In AY 2019-20, Eberly Center supported 1,040 faculty and staff educators

**Eberly Center**
Teaching Excellence & Educational Innovation

During the COVID-19 pandemic, we supported numerous faculty making the transition to remote/hybrid teaching for Spring, Summer, and Fall 2020

In March - June, we consulted with 184 faculty translating 144 courses to remote.

663 faculty filled 1,004 seats during new university-wide and unit-level programs created to meet this unprecedented challenge.

We responded to 1,238 instructor requests for technical support with Canvas and other educational technologies.

In collaboration with Institutional Research & Assessment, we designed and implemented university-wide surveys of faculty and students to inform our ongoing support of remote/hybrid course design.

Carnegie Mellon University

In AY 2019-20, we provided 470 faculty/staff instructors with consultations on evidence-based teaching strategies, technology-enhanced learning, and/or assessment of student outcomes, including:

- 395 CMU courses
- 128 faculty and staff directing 76 CMU academic programs, representing all seven CMU Schools and Colleges, and the Provost's Office,
- 196 instructors incorporating educational technology
- 174 instructors using learning data to improve outcomes in the context of 103 courses, 37 academic programs, and 21 new, technology-enhanced learning tools
- 100 instructors in 111 CMU courses gathering anonymous, formative feedback from students via 133 focus groups and 9 surveys
- 49 CMU-Qatar instructors
- 3,464 instructor requests for technology support.

We also designed and facilitated professional development programs attended by 862 faculty and staff educators who filled 1,488 seats, including:

- 61 new faculty members at Incoming Faculty Orientation
- 115 faculty and staff at the fourth annual CMU Teaching & Learning Summit.
- 70 faculty at the inaugural, 4-day Course Design Institute.
- 22 faculty in the Provost's Inclusive Teaching Fellows and Wimmer Faculty Fellows programs, combined.

Additionally, we provided these services to Graduate and Undergraduate Student Instructors and Postdocs:

- Served 771 graduate and undergraduate students and postdocs from 57 academic programs through our programs and consultation services.
- Supported 247 graduate students and postdocs in our Future Faculty Program.
- Trained 11 Graduate Teaching Fellows in advanced teaching methods and consulting techniques.
**11 new webinars:** transitioning to online/remote quickly. In March, Eberly colleagues created and ran many remote workshops/webinars for faculty and TAs including:

- effective use of Canvas and Zoom
- course design for remote learning
- managing group work online
- policies and strategies for remote assessment
- inclusive teaching
- holding office hours and recitations online
- converting high stakes assessments to multiple low stakes assessments
- tools for grading and feedback online

**Extensive web resources**

We developed an entire section of our website to prepare CMU for remote/hybrid teaching:

https://www.cmu.edu/teaching/online/

We established a new, one-stop email [eberly-assist@andrew.cmu.edu] providing:

- support for educational technologies
- matching ed-tech tools to instructor needs
- effectively transitioning in-person teaching approaches to remote formats

**Coordinated a departmental liaisons network** via regular communications and targeted, timely support to instructors for the quick spring pivot and beyond.

**Continued key partnerships** with Computing Services and University Contracts:

- to implement Zoom video conferencing so it could be used for live classes
- to secure temporary licenses for students to use essential software they could no longer access after going remote
- to evaluate (for accessibility, FERPA, data security, etc.) and ultimately adopt a targeted set of technology-enhanced learning tools that expand the menu of University-supported options available to instructors for remote/hybrid instruction.

**Leadership or participation on COVID-19 Strategy groups:**

- Provost’s COVID-19 Planning committee on Academic Matters
- Spring 2020 Final exams working group
- Remote assessment tiger team
- Classroom strategy working group
- F20 Calendar Subject Matter Expert (SME) group
- Provost’s Long-Term Futures Group