Teaching and Academic Support

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Data Sources:

    Academic Development: Academic Development Office

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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)

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 2010-11 to 2014-15

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.

	2010-11	2011-12	2012-13	2013-14	2014-15
Unique courses supported with SI	13	12	13	13	12
Total course enrollment	2,235	2,022	1,877	1,780	1,715
Number of SI sessions	493	470	538	541	489
Unique student SI attendance	1,351	1,055	1,242	1,255	1,308
Total student contacts	6,579	5,616	5,515	7,265	8,702
Total student contact hours	11,985	10,098	10,337	12,673	15,147
Percent of students attending SI	60%	61%	66%	71%	76%

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.

	2010-11	2011-12	2012-13	2013-14	2014-15
Walk-in tutoring contacts	4,488	4,859	5,519	5,383	5,446
Standing appointment contact hours	3,789	4,217	3,900	3,447	3,549

Academic Counseling provides both group and individual study skills instruction. Group workshops are available several times each semester and cover topics such as time management and exam preparation. 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.

	2010-11	2011-12	2012-13	2013-14	2014-15
Number of study skills assessments	99	120	128	101	107
Number of unique students meeting with counselors	118	143	136	113	117
Total individual appointments	760	888	1057	636	768
Total workshop attendance	370	403	457	381	778
Total workshop count	19	25	23	18	23
Total contacts	1,429	2,061	2,291	1,120	1,663

EXCEL Groups are facilitated by a trained peer leader and offer students the opportunity for extra practice and review in a collaborative learning environment. Groups meet once weekly and are formed on an as-needed-basis with multiple groups per course.

	2010-11	2011-12	2012-13	2013-14	2014-15
Number of courses supported	20	21	26	19	26
Total course enrollment	2,501	2,678	3,158	2,463	3,409
Number of sessions	361	562	1071	1,160	1,600
Number of students attending	256	359	571	553	700
Cumulative student contacts	1385	2,543	4,617	6,461	6,389

Cumulative data include students each time they attend.

Intercultural Communication Center
Academic Years 2010-11 to 2014-15

The Intercultural Communication Center (ICC) provides language support services to all nonnative English speakers at Carnegie Mellon.

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

	2010-11	2011-12	2012-13	2013-14	2014-15
Undergraduate	39	41	30	48	51
Graduate	863	841	1061	1,029	1,103
Faculty and Visiting Researchers	24	26	16	11	15

Assessments and instructional hours

	2010-11	2011-12	2012-13	2013-14	2014-15
ITA tests	377	354	412	486	551
Language Support Check-ins	543	528	834	748	834
Instructional hours	10,836	10,334	10,906	11,954	10,947

Pittsburgh Council on Higher Education (PCHE) and Pittsburgh Filmmakers
Academic Year 2014-15

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	105	72	**177**
CIT	159	36	**195**
DC	123	171	**294**
HC	0	36	**36**
Interdisciplinary	42	0	**42**
MCS	36	186	**222**
SCS	48	117	**165**
TSB	0	27	**27**
TOTAL	**513**	**645**	**1,158**

PCHE School	Undergraduate	Graduate	Total
Chatham University	27	0	**27**
Duquesne University	18	27	**45**
University of Pittsburgh	468	618	**1,086**
TOTAL	**513**	**645**	**1,158**

Units taught by Carnegie Mellon to PCHE students

College	Total
CFA	63
CIT	368
DC	1,164
HC	123
MCS	556
SCS	373
TSB	228
Other	1,344
TOTAL	**4,219**

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

	Undergraduate	Graduate	Non-degree	Total
Pittsburgh Filmmakers	**312**	**9**	**0**	**321**

*Information on this page was updated 7/1/2016

Units Taught by College and Student Level
Academic Years 2009-10 to 2014-15

College	Level	2010-11	2011-12	2012-13	2013-14	2014-15
CFA	Undergraduate	94,469	90,284	85,666	84,171	80,590
	Graduate	25,459	26,532	28,840	30,966	31,331
	Other	1,981	1,503	849	204	211
	TOTAL	**121,909**	**118,319**	**115,355**	**115,341**	**112,132**
CIT	Undergraduate	78,385	84,363	83,368	83,772	80,627
	Graduate	110,848	119,629	136,441	146,777	145,774
	Other	702	749	580	384	506
	TOTAL	**189,935**	**204,741**	**220,389**	**230,933**	**226,907**
DC	Undergraduate	160,769	165,524	163,087	161,014	161,308
	Graduate	23,242	24,218	23,804	22,448	23,075
	Other	1,674	1,764	1,233	1,371	1,872
	TOTAL	**185,685**	**191,506**	**188,124**	**184,833**	**186,255**
HC	Undergraduate	2,784	1,521	1,158	1,590	1,308
	Graduate	92,096	99,915	108,047	114,120	113,168
	Other	312	222	372	216	345
	TOTAL	**95,192**	**101,658**	**109,577**	**115,926**	**114,821**
Interdisc	Undergraduate	11,994	13,439	12,830	14,221	14,139
	Graduate	17,621	18,103	19,428	17,241	15,034
	Other	242	72	99	39	33
	TOTAL	**29,857**	**31,614**	**32,357**	**31,501**	**29,206**
MCS	Undergraduate	108,334	108,127	106,424	102,289	102,371
	Graduate	22,763	21,664	23,240	23,731	22,625
	Other	613	825	788	1,159	1,026
	TOTAL	**131,710**	**130,615**	**130,452**	**127,178**	**126,022**
SCS	Undergraduate	54,181	57,860	62,350	70,485	75,096
	Graduate	73,622	86,736	99,452	112,343	134,065
	Other	887	1,295	1,167	1,155	1,043
	TOTAL	**128,690**	**145,891**	**162,969**	**183,983**	**210,204**
TSB	Undergraduate	37,752	37,781	41,124	42,825	42,519
	Graduate	75,651	71,365	74,202	74,289	75,231
	Other	507	705	573	396	678
	TOTAL	**113,910**	**109,851**	**115,899**	**117,510**	**118,428**
Other	Undergraduate	5,228	4,730	5,303	4,907	5,001
	Graduate	1,728	1,907	1,649	1,650	1,337
	Other	1,290	1,143	1,128	1,272	1,359
	TOTAL	**8,246**	**7,780**	**8,080**	**7,829**	**7,697**
GRAND TOTAL	**Undergraduate**	**553,896**	**563,628**	**561,309**	**565,273**	**562,958**
	Graduate	**443,030**	**470,068**	**515,103**	**543,565**	**561,640**
	Other	**8,208**	**8,278**	**6,789**	**6,196**	**7,073**
	TOTAL	**1,005,134**	**1,041,974**	**1,083,201**	**1,115,034**	**1,131,671**

*Information on this page was updated 7/1/2016

Units Taught by College, Department, and Student Level
Fall Semester 2014 and Spring Semester 2015

College	Department	Fall 2014				Spring 2015			
		UG	Grad	Other	Total	UG	Grad	Other	Total
CFA	Architecture	7,885	2,558	18	**10,461**	8,553	2,304	27	**10,884**
	Art	5,749	1,047	30	**6,826**	5,020	999	22	**6,041**
	Center for the Arts in Society	0	0	0	**0**	0	20	0	**20**
	Design	6,206	3,576	0	**9,782**	6,182	2,321	18	**8,521**
	Drama	9,896	3,407	0	**13,303**	9,384	3,390	0	**12,774**
	Interdisciplinary	1,728	63	0	**1,791**	1,928	239	0	**2,167**
	Music	10,102	5,815	69	**15,986**	7,958	5,593	27	**13,578**
	TOTAL	**41,566**	**16,466**	**117**	**58,148**	**39,025**	**14,866**	**94**	**53,984**
CIT	Biomedical Engineering	2,550	4,069	57	**6,676**	3,555	3,661	57	**7,273**
	Chemical Engineering	4,672	7,543	27	**12,242**	5,289	6,141	51	**11,481**
	Civil and Environmental Engineering	4,020	9,466	3	**13,489**	3,075	6,672	0	**9,747**
	Electrical and Computer Engineering	11,761	24,647	46	**36,454**	10,575	22,089	48	**32,712**
	Engineering and Public Policy	799	4,399	12	**5,210**	2,316	4,602	12	**6,930**
	Information and Communication Technology	0	1,497	0	**1,497**	0	1,062	0	**1,062**
	Information Networking Institute	0	6,618	0	**6,618**	48	3,696	12	**3,756**
	Interdisciplinary	592	486	0	**1,078**	862	465	0	**1,327**
	Materials Science and Engineering	3,654	5,269	18	**8,941**	3,800	4,797	0	**8,597**
	Mechanical Engineering	11,919	12,239	120	**24,278**	11,140	9,078	43	**20,261**
	Silicon Valley	0	3,756	0	**3,756**	0	3,522	0	**3,522**
	TOTAL	**39,967**	**79,989**	**283**	**120,239**	**40,660**	**65,785**	**223**	**106,668**
DC	Center for Neural Basis of Cognition	111	279	96	**486**	36	276	72	**384**
	Dietrich College	213	0	0	**213**	180	0	0	**180**
	Economics	9,487	36	9	**9,532**	7,623	9	36	**7,668**
	English	15,219	3,041	72	**18,332**	14,091	2,750	48	**16,889**
	History	9,823	961	186	**10,970**	10,146	879	54	**11,079**
	Information Systems	4,594	48	0	**4,642**	4,731	0	24	**4,755**
	Interdisciplinary	1,161	0	0	**1,161**	846	0	0	**846**
	Modern Languages	9,336	1,053	138	**10,527**	7,677	957	252	**8,886**
	Philosophy	5,412	1,191	69	**6,672**	5,541	1,057	30	**6,628**
	Psychology	12,219	1,334	123	**13,676**	12,113	1,099	222	**13,434**
	Social and Decision Sciences	4,695	716	108	**5,519**	4,555	458	21	**5,034**
	Statistics	10,182	3,509	57	**13,748**	11,317	3,422	255	**14,994**
	TOTAL	**82,452**	**12,168**	**858**	**95,478**	**78,856**	**10,907**	**1,014**	**90,777**

*Information on this page was updated 7/1/2016

College	Department	Fall 2014				Spring 2015			
		UG	Grad	Other	Total	UG	Grad	Other	Total
HC	Creative Enterprise	96	3,388	84	**3,568**	57	3,081	18	**3,156**
	Heinz College	165	12,435	36	**12,636**	174	7,947	48	**8,169**
	Information Systems	78	27,870	48	**27,996**	66	23,544	0	**23,610**
	Medical Management	0	2,238	0	**2,238**	0	2,076	0	**2,076**
	Public Management	0	2,250	12	**2,262**	18	1,374	0	**1,392**
	Public Policy and Management	330	13,940	81	**14,351**	324	13,025	18	**13,367**
	TOTAL	**669**	**62,121**	**261**	**63,051**	**639**	**51,047**	**84**	**51,770**
Interdisc	BXA Program	588	0	0	**588**	792	0	0	**792**
	Entertainment Technology	27	8,172	0	**8,199**	528	6,636	24	**7,188**
	International Education	1,224	0	0	**1,224**	972	0	0	**972**
	StuCo (Student Led Courses)	1,695	75	6	**1,776**	1,437	60	0	**1,497**
	Universitywide Studies	5,805	39	0	**5,844**	1,071	52	3	**1,126**
	TOTAL	**9,339**	**8,286**	**6**	**17,631**	**4,800**	**6,748**	**27**	**11,575**
MCS	Biological Sciences	7,230	3,052	217	**10,499**	7,410	2,852	273	**10,535**
	Chemistry	9,987	3,656	21	**13,664**	7,736	3,342	55	**11,133**
	Interdisciplinary	0	49	0	**49**	0	0	0	**0**
	Mathematical Sciences	26,289	2,021	112	**28,422**	22,019	1,847	114	**23,980**
	Physics	10,726	2,944	93	**13,763**	10,975	2,862	141	**13,978**
	TOTAL	**54,232**	**11,722**	**443**	**66,397**	**48,140**	**10,903**	**583**	**59,626**
SCS	Computational Biology	393	3,595	81	**4,069**	147	1,121	42	**1,310**
	Computer Science	31,069	18,082	231	**49,382**	30,056	16,255	128	**46,439**
	Human-Computer Interaction	2,567	7,137	24	**9,728**	3,183	6,201	48	**9,432**
	Institute for Software Research	288	11,622	69	**11,979**	336	9,858	48	**10,242**
	Language Technologies Institute	510	11,550	24	**12,084**	780	10,615	0	**11,395**
	Machine Learning	606	6,594	60	**7,260**	1,248	9,096	144	**10,488**
	Robotics	1,451	12,680	84	**14,215**	2,462	9,659	60	**12,181**
	TOTAL	**36,884**	**71,260**	**573**	**108,717**	**38,212**	**62,805**	**470**	**101,487**
TSB	Business Administration	20,805	135	198	**21,138**	21,522	6	180	**21,708**
	School of Business	156	40,485	144	**40,785**	36	34,605	156	**34,797**
	TOTAL	**20,961**	**40,620**	**342**	**61,923**	**21,558**	**34,611**	**336**	**56,505**
Other		**2,609**	**1,065**	**711**	**4,385**	**2,392**	**272**	**648**	**3,312**
GRAND TOTAL		**288,678**	**303,697**	**3,594**	**595,968**	**274,281**	**257,944**	**3,479**	**535,703**

*Information on this page was updated 7/1/2016

Library Collections and Utilization
Fiscal Years 2011 to 2015

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.

	2011	2012	2013	2014	2015
Library collections					
Total print volumes (books, bound journals, etc.)	1,155,696	1,133,552	1,135,896	1,107,780	1,063,592
Current subscriptions	1,522	1,472	1,396	1329	1,283
Electronic subscriptions	103,643	135,166	116,070	139,875	138,723
Research Showcase Documents	5,969	9,921	11,388	12,690	16,549
Microforms (books, serial titles, govt documents)	1,155,833	1,164,984	1,190,732	1,192,751	1,192,560
Unmounted pictures and slides	153,448	142,376	40,904	40,904	16,416
Audio materials (cassettes, records, CD's)	28,567	28,933	29,160	29,465	29,815
Video materials	13,487	13,843	13,948	13,992	14,121
Music scores	19,422	19,269	19,195	18,998	18,998
Maps	161	161	161	161	161
Library material duplication					
Microform copies and scans made in libraries	27,094	12,858	12,269	10,995	6,037
Pages printed from public laser printers	2,034,974	2,492,554	2,053,753	2,312,570	1,597,363
Number of visits					
Hunt Library	645,142	599,469	588,527	651,818	631,394
Posner Center	1,382	1,456	1,325	1,099	926
Sorrells Library	177,857	195,638	217,927	292,141	367,028
Total	**824,381**	**796,563**	**807,779**	**945,058**	**999,348**
Seating					
Hunt Library	664	720	720	502	608
Mellon Institute Library	122	112	112	99	107
Sorrells Library	156	165	165	216	268
Total	**942**	**997**	**997**	**817**	**983**

	2011	2012	2013	2014	2015
Circulation of library materials	119,558	94,747	108,460	87,910	76,186
Books used in libraries	34,205	27,634	25,095	22,225	17,961
Library instruction					
Number of classes	161	159	182	167	163
Number of participants	3,761	3,484	3,748	4,351	3,005
Reference questions answered					
Digital	3,223	2,774	2,653	1,591	829
Traditional	9,208	7,506	6,235	10,438	2,287

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 whether 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.

	2011	2012	2013	2014	2015
Total full-text docs retrieved from licensed resources	1,546,931	1,682,281	1,577,220	1,946,199	2,868,470
Documents downloaded from Research Showcase	217,657	248,585	961,502	963,953	1,177,014
Reserve items used					
Digital text *	34,857	10,946	7,449	4,497	2,228
Traditional	4,721	1,593	3,833	4,724	3,216
Interlibrary loan					
Items borrowed	14,006	13,850	12,071	10,768	7,930
Items loaned	4,745	4,795	6,175	5,868	3,838
PALCI (PA Academic Library Consortium, Inc.)					
Items borrowed	3,551	2,124	2,216	1,865	1,563
Items loaned	5,959	692	1,903	1,866	1,897

* Increasing numbers of documents are now stored in Blackboard

Computing Services
Academic Years 2010-11 to 2014-15

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	2014-15
Virtual desktops via virtual Andrew	100	100	100	100	100
Physical computers	-	405	376	373	362
Traditional Clusters	13	13	12	12	12
Multimedia Clusters	3	3	3	3	3
Collaborative Clusters	2	2	3	3	3
Technology-equipped classrooms	84	85	86	86	86

Andrew printing	2010-11	2011-12	2012-13	2013-14	2014-15
Number of printers	32	33	33	38	46
Pages printed (in millions)	7	7	7	7	7

Web stations	2010-11	2011-12	2012-13	2013-14	2014-15
Number of stations	7	16	18	18	18

Classroom technologies	2010-11	2011-12	2012-13	2013-14	2014-15
Clicker-equipped classrooms	25	26	27	27	27
Clickers, instructor kit	68	68	68	68	66
Clickers, classroom kit	5	5	5	5	5

Media production and event support	2010-11	2011-12	2012-13	2013-14	2014-15
Total course sessions and event sessions captured	490	581	573	784	1610
Total events supported	1,419	1,257	1,362	1,219	1,214

Videoconferencing	2010-11	2011-12	2012-13	2013-14	2014-15
Classrooms	3	7	6	7	7
Conference rooms	17	17	17	17	23
Individual and office units	41	41	41	41	42
Mobile units	8	8	8	8	8
Hours	1,821	2,202	1,848	1,688	1,748

Help center	2010-11	2011-12	2012-13	2013-14	2014-15
Number of walk-in users	1,877	2,044	3,006	3,401	2,977
Number of phone requests	5,118	5,660	5,215	6,864	5,026
Number of e-mail requests	16,070	17,194	19,496	23,916	16,522

Electronic mail	2010-11	2011-12	2012-13	2013-14	2014-15
Average weekly e-mails sent by cmu.edu	847,802	595,302	446,406	405,559	401,765
Average weekly e-mails from outside cmu.edu	1,099,463	1,082,010	1,201,553	1,320,161	1,693,940
Average weekly e-mails blocked by spam filter	330,989	593,037	430,286	1,022,101	1,586,698
Average weekly e-mails blocked due to virus	77,145	63,313	25,834	48,192	34,469

Infrastructure servers	2010-11	2011-12	2012-13	2013-14	2014-15
Virtual machines	503	863	1,148	1,274	1,432