | 222 | 372 | 216 |
| | TOTAL | 94,440 | 95,192 | 101,658 | 109,577 | 115,926 |
| Interdisc | Undergraduate | 11,559 | 11,994 | 13,439 | 12,830 | 14,221 |
| | Graduate | 13,462 | 17,621 | 18,103 | 19,428 | 17,241 |
| | Other | 42 | 242 | 72 | 99 | 39 |
| | TOTAL | 25,063 | 29,857 | 31,614 | 32,357 | 31,501 |
| MCS | Undergraduate | 106,946 | 108,334 | 108,127 | 106,424 | 102,289 |
| | Graduate | 21,787 | 22,763 | 21,664 | 23,240 | 23,731 |
| | Other | 681 | 613 | 825 | 788 | 1,159 |
| | TOTAL | 129,414 | 131,710 | 130,615 | 130,452 | 127,178 |
| SCS | Undergraduate | 53,556 | 54,181 | 57,860 | 62,350 | 70,485 |
| | Graduate | 72,158 | 73,622 | 86,736 | 99,452 | 112,343 |
| | Other | 1,124 | 887 | 1,295 | 1,167 | 1,155 |
| | TOTAL | 126,838 | 128,690 | 145,891 | 162,969 | 183,983 |
| TSB | Undergraduate | 38,809 | 37,752 | 37,781 | 41,124 | 42,825 |
| | Graduate | 77,928 | 75,651 | 71,365 | 74,202 | 74,289 |
| | Other | 261 | 507 | 705 | 573 | 396 |
| | TOTAL | 116,998 | 113,910 | 109,851 | 115,899 | 117,510 |
| Other | Undergraduate | 5,770 | 5,228 | 4,730 | 5,303 | 4,907 |
| | Graduate | 2,417 | 1,728 | 1,907 | 1,649 | 1,650 |
| | Other | 1,362 | 1,290 | 1,143 | 1,128 | 1,272 |
| | TOTAL | 9,549 | 8,246 | 7,780 | 8,080 | 7,829 |
| GRAND TOTAL | Undergraduate | 551,834 | 553,896 | 563,628 | 561,309 | 565,273 |
| | Graduate | 418,928 | 443,030 | 470,068 | 515,103 | 543,565 |
| | Other | 7,801 | 8,208 | 8,278 | 6,789 | 6,196 |
| | TOTAL | 978,562 | 1,005,134 | 1,041,974 | 1,083,201 | 1,115,034 |

**Units Taught by College, Department, and Student Level
Fall Semester 2013 and Spring Semester 2014**

| College | Department | Fall 2013 | | | | Spring 2014 | | | |
|------------|--|---------------|---------------|------------|----------------|---------------|---------------|------------|----------------|
| | | UG | Grad | Other | Total | UG | Grad | Other | Total |
| CFA | Architecture | 9,573 | 2,753 | 0 | 12,326 | 8,828 | 2,512 | 45 | 11,385 |
| | Art | 5,913 | 845 | 0 | 6,758 | 5,696 | 806 | 22 | 6,524 |
| | Design | 6,368 | 3,342 | 33 | 9,743 | 6,201 | 2,373 | 12 | 8,586 |
| | Drama | 10,296 | 3,380 | 15 | 13,691 | 9,806 | 3,557 | 14 | 13,377 |
| | Interdisciplinary | 1,169 | 72 | 9 | 1,250 | 1,498 | 86 | 0 | 1,584 |
| | Music | 10,723 | 5,716 | 27 | 16,466 | 8,101 | 5,526 | 27 | 13,654 |
| | TOTAL | 44,042 | 16,107 | 84 | 60,233 | 40,129 | 14,859 | 120 | 55,108 |
| CIT | Biomedical Engineering | 3,190 | 4,275 | 36 | 7,501 | 3,580 | 3,977 | 108 | 7,665 |
| | Chemical Engineering | 4,897 | 7,566 | 18 | 12,481 | 5,270 | 6,285 | 27 | 11,582 |
| | Civil and Environmental Engineering | 4,578 | 9,509 | 24 | 14,111 | 3,459 | 6,960 | 0 | 10,419 |
| | Electrical and Computer Engineering | 12,078 | 22,887 | 24 | 34,989 | 10,456 | 21,602 | 24 | 32,082 |
| | Engineering and Public Policy | 741 | 4,017 | 18 | 4,776 | 1,836 | 5,726 | 9 | 7,571 |
| | Information and Communication Technology | 0 | 1,779 | 0 | 1,779 | 0 | 1,260 | 0 | 1,260 |
| | Information Networking Institute | 0 | 5,394 | 12 | 5,406 | 42 | 3,126 | 0 | 3,168 |
| | Interdisciplinary | 705 | 657 | 0 | 1,362 | 658 | 747 | 0 | 1,405 |
| | Materials Science and Engineering | 3,449 | 5,900 | 12 | 9,361 | 3,746 | 5,029 | 0 | 8,775 |
| | Mechanical Engineering | 12,544 | 11,598 | 24 | 24,166 | 12,543 | 9,534 | 48 | 22,125 |
| | Silicon Valley | 0 | 5,124 | 0 | 5,124 | 0 | 3,825 | 0 | 3,825 |
| | TOTAL | 42,182 | 78,706 | 168 | 121,056 | 41,590 | 68,071 | 216 | 109,877 |
| DC | Center for Neural Basis of Cognition | 345 | 336 | 66 | 747 | 36 | 216 | 0 | 252 |
| | Economics | 9,991 | 0 | 0 | 9,991 | 7,995 | 9 | 27 | 8,031 |
| | English | 15,135 | 3,330 | 90 | 18,555 | 14,046 | 2,904 | 150 | 17,100 |
| | History | 9,336 | 1,057 | 90 | 10,483 | 10,044 | 1,016 | 72 | 11,132 |
| | Information Systems | 4,453 | 9 | 9 | 4,471 | 3,932 | 12 | 6 | 3,950 |
| | Interdisciplinary | 801 | 0 | 9 | 810 | 753 | 0 | 0 | 753 |
| | Modern Languages | 10,356 | 1,056 | 135 | 11,547 | 9,029 | 953 | 180 | 10,162 |
| | Philosophy | 4,764 | 897 | 36 | 5,697 | 6,732 | 963 | 60 | 7,755 |
| | Psychology | 12,709 | 1,228 | 81 | 14,018 | 11,086 | 1,063 | 69 | 12,218 |
| | Social and Decision Sciences | 5,081 | 700 | 57 | 5,838 | 5,078 | 580 | 48 | 5,706 |
| | Statistics | 8,558 | 3,200 | 81 | 11,839 | 10,172 | 2,919 | 105 | 13,196 |
| | Undeclared | 273 | 0 | 0 | 273 | 309 | 0 | 0 | 309 |
| | TOTAL | 81,802 | 11,813 | 654 | 94,269 | 79,212 | 10,635 | 717 | 90,564 |

| College | Department | Fall 2013 | | | | Spring 2014 | | | |
|--------------------|---------------------------------|----------------|----------------|--------------|----------------|----------------|----------------|--------------|----------------|
| | | UG | Grad | Other | Total | UG | Grad | Other | Total |
| HC | Creative Enterprise | 96 | 3,634 | 18 | 3,748 | 102 | 2,968 | 18 | 3,088 |
| | Heinz College | 210 | 12,147 | 12 | 12,369 | 114 | 7,084 | 18 | 7,216 |
| | Information Systems | 204 | 28,818 | 0 | 29,022 | 126 | 20,850 | 0 | 20,976 |
| | Medical Management | 0 | 2,082 | 0 | 2,082 | 0 | 1,932 | 0 | 1,932 |
| | Public Management | 6 | 2,226 | 0 | 2,232 | 0 | 1,704 | 12 | 1,716 |
| | Public Policy and Management | 348 | 14,631 | 96 | 15,075 | 384 | 16,044 | 42 | 16,470 |
| | TOTAL | 864 | 63,538 | 126 | 64,528 | 726 | 50,582 | 90 | 51,398 |
| Interdisc | Universitywide Studies | 6,158 | 57 | 0 | 6,215 | 1,262 | 51 | 3 | 1,316 |
| | Entertainment Technology | 42 | 9,009 | 9 | 9,060 | 138 | 7,998 | 18 | 8,154 |
| | Intercollege Degree Programs | 534 | 0 | 0 | 534 | 600 | 0 | 0 | 600 |
| | International Education | 1,152 | 0 | 0 | 1,152 | 1,044 | 0 | 0 | 1,044 |
| | StuCo (Student Led Courses) | 1,629 | 60 | 0 | 1,689 | 1,662 | 66 | 9 | 1,737 |
| | TOTAL | 9,515 | 9,126 | 9 | 18,650 | 4,706 | 8,115 | 30 | 12,851 |
| MCS | Biological Sciences | 6,308 | 2,971 | 171 | 9,450 | 7,386 | 2,804 | 327 | 10,516 |
| | Chemistry | 10,203 | 3,996 | 70 | 14,269 | 7,618 | 3,511 | 6 | 11,135 |
| | Mathematical Sciences | 25,289 | 2,232 | 146 | 27,667 | 22,142 | 2,049 | 102 | 24,293 |
| | Physics | 12,443 | 3,080 | 149 | 15,672 | 10,900 | 3,088 | 188 | 14,176 |
| | TOTAL | 54,243 | 12,279 | 536 | 67,058 | 48,046 | 11,452 | 623 | 60,120 |
| SCS | Computational Biology | 403 | 2,244 | 120 | 2,767 | 228 | 1,722 | 84 | 2,034 |
| | Computer Science | 30,828 | 14,976 | 242 | 46,046 | 28,454 | 13,576 | 151 | 42,181 |
| | Human-Computer Interaction | 1,549 | 6,471 | 0 | 8,020 | 3,292 | 6,333 | 24 | 9,649 |
| | Institute for Software Research | 162 | 11,254 | 72 | 11,488 | 312 | 8,954 | 108 | 9,374 |
| | Language Technologies Institute | 194 | 8,522 | 24 | 8,740 | 840 | 7,622 | 54 | 8,516 |
| | Machine Learning | 642 | 5,198 | 48 | 5,888 | 954 | 6,498 | 132 | 7,584 |
| | Robotics | 794 | 10,667 | 48 | 11,509 | 1,833 | 8,306 | 48 | 10,187 |
| | TOTAL | 34,572 | 59,332 | 554 | 94,458 | 35,913 | 53,011 | 601 | 89,525 |
| TSB | Business Administration | 21,117 | 162 | 81 | 21,360 | 21,426 | 27 | 99 | 21,552 |
| | School of Business | 198 | 40,482 | 114 | 40,794 | 84 | 33,618 | 102 | 33,804 |
| | TOTAL | 21,315 | 40,644 | 195 | 62,154 | 21,510 | 33,645 | 201 | 55,356 |
| Other | | | | | | | | | |
| | | 2,298 | 815 | 657 | 3,770 | 2,609 | 835 | 615 | 4,059 |
| GRAND TOTAL | | 290,833 | 292,360 | 2,983 | 586,176 | 274,440 | 251,205 | 3,213 | 528,858 |

**Library Collections and Utilization
Fiscal Years 2010 to 2014**

University Libraries

Hunt Library - Subjects: Arts, Business, Humanities, and Social Sciences. Departments and Units include Acquisitions; Archives/Digital Library Initiatives; Arts and Special Collections, including Architecture Archives, Arts Reference, Audio Collection, Fine and Rare Book Room, and Visual Resources Collection; Cataloging; Dean's Office/Business Services; Hunt Library Reference; Library Information Technology, including Operations and R&D; Access Services, including Circulation and Reserves, Interlibrary Loan, Periodicals, and Video Collection. Also located in Hunt Library: Computing Services Cluster; Hunt Institute for Botanical Documentation, including Hunt Botanical Library and Gallery; and Osher Lifelong Learning Institute

Mellon Institute Library - Subjects: Chemistry and Biology

Off-site Storage - Older, infrequently-used library materials are available by request (24-hour turnaround)

Posner Center - Featuring Posner Memorial Collection of rare books and artifacts; and collection exhibits

Sorrells Library - Subjects: Computer Science, Engineering, Mathematics, Physics, Science, and Technology

Qatar Library - Subjects: Biological Sciences, Business Administration, Computational Biology, Computer Science, and Information Systems

Other Carnegie Mellon Libraries: Hunt Botanical Library and Gallery, Research Library, Botany and Art;

Software Engineering Institute Library, Research Library: Security, Software, and Technology;

and Universal Digital Library, digitized media in all genres and subject areas, such as books, images, journals, music, etc.

| Library collections | 2010 | 2011 | 2012 | 2013 | 2014 |
|---|------------------|------------------|------------------|------------------|------------------|
| Total print volumes (books, bound journals, etc.) | 1,143,635 | 1,155,696 | 1,133,552 | 1,135,896 | 1,107,780 |
| Current subscriptions | 1,645 | 1,522 | 1,472 | 1,396 | 1329 |
| Electronic subscriptions* | 85,327 | 103,643 | 135,166 | 116,070 | 139,875 |
| Research Showcase Documents | 3,331 | 5,969 | 9,921 | 11,388 | 12,690 |
| Microforms (books, serial titles, govt documents) | 1,128,475 | 1,155,833 | 1,164,984 | 1,190,732 | 1,192,751 |
| Unmounted pictures and slides | 152,448 | 153,448 | 142,376 | 40,904 | 40,904 |
| Audio materials (cassettes, records, CD's) | 28,309 | 28,567 | 28,933 | 29,160 | 29,465 |
| Video materials | 12,557 | 13,487 | 13,843 | 13,948 | 13,992 |
| Music scores | 19,759 | 19,422 | 19,269 | 19,195 | 18,998 |
| Maps | 161 | 161 | 161 | 161 | 161 |
| Library material duplication | | | | | |
| Photocopies made on public copiers | 117,024 | 80,063 | 53,601 | 28,971 | 8,028 |
| Microform copies and scans made in libraries | 24,543 | 27,094 | 12,858 | 12,269 | 10,995 |
| Pages printed from public laser printers | 2,258,890 | 2,034,974 | 2,492,554 | 2,053,753 | 2,312,570 |
| Number of visits | | | | | |
| Hunt Library | 1,085,749 | 645,142 | 599,469 | 588,527 | 651,818 |
| Posner Center | 1,356 | 1,382 | 1,456 | 1,325 | 1,099 |
| Sorrells Library | 155,711 | 177,857 | 195,638 | 217,927 | 292,141 |
| Virtual visits | 2,044,252 | 1,649,229 | 1,876,059 | 2,764,925 | 3,642,070 |
| Total | 3,287,068 | 2,473,610 | 2,672,622 | 3,572,704 | 4,587,128 |
| Seating | | | | | |
| Hunt Library | 660 | 664 | 720 | 720 | 502 |
| Mellon Institute Library | 122 | 122 | 112 | 112 | 99 |
| Sorrells Library | 155 | 156 | 165 | 165 | 216 |
| Total | 937 | 942 | 997 | 997 | 817 |

* A new system was implemented that counts subscriptions differently than in the past

| | 2010 | 2011 | 2012 | 2013 | 2014 |
|---|---------|---------|--------|---------|--------|
| Circulation of library materials | 122,108 | 119,558 | 94,747 | 108,460 | 87,910 |
| Books used in libraries | 36,041 | 34,205 | 27,634 | 25,095 | 22,225 |
| Library instruction | | | | | |
| Number of classes | 154 | 161 | 159 | 182 | 167 |
| Number of participants | 3,481 | 3,761 | 3,484 | 3,748 | 4,351 |
| Reference questions answered | | | | | |
| Digital | 2,608 | 3,223 | 2,774 | 2,653 | 1,591 |
| Traditional | 11,660 | 9,208 | 7,506 | 6,235 | 10,438 |

Electronic information resources and access

The University Libraries provide access to a variety of digital information, including the library catalog, other local databases, and a growing number of commercial databases that are licensed for use by the university community. Access methods continue to change as the delivery of electronic information evolves. Currently, Internet access predominates.

The web-based library catalog (Cameo) contains records of items owned by the libraries, as well as items on order or being catalogued for library collections. Cameo is part of a system that integrates acquisitions and cataloging functions with circulation, reserve, and user service functions. Users can see if items are available or checked out when they use the library catalog; they can also request services.

As the digital library environment matures, more full-text documents and images are becoming available. Some vendors who are providing full-text documents are no longer reporting numbers of searches.

| | 2010 | 2011 | 2012 | 2013 | 2014 |
|---|-----------|-----------|-----------|-----------|-----------|
| Total full-text docs retrieved from licensed resources | 1,721,795 | 1,546,931 | 1,682,281 | 1,577,220 | 1,946,199 |
| Documents downloaded from Research Showcase | 39,569 | 217,657 | 248,585 | 961,502 | 963,953 |
| Reserve items used | | | | | |
| Digital text ** | 47,252 | 34,857 | 10,946 | 7,449 | 4,497 |
| Traditional | 6,066 | 4,721 | 1,593 | 3,833 | 4,724 |
| Interlibrary loan | | | | | |
| Items borrowed | 17,930 | 14,006 | 13,850 | 12,071 | 10,768 |
| Items loaned | 5,699 | 4,745 | 4,795 | 6,175 | 5,868 |
| PALCI (PA Academic Library Consortium, Inc.) | | | | | |
| Items borrowed | 3,464 | 3,551 | 2,124 | 2,216 | 1,865 |
| Items loaned | 8,372 | 5,959 | 692 | 1,903 | 1,866 |

** Increasing numbers of documents are now stored in Blackboard

Computing Services
Academic Years 2009-10 to 2013-14

- Computing Services supports the university’s research and educational missions by:
- Building and maintaining basic and advanced communications infrastructure
 - Building and maintaining basic and advanced middleware infrastructure and directory services
 - Maintaining central computing clusters and associated printing
 - Deploying and maintaining shared e-mail and web services (Cyrus, spam filtering, MyAndrew, the portal)
 - Deploying and maintaining enterprise administrative applications
 - Working with faculty to design and teach Computing at Carnegie Mellon and providing instructional technology
 - Monitoring the security and fair use of our network and protecting it against abuse and attack
 - Providing policy, guidance, consultation, tools, security systems training, and information
 - Supporting university efforts to provide emergency notification and business continuity plans
 - Answering technical computing related questions at our Help Center
 - Developing and maintaining an extensive on-line collection of computing related documentation

| Academic spaces | 2010-11 | 2011-12 | 2012-13 | 2013-14 | |
|---|----------------|----------------|----------------|----------------|----------------|
| Virtual desktops via virtual Andrew | 100 | 100 | 100 | 100 | |
| Physical computers | - | 405 | 376 | 373 | |
| Traditional Clusters | 13 | 13 | 12 | 12 | |
| Multimedia Clusters | 3 | 3 | 3 | 3 | |
| Collaborative Clusters | 2 | 2 | 3 | 3 | |
| Technology-equipped classrooms | 84 | 85 | 86 | 86 | |
| Andrew printing | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Number of printers | 26 | 32 | 33 | 33 | 38 |
| Pages printed (in millions) | 7 | 7 | 7 | 7 | 7 |
| Web stations | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Number of stations | 5 | 7 | 16 | 18 | 18 |
| Classroom technologies | 2010-11 | 2011-12 | 2012-13 | 2013-14 | |
| Clicker-equipped classrooms | 25 | 26 | 27 | 27 | |
| Clickers, instructor kit | 68 | 68 | 68 | 68 | |
| Clickers, classroom kit | 5 | 5 | 5 | 5 | |
| Media production and event support | 2010-11 | 2011-12 | 2012-13 | 2013-14 | |
| Total course sessions and event sessions captured | 490 | 581 | 573 | 784 | |
| Total events supported | 1,419 | 1,257 | 1,362 | 1,219 | |
| Videoconferencing | 2010-11 | 2011-12 | 2012-13 | 2013-14 | |
| Classrooms | 3 | 7 | 6 | 7 | |
| Conference rooms | 17 | 17 | 17 | 17 | |
| Individual and office units | 41 | 41 | 41 | 41 | |
| Mobile units | 8 | 8 | 8 | 8 | |
| Hours | 1,821 | 2,202 | 1,848 | 1,688 | |
| Help center | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Number of walk-in users | 2,181 | 1,877 | 2,044 | 3,006 | 3,401 |
| Number of phone requests | 5,659 | 5,118 | 5,660 | 5,215 | 6,864 |
| Number of e-mail requests | 15,422 | 16,070 | 17,194 | 19,496 | 23,916 |
| Electronic mail | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Average weekly e-mails sent by cmu.edu | 735,779 | 847,802 | 595,302 | 446,406 | 405,559 |
| Average weekly e-mails from outside cmu.edu | | 1,099,463 | 1,082,010 | 1,201,553 | 1,320,161 |
| Average weekly e-mails blocked by spam filter | | 330,989 | 593,037 | 430,286 | 1,022,101 |
| Average weekly e-mails blocked due to virus | | 77,145 | 63,313 | 25,834 | 48,192 |
| Infrastructure servers | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
| Virtual machines | 513 | 503 | 863 | 1,148 | 1,274 |