



**HLC: 26 Days and Counting...Did You Know?
October 23, 2013**

Did you know that a main focus of CMU's \$4.1 million Information Technology operating fund is instructional support initiatives, such as increasing the number of "smart" classrooms, enhancing IT Help Desk services, and investing in online course delivery?

Self-Study Report, Evidence Item 5A1-5: CMU has sufficient technology resources to support its operations. CMU has a strong commitment to technology and provides sufficient resources to manage its technology systems and services in support of the University's mission... Funding for IT operations is at an all-time high – more than doubling over the past 10 years – growing steadily from \$2 million in fiscal year 2002-03 to \$4.1 million in fiscal year 2012-13, including technology sustainability funds...

A significant portion of sustainability funding – approximately \$345,000 annually – is used for maintaining classroom and distance learning equipment...

The University has made a substantial investment in state-of-the-art classrooms over the past five years, spending more than \$3 million on instructional technology projects. The number of "smart" classrooms has increased to more than 160, from 113 in 2007, with the most significant accomplishment being the advancement in the quality of campus classroom video presentation systems...

Ongoing department enhancement of Help Desk services has two main objectives: improve customer satisfaction and improve the efficiency of the Help Desk itself... In 2011, Web Help Desk was implemented and has created a sound foundation for accomplishing the help desk's customer satisfaction and efficiency objectives...

In fiscal year 2010-11, the University invested \$200,000 to fund a strategic upgrade of its learning management system (LMS) and cover expenses for the phase out of WebCT. By selecting Desire2Learn's managed hosted service option, Learning Environment was installed in D2L's high-availability data centers, which are staffed for 24/7 support. During this transition, CMU invested in instructional design and technical support time to migrate over 580 courses, training faculty and system administrators, and integrating the new online platform with campus system...

Investment has continued in electronic resources in Tomlinson Library – approximately \$175,000 in fiscal year 2012-13 – for online database subscriptions. Approximately 24 percent of the library's holdings can be accessed electronically and are available across all CMU campuses as well as off-campus locations.

To learn more:

- Click here to [read](#) more of the PDF version of the report.
- Click here to [read](#) the related core-component in the web-version of the report.

Please note that in the Self-Study Report, maroon text indicates the HLC's criteria for accreditation, while CMU's response is in black text, with links to supporting documentation identified by blue text (available only in web-version of the report in MAVzone).