

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)

Intercultural Communication Center: Intercultural Communication Center

Units Taught: Student Information System (SIS)

Video Collection Viewing Area: University Libraries

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 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

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 are calculated by summing the units taken by each student for each course taught by the department.

Academic Development Academic Years 2005-06 to 2009-10

www.cmu.edu/acadev

Academic Development's mission is to assist students in developing the skills, strategies, and behaviors needed to perform as confident, independent, and active learners. Their 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.

Supplemental Instruction

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.

Supplemental Instruction

	<u>2005-06</u>	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Unique courses supported with SI	17	18	13	12	11
Total course enrollment	2,746	3,185	1,908	1,404	1,487
Number of SI sessions	564	586	485	460	469
Unique student SI attendance	1,599	1,802	1,273	967	1,072
Cumulative student SI attendance ¹	7,381	6,265	5,529	4,070	4,760
Total student contact hours	-	11,450	9,201	7,117	9,833
Percent of students attending SI	58%	57%	67%	69%	72%

Peer Tutoring

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.

	<u>2005-06</u>	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Walk-in tutoring contacts ¹	3,887	2,893	2,869	2,917	4,060
Standing appointment contact hours	3,725	3,365	2,274	2,879	3,368

Academic Counseling

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.

	<u>2005-06</u>	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Number of study skills assessments	62	76	58	41	67
Number of unique students meeting individually with academic counselors	72	73	54	53	85
Total individual appointments	244	253	269	361	678
Total workshop attendance	884	315	266	358	360
Total workshop count	35	28	16	11	19
Total contacts	1,200	644	593	772	1,123

EXCEL Collaborative Learning Groups

Formal study groups were piloted in Spring 2007. The groups are facilitated by a group leader, limited to six students, and are focused on student interaction and cooperative learning.

	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Number of courses supported	12	12	18
Total course enrollment	1,363	1,650	2,549
Number of sessions	194	142	294
Number of students attending	102	66	186
Cumulative student contacts ¹	581	378	942

1. Students are counted each time they attend.

Intercultural Communication Center

Academic Years 2005-06 to 2009-10

www.cmu.edu/icc

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). Since the ICC's inception in 1985, this support has become increasingly crucial as the number of international students at the university has grown from 350 students to 3,640 in Fall 2010.

Mission

Provide support to help nonnative English speakers, both undergraduates and graduate, succeed in their academic programs

- ICC offers over 33 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). If requested, ICC helps international faculty develop 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.

Population served

	<u>2005-06</u>	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Undergraduate	58	97	92	94	95
Graduate	604	604	667	739	750
Other (faculty and visiting researchers)	33	45	44	33	32

Assessments and instructional hours

	<u>2005-06</u>	<u>2006-07</u>	<u>2007-08</u>	<u>2008-09</u>	<u>2009-10</u>
Assessments	550	567	661	654	768
Instructional hours	8,272	9,556	9,747	11,470	10,648

Library Collections and Utilization

Fiscal Years 2006 to 2010

search.library.cmu.edu

University Libraries

- **Engineering and Science Library** - Subjects: Computer Science, Engineering, Mathematics, Physics, Science, and Technology
- **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
- **Qatar Library** - Subjects: Business and Computer Science
- **Other Carnegie Mellon Libraries:** Hunt Botanical Library and Gallery, Research Library, Botany and Art; Engineering Institute Library, Research Library: Security, Software, and Technology; and Universal Digital Library, Digitized media in all genres and subject areas, such as Books, Collections, Images, Journals, Multimedia, Music, etc.

Library collections	2006	2007	2008	2009	2010
Total print volumes (books, bound journals, etc.)	1,084,013	1,098,181	1,112,393	1,129,808	1,143,635
Current subscriptions:	2,075	1,969	1,955	1,846	1,645
Periodicals, newspapers, government documents					
Electronic subscriptions	26,694	53,728	48,019	73,475	85,327
Microforms:	1,023,146	1,050,602	1,074,202	1,101,685	1,128,475
Books, serial titles, government documents					
Graphic materials:	197,233	200,635	201,643	152,447	152,448
Unmounted pictures and slides					
Audio materials:	26,960	27,098	27,455	27,628	28,309
Cassettes, phonograph records, CDs, tapes					
Video materials	9,890	10,297	10,499	11,533	12,557
Music scores	20,169	20,168	20,069	19,917	19,759
Maps	161	161	161	161	161
Library material duplication					
Photocopies made on public copiers	335,488	220,391	205,510	154,253	117,024
Microform copies and scans made in libraries	17,760	36,848	32,289	22,988	24,543
Printing: Pages printed from public laser printers	1,056,691	1,375,431	2,068,170	2,438,998	2,258,890
Number of visits					
Engineering and Science Library	146,144	145,901	167,614	172,320	155,711
Hunt Library	408,329	500,091	612,686	621,471	1,085,749
Posner Center	1,759	1,324	1,173	1,787	1,356
Virtual visits	1,665,888	2,001,165	1,998,101	1,408,285	2,044,252
Total	2,222,120	2,648,481	2,779,574	2,203,863	3,287,068
Seating					
Engineering and Science Library	151	155	155	155	155
Hunt Library	695	652	660	660	660
Mellon Institute Library	122	122	122	122	122
Total	968	929	937	937	937

	2006	2007	2008	2009	2010
Circulation of library materials	130,236	127,764	101,762	128,147	122,108
Books used in libraries	52,746	41,583	39,113	33,526	36,041
Library instruction					
Number of classes	136	144	156	165	154
Number of participants	2,640	3,514	2,795	3,377	3,481
Reference questions answered	11,684	15,751	13,814	11,138	11,660
Directional help given	12,816	17,975	8,616	8,256	7,062

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 cataloged 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.

Users may access Cameo from any computer with Internet capability at: <http://www.library.cmu.edu>

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.

	2006	2007	2008	2009	2010
Searches					
Performed using Cameo (Library Catalog)	574,415	573,607	543,141	417,231	882,749
Performed to licensed and local web resources	736,747	428,699	564,508	595,000	854,164
Total database searches	1,311,162	1,002,306	1,107,649	1,012,231	1,736,913
Total full-text documents retrieved	579,350	879,462	1,099,963	3,056,990	1,721,795
Electronic reserve usage (items viewed)	89,065	75,457	103,611	36,521	49,176
Images scanned for the digital library	148,261	159,423	112,715	38,750	37,003
Reference questions answered					
	2006	2007	2008	2009	2010
Digital	2,393	2,220	2,706	2,938	2,608
Traditional	11,684	13,531	11,108	11,142	11,660
Reserve items used					2,010
Digital	89,065	75,457	103,611	36,521	98,127
Traditional	5,698	5,716	6,190	2,849	6,066
Resource sharing and document delivery					
Interlibrary loan					
Items borrowed	20,020	18,624	18,431	19,132	17,930
Items loaned	4,616	5,414	4,387	4,361	5,699
PALCI (Pennsylvania Academic Library Consortium, Inc.)					
Items borrowed	5,441	2,321	2,557	2,885	3,464
Items loaned	2,119	6,808	3,192	7,519	8,372
Electronic current awareness service					
Individuals using site license subscription	72	73	73	74	74

**Media Technology Services
Fiscal Years 2006 to 2010**

www.cmu.edu/computing/class-event

Equipment available for borrowing¹

	2006	2007	2008	2009	2010
Video/Data projectors	4	4	4	4	4
VCRs	6	4	4	4	3
Sound systems	4	4	4	4	4
Overhead projectors	6	3	0	0	3
MiniDV camcorders	8	7	3	3	5
Audio CD/Flash recorder	-	1	1	1	1
Clip-on microphone	35	35	40	56	56
TOTAL	63	58	56	72	76

Equipment installed in classrooms, lecture auditoriums, and teaching clusters¹

	2006	2007	2008	2009	2010
Overhead projector	51	20	N/A	N/A	N/A
Video/Viewing (VCR/DVD)	79	N/A	N/A	N/A	N/A
Video/Viewing (VCR)	-	23	N/A	N/A	N/A
Video/Viewing (DVD)	-	82	86	94	94
Video/Viewing (LD)	-	2	1	1	1
Data viewing (data projector)	93	92	92	119	116
Data viewing (flat panel)	-	2	2	5	10
Document cameras	30	60	81	89	92

1. N/A represents retired technology and " - " represents technology not owned at the time.

**Pittsburgh Council on Higher Education (PCHE)
and Pittsburgh Filmmakers
Academic Year 2009-10**

www.pcheпа.org

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	81	36	117
CIT	477	99	576
Heinz	0	174	174
H&SS	483	306	789
Interdisciplinary	183	9	192
MCS	210	198	408
SCS	54	198	252
Tepper	384	135	519
TOTAL	1,872	1,155	3,027

PCHE School	Undergraduate	Graduate	Total
Carlow University	36	0	36
Chatham College	138	0	138
Community College Of Allegheny County (CCAC)	18	9	27
Duquesne University	63	18	81
University of Pittsburgh	1,617	1,128	2,745
TOTAL	1,872	1,155	3,027

Units taught by Carnegie Mellon to PCHE students

College	Total
CFA	86
CIT	580
Heinz	180
H&SS	660
Interdisciplinary	138
MCS	354
SCS	531
Tepper	159
ROTC	1,320
TOTAL	4,008

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

	Undergraduate	Graduate	Non-degree	Total
Pittsburgh Filmmakers	423	54	9	486

Units Taught by College and Student Level
Academic Years 2005-06 to 2009-10

College	Level	2005-06	2006-07	2007-08	2008-09	2009-10
CFA	Undergraduate	85,229	85,040	86,019	91,473	93,588
	Graduate	19,938	20,871	21,319	21,551	23,926
	Special	1,262	1,281	1,876	1,546	1,673
	TOTAL	106,428	107,192	109,214	114,569	119,187
CIT	Undergraduate	69,843	70,122	71,070	74,661	79,728
	Graduate	62,217	67,399	71,534	86,545	99,393
	Special	690	843	696	609	773
	TOTAL	132,750	138,364	143,300	161,815	179,894
Heinz	Undergraduate	1,410	1,752	1,546	2,698	2,616
	Graduate	39,006	43,682	50,103	87,320	91,521
	Special	282	288	312	594	303
	TOTAL	40,698	45,722	51,961	90,612	94,440
H&SS	Undergraduate	145,683	152,908	159,447	160,996	159,262
	Graduate	16,325	15,628	16,278	16,264	16,336
	Special	1,509	1,251	1,455	1,518	1,582
	TOTAL	163,517	169,787	177,180	178,778	177,180
Inter-disciplinary	Undergraduate	11,245	11,762	11,403	12,197	11,559
	Graduate	42,272	41,776	43,508	12,546	13,462
	Special	105	198	129	168	42
	TOTAL	53,622	53,736	55,040	24,911	25,063
MCS	Undergraduate	100,503	103,657	105,368	105,036	106,946
	Graduate	17,777	18,332	19,385	19,971	21,787
	Special	536	556	733	1,004	681
	TOTAL	118,816	122,545	125,486	126,011	129,414
SCS	Undergraduate	42,027	45,247	48,824	51,638	53,556
	Graduate	58,109	62,206	63,738	69,256	72,158
	Special	1,037	873	1,113	949	1,124
	TOTAL	101,173	108,326	113,675	121,843	126,838
Tepper	Undergraduate	38,145	36,474	38,244	41,778	38,809
	Graduate	70,376	69,599	74,146	81,655	77,928
	Special	378	462	330	399	261
	TOTAL	108,899	106,535	112,720	123,832	116,998
Other	Undergraduate	7,141	6,371	5,956	5,629	5,770
	Graduate	2,245	2,144	2,709	2,459	2,417
	Special	1,089	873	1,020	978	1,362
	TOTAL	10,475	9,388	9,685	9,066	9,549
GRAND TOTAL	Undergraduate	501,226	513,333	527,877	546,105	551,834
	Graduate	328,264	341,637	362,720	397,567	418,928
	Special	6,888	6,625	7,664	7,765	7,801
	TOTAL	836,377	861,595	898,261	951,437	978,562

**Units Taught by Department and Student Level
Fall Semester 2009 and Spring Semester 2010**

College	Department	Fall 2009				Spring 2010			
		UG	Grad	Special	Total	UG	Grad	Special	Total
CFA	Architecture	11,781	1,944	27	13,752	10,122	2,001	63	12,186
	Art	7,417	780	10	8,207	6,415	999	28	7,442
	Design	6,521	3,275	81	9,877	6,025	2,171	9	8,205
	Drama	10,479	2,844	9	13,332	10,485	2,982	6	13,473
	Interdisciplinary	1,383	75	18	1,476	3,053	144	27	3,224
	Music	9,718	3,313	738	13,769	10,190	3,399	657	14,246
	TOTAL	47,298	12,231	883	60,412	46,290	11,695	790	58,775
CIT	Biomedical Eng	2,886	1,793	9	4,688	3,318	1,826	60	5,204
	Chemical Eng	5,527	4,697	58	10,282	4,689	4,388	42	9,119
	Civil and Environmental Eng	3,879	5,308	126	9,313	3,393	4,465	75	7,933
	Electrical and Computer Eng	11,627	18,579	48	30,254	10,890	16,604	108	27,602
	Eng and Public Policy	906	2,702	0	3,608	4,285	4,138	36	8,459
	Information Networking Institute	0	3,752	24	3,776	0	2,450	0	2,450
	Interdisciplinary	1,089	228	0	1,317	1,602	576	0	2,178
	Materials Science and Eng	3,582	3,776	33	7,391	3,117	3,886	24	7,027
	Mechanical Eng	9,583	6,171	70	15,824	9,355	5,357	60	14,772
	Silicon Valley	0	4,362	0	4,362	0	4,335	0	4,335
TOTAL	39,079	51,368	368	90,815	40,649	48,025	405	89,079	
Heinz	Creative Enterprise	228	2,718	24	2,970	114	3,204	24	3,342
	Information System	555	21,624	30	22,209	570	14,358	48	14,976
	Medical Management	0	2,214	0	2,214	0	2,022	0	2,022
	Public Management	12	4,122	6	4,140	6	3,912	24	3,942
	Public Policy and Management	534	19,908	45	20,487	597	17,439	102	18,138
TOTAL	1,329	50,586	105	52,020	1,287	40,935	198	42,420	
H&SS	Economics	10,890	6	0	10,896	10,176	39	27	10,242
	English	15,317	2,546	66	17,929	13,496	2,425	147	16,068
	History	10,547	629	84	11,260	10,674	639	147	11,460
	Interdisciplinary	3,522	0	0	3,522	3,189	0	0	3,189
	Modern Languages	12,003	671	240	12,914	9,207	423	195	9,825
	Philosophy	6,483	708	87	7,278	6,585	713	30	7,328
	Psychology	9,694	1,235	55	10,984	9,342	1,376	102	10,820
	Social and Decision Sci	6,104	458	33	6,595	5,266	487	57	5,810
	Statistics	7,764	2,175	96	10,035	9,003	1,608	216	10,827
	Ctr for Neural Basis of Cognition	0	75	0	75	0	123	0	123
TOTAL	82,324	8,503	661	91,488	76,938	7,833	921	85,692	
Inter-disciplinary	CM University-wide Studies	5,196	72	15	5,283	1,581	141	9	1,731
	Entertainment Technology	162	7,000	0	7,162	177	5,958	12	6,147
	International Education	936	108	0	1,044	1,044	0	0	1,044
	StuCo (Student Led Courses)	1,035	72	0	1,107	1,428	111	6	1,545
TOTAL	7,329	7,252	15	14,596	4,230	6,210	27	10,467	
MCS	Biological Sci	7,399	3,510	102	11,011	7,514	3,104	93	10,711
	Chemistry	11,858	3,278	66	15,202	9,990	2,869	29	12,888
	Interdisciplinary	129	144	0	273	48	156	0	204
	Mathematical Sci	25,542	1,932	108	27,582	21,014	1,791	130	22,935
	Physics	12,546	2,474	80	15,100	10,906	2,529	73	13,508
TOTAL	57,474	11,338	356	69,168	49,472	10,449	325	60,246	
SCS	Computational Biology	0	505	72	577	0	646	54	700
	Computer Science	24,119	10,582	336	35,037	24,484	9,179	155	33,818
	Human-Computer Interaction	879	5,745	57	6,681	1,104	4,503	6	5,613
	Institute of Software Research	75	2,673	9	2,757	93	2,408	12	2,513
	Language Technologies Institute	168	4,766	21	4,955	246	5,448	45	5,739
	Machine Learning	192	3,479	180	3,851	336	2,929	84	3,349
	Robotics	507	5,624	48	6,179	1,185	5,420	21	6,626
Software Eng	60	4,694	12	4,766	108	3,557	12	3,677	
TOTAL	26,000	38,068	735	64,803	27,556	34,090	389	62,035	
Tepper	Business Adm	18,756	198	72	19,026	19,831	126	45	20,002
	School of Business	156	42,660	42	42,858	66	34,944	102	35,112
	TOTAL	18,912	42,858	114	61,884	19,897	35,070	147	55,114
Other		2,363	1,081	801	4,245	3,407	1,336	561	5,304
GRAND TOTAL		282,108	223,285	4,038	509,431	269,726	195,643	3,763	469,132