

# Graduate Student Handbook

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**ETC** *global*  
Carnegie Mellon.

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## **Introduction**

The Entertainment Technology Center (ETC) of Carnegie Mellon is built upon three foundational pillars: 1) academics; 2) research and innovation; and 3) entrepreneurialism. The former is manifest in the two-year Master of Entertainment Technology (M.E.T.) degree program conferred jointly by the university's College of Fine Arts (CFA) and School of Computer Science (SCS). Carnegie Mellon is rare among US universities in being able to offer this kind of degree, as we possess both top-quality fine arts programs as well as premiere programs in technologies such as computer science, electrical and computer engineering, and robotics. This allows the entire university to serve as a global resource for ETC students.

Research and innovation, which sometimes occurs in conjunction with corporate partners, involves the development of new processes, tools, and other creations which advance the frontier of what is currently possible in entertainment technology, broadly defined. Entrepreneurial initiatives within the ETC aim at connecting students with the Donald. H. Jones Entrepreneurial Center within the Tepper School of Business, where ETC students may take classes, in how to establish their own high technology company. In addition, there are frequent visits by officials from the Carnegie Mellon University's Center for Technology Transfer who are well versed with every aspect of the entrepreneurial process.

The "high concept" behind both the Center and the Masters program is the principle of having technologists and fine artists work together on projects to produce artifacts that are intended to entertain, inform, inspire, or otherwise affect an audience/guest/player/participant. The master's degree is focused on project courses because the larger challenge we face in authoring new media is bringing together different disciplines. The Master of Entertainment Technology degree program is driven by trying to do this as effectively as possible.

We do not intend to take artists and turn them into engineers, nor vice-versa. While some students will be able to achieve mastery in both areas, it is not our intention to have students master "the other side." Instead, we intend for a typical student in this program to enter with mastery/training in a specific area and spend his or her two years at Carnegie Mellon learning the vocabulary, values, and working patterns of the other culture. This learning will be evidenced by their ability to work effectively with those who are expert in it. This is similar to, say, computational biology where the idea is not to turn computer scientists into biologists, but to learn enough about biology to work effectively with experts in that discipline.

## **ETC Mission Statement**

Providing leadership in education and research that combines technology and fine arts, to create new processes, tools, and vision for storytelling and entertainment.

## **Please Note**

Any policies not explicitly described in this document conform to university policies as defined in the Carnegie Mellon Graduate Student Handbook (including policies on cheating, plagiarism, and graduate academic disciplinary actions.)

## **ETC Contacts**

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A full listing of ETC faculty and staff can be found on the website: <http://etc.cmu.edu/Global/faculty/>

## **Enrollment**

### ***Registration Procedures***

Registration is handled through the university's On-Line Registration (OLR) system on the HUB website. Students are responsible for enrolling themselves in required courses and electives.

The first step in the registration process is to review the appropriate ETC curriculum in the back of this handbook. If there is room for an elective in the semester for which the student wishes to register, she or he must confer with the Director of Student Services to determine an appropriate course. The Director of Student Services will grant exceptions to the curriculum only after consultation with the Directors.

Once students have decided on a course schedule, they can then access the OLR system, using any computer, by visiting the website at <http://www.cmu.edu/hub>.

### ***Full Time Status***

A student's schedule is considered over-loaded when it exceeds 50 units per semester. Students must receive approval for a course over-load from the specific ETC campus Program Director.

### ***Qualifying Examinations and Masters Thesis***

There are no qualifying examinations or masters theses required for the MET degree.

## ***Financial Support***

The ETC has traditionally not offered any form of financial support to students. Students interested in learning about outside sources of aid may want to visit the Fellowship Resource Advising Center in 429 Warner Hall or search their website at <http://osf.studentaffairs.cmu.edu/home.htm>.

In recent years, however, a special fund has been established through the generosity of Electronic Arts targeted specifically for minority candidates of the MET degree program. The amount of this award covers only a small portion of tuition, but it is a scholarship nevertheless.

In 2006, Microsoft also established a minority scholarship program within the ETC. Four awards in the amount of \$10,000 each were established and distributed. Discussions with Microsoft are underway to consider and possibly expand this scholarship program. As soon as that occurs this information will be added to the ETC Student Handbook.

## ***Orientation***

Each fall semester the ETC provides an orientation session for new students in the week prior to the start of classes and then an update orientation for 2<sup>nd</sup> year students during the 1<sup>st</sup> week of the fall semester.

## **Curriculum and Graduation Requirements**

Because the ETC has a tight chronological and very specific curriculum, students may only begin work towards their MET in an “immersion” 1<sup>st</sup> semester. 1<sup>st</sup> semester starts in August in Pittsburgh and in late February/early March in Adelaide. All students have to start with the 1<sup>st</sup> semester curriculum.

## ***Academic Advising***

The ETC is a two-year professional graduate program with limited curriculum choices and no theses. To that end, the role of academic advisor is a limited one. While the Director of Student Services and the individual Program Directors must approve all matters dealing with the academic program, students should feel free to seek academic guidance from any member of the ETC faculty.

The Program Directors should also be considered advisors for non-academic issues as well, and will be able to refer the student to university or community resources whenever necessary.

## ***Curriculum Requirements***

Graduation requirements are listed below. Failure to meet the requirements of each semester will result in the appropriate academic action. Failure to meet the final semester requirements prevents the student from marching in Commencement Ceremonies, and may prevent the student from graduating on time at all. In general, this is a two-year program, requiring enrollment in the equivalent of four full-time semesters. There is an optional summer internship. There is no maximum/minimum number of units required for graduation. However, every student is required to take “only one” elective each semester. On rare occasions, and always under special circumstances, the one elective per semester requirement may be waived by the ETC Program Director.

Since there is project work required each semester; the program cannot be completed in fewer than four semesters of full-time study.

When a course is taken outside the ETC to fulfill a curriculum requirement, the policies and procedures of the instructor, department and school in which the course is taken must be adhered to fully. The grade assigned by the course professor shall stand.

While the ETC curriculum is subject to change, the curriculum in effect at the time of a student's matriculation will be the one that dictates his or her graduation requirements. Exception to this policy will be at the discretion of the Program Directors with ultimate recourse to the ETC Executive Producer.

## ***Graduation Requirements***

It is ultimately the responsibility of the students to ensure that all courses necessary for graduation have been successfully completed. Faculty and staff are available to assist students, and the Director of Student Services will attempt to advise students individually each semester, but only the student can be held responsible for her or his failure to complete graduation requirements.

In order to graduate from the ETC, a student must complete four full semesters of study. Note: the summer break (at any of the campuses or hemispheres) does not count as a semester.

<b>Curriculum</b>		
Semester 1	Fundamentals of the ETC	9 units
	Improvisational Acting	12 units
	Visual Storytelling	12 units
	Building Virtual Worlds	24 units
		<hr/> 57 units
Semester 2	Interdisciplinary Project II	36 units
	One Elective as discussed with the Director of Student Services	12 units
		<hr/> 48 units
Semester 3	Interdisciplinary Project II	36 units
	One Elective as discussed with the Director of Student Services	12 units
		<hr/> 48 units
Semester 4	Interdisciplinary Project III	36 units
	One Elective as discussed with the Director of Student Services	12 units
		<hr/> 48 units

## **Grades**

The ETC has adopted a policy to give letter grades for all courses. Grades are available online, and will be mailed to students at the end of each semester. Graduate students at Carnegie Mellon are graded on a letter grade system, optionally augmented by a plus or minus as appropriate. The letter grades at the ETC are representative of the following:

- A – Excellent work that exceed expectations
- B – Acceptable work for an ETC student
- C – Unacceptable work for an ETC student
- F – Egregiously unacceptable work

## **Minimum grades and QPAs**

The minimum acceptable grade in a core course (which includes "Fundamentals of the Entertainment Technology Center," "Improvisational Acting," "Building Virtual Worlds," "Visual Storytelling" and all project courses) is a B, the minimum acceptable grade on other courses is a C. If a grade of B- or lower is earned for a core course, the student will immediately be placed on academic probation until that course is successfully re-taken and passed with a B or better. A student who earns a B- or lower on more than one core/project course (even if the multiple courses all occur within their first semester) must petition to remain in the program. Students may be suspended from the program for a minimum of one year, and would then have to petition for reinstatement into the program. It is not possible to take more than one project course (for this definition, "Building Virtual Worlds" is considered a project course) in a given semester, so retaking the project course (or "Building Virtual Worlds") will require staying more than four semesters in the program. Note that students who enter the program having taken "Building Virtual Worlds" before they come to the ETC are required to take the BVW course again in order to obtain their degree. The ETC requires a B average for the first semester because mastering these core classes is essential for successfully entering the semester-long project courses. For non-core courses, if a grade of C- or lower is earned, that course cannot be counted towards the degree; the student must either retake the course and earn a C or better, or take another course in its place. Additionally, all students must maintain a QPA of 3.0 or above to remain in good academic standing in the program.

## **Critique**

Throughout the course of a student's study, the ETC provides both project and personal critiques of academic work. This is a process of critical thinking and constructive criticism aimed to offer both positive and negative feedback in an insightful and supportive context.

During critiques, faculty will focus on the positive aspects of the work as well as comment on what improvements could be made and why. Critique of a project focuses on the work and not on the students involved. Critique of students focuses on their performance and not on them as persons.

As recipients of critique, students are encouraged to focus on the constructive elements of the feedback with an open attitude. Critiques are opportunities to learn and understand how to best improve your performance and your work.

## ***Semester Performance Review***

The ETC evaluates students above and beyond the normal grading procedures. After the first Immersion semester, the faculty meets as a whole to review each student's overall performance for the past semester. This assessment is led by faculty members who teach the core Immersion courses, but all faculty participate.

This is not a grading evaluation, but is instead a performance review used to assess the wellbeing of the student during their first semester at the ETC. The overall goal of this assessment is to identify any individuals who may need additional advising in terms of how to best succeed in their studies.

This process is then repeated at the end of the second semester. Students whose performance is determined to be wanting in both the first and second semesters will have to meet with the Program Director to decide if they should continue studying at the ETC.

This individual assessment is not directly related solely to a student's grades, though it could be. It is possible however that a student could pass his or her courses or projects, but still be assessed as needing advising.

This performance assessment is a subjective process based on the faculty's shared perceptions of a student's performance. It is meant to provide students with essential feedback and to provide an opportunity for improvement. This supportive process is intended to help students succeed at the ETC.

## ***Incompletes***

The ETC does not grant incompletes. The only exceptions are for instances when serious extenuating circumstances prevent a student from completing assigned work for a class. These circumstances include but are not limited to personal illness (physical or mental), family distress, or some other major obstacle to successful completion of coursework. An incomplete grade is granted exclusively at the discretion of the course instructor. Once the decision has been made to grant a grade of incomplete, it is the student's responsibility to arrange a deadline for work completion with the instructor. University policy dictates that any incomplete grade will automatically be changed to an failing grade by the end of the following semester if the coursework is not completed.

## ***Leave of Absence***

A student who withdraws or takes a leave of absence from the university at any time, up to and including the last day of classes and excluding the final examination period, does so with the understanding that no grades will be recorded for that semester. In some cases the student's department or school may choose to state the time at which or the conditions under which the student may be permitted to return. Withdrawal or voluntary leave of absence requires that a student file a Withdrawal/Leave of Absence form with the HUB, after securing the appropriate signature approvals. Return from withdrawal or voluntary leave of absence requires department or school approval through a Request for Return from Leave of Absence form

ETC students should keep in mind the following if they are considering a withdrawal/leave of absence:

- Our curriculum focus on teamwork is such that it difficult for students to take more than two semesters away from the department.
- Students are encouraged to take a leave of absence if they feel they need to take a break from the intense educational experiences during their graduate studies.

- Students in good standing in all courses, and on no academic action when taking the leave, will be reinstated into the ETC at the level they were about to take upon requesting the leave.
- Students in poor standing or on academic action who request a leave will be required to re-interview when the leave is up before being permitted to re-enter the school.
- Students who, due to illness or personal problems, take a leave of absence during the semester will be discussed on an individual basis. If the amount of time absent affects academic performance, a student may be asked to repeat the incomplete semester's study. If their academic progress remains excellent, a student will allowed to return and complete the semester.

## **ETC Academic Policies**

### ***Attendance and Tardiness***

The program will require attendance at various seminars, meetings, lectures, presentations, and demonstrations. These events will be announced in advance as mandatory meetings. Exceptions to this policy are at the sole discretion of the Program Directors. Punctuality is expected. If you must be late or absent for any reason, please contact the Program Directors in advance to discuss your personal situation, and a reasonable solution will be discussed. *After two unexcused absences, each additional unexcused absence will reduce the student's grade in that semester's project course by 1/3 of a letter grade.*

Note: all individual courses have their own attendance policies that will be stated in their syllabi.

### ***Independent Study***

#### *For ETC students*

Independent study is available for students who are in good academic standing. Independent study allows the student, with the support of faculty, to develop a self-generated project or body of work outside the classroom or project course setting. In order to register for an independent study, the student must first propose their idea to the directors, then find a faculty member (who does not have to be from our department) who agrees to oversee their project, and finally fill out the appropriate paperwork available from the Director of Student Services.

#### *For non-ETC students*

Students outside the department will sometimes have an opportunity to become supporting team members of an ETC project by registering for ETC independent study units. At the beginning of each semester, the ETC may hold an "open call" for interested students, where the projects for the current semester will be explained. Students will then have an opportunity to "audition" for the project team-members and/or faculty advisor (auditioning includes but is not limited to: sharing or creating code samples, writing samples, portfolio excerpts, etc.) Students selected to become an supporting project team-member will be asked to sign an agreement detailing what their contributions will be to the project, and describing grading criteria. See an example agreement at the end of this document.

## ***Field Research***

The ETC has found that among the most important steps in the educational process are hands-on learning, interacting with industry professionals, and behind-the-scenes tours. Experiences that cannot be read about.

To that end, ETC students and project teams spend time in the program traveling locally and nationally to visit entertainment venues, attend conferences and trade shows, and to take workshops. Our students attend plays, gallery exhibits and conferences, and visit relevant companies, venues and clients in the greater Pittsburgh area, as well as traveling outside the local area during the academic year.

Our visits usually include behind-the-scenes access for our students. ETC first year students participate in extended field trips for an insider's look at the entertainment industry. It's this access that makes our program unique.

NOTE: All field research experiences must be approved by the Project Team ETC faculty advisor(s), the Program Director, and the Executive Producer. Field research is not an entitlement but an important educational opportunity.

## ***Outside Work***

Due to the time commitment necessary to complete the program, we do not allow students to work outside the department for more than 10 hours per week. If outside employment of more than 10 hours per week is desired, the student must obtain written permission from the Program Director. Outside employment of any kind does not constitute an excused absence from ETC classes, or from the completion of any project assignments.

## ***Intellectual Property***

The Intellectual Property rights of Carnegie Mellon University as it relates to coursework is very straightforward: students own all work created for a registered CMU course for which tuition has been paid and no internal or external sponsored research funds are used.

As coursework, however, the fruits of this labor can be shown publicly via presentations, demonstrations, and on websites of the CMU Entertainment Technology Center without the written permission of the student. In certain instances, however, companies will want ETC students to work on and/or review software or other products under NDAs or some other agreement. These are defined below:

### *Non-Disclosure Agreement (NDA)*

NDAs are Non-Disclosure Agreements. They are designed to safeguard the intellectual property of a company by having individuals sign a legally binding document wherein the individual agrees not to disclose what he or she has seen, observed, or worked on, to a competing company. The intent of the NDA in fact, is to essentially swear the individual to secrecy, though they are entered into in good faith. It is very rare that the legal impact of NDAs is an issue unless an individual willfully violates the terms of the NDA and intends to compromise the competitive advantage of one company by divulging secrets to a competitor. That said, companies requiring NDAs take the exercise seriously. We have had significant friction generated between companies and students over perceived violation of NDA principles.

## *Grant of Rights and Licenses Student Form*

Instances will arise wherein ETC students are given the opportunity to work with dynamic, potentially revolutionary software which may indeed have a tremendous impact on the entertainment industry. The benefit here is in students being able to work on the next generation of entertainment technology, in having a company become familiar with your talent, dedication, and work ethic for the purposes of offering you a summer internship and/or employment, and for enhanced resume and portfolio purposes.

It is often the case that even in instances where a *Grant of Rights and Licenses Student Form* are signed, the student is able to reference the work done and often include a demonstration of the work for the purpose of portfolio review.

## ***Internships and Co-ops***

In the intervening summer between the two years of academic training, the ETC strongly encourages students to obtain an internship (paid or unpaid). We find that students who obtain an internship not only have a valuable learning experience, but also have improved chances for success after they graduate.

Students on an internship will receive CPT (curricular practical training) credit for their internship. While the faculty of the ETC will assist students in their efforts to obtain a summer internship, and while we may create standing relationships with some companies to place summer interns, obtaining an internship is the responsibility of the student. The Director of Career Services and/or the Program Director or Executive Producer will contact the student's internship supervisor 2 times during the summer. The supervisor will evaluate the student's performance at each of these discussions.

Students who obtain a summer internship may, in some cases, wish to extend their stay through an additional semester of ETC study at that company. This "extended internship," or co-op, requires the permission of the Executive Producer and the specific ETC campus Program Director. During the semester, the student will be considered a full-time, registered Carnegie Mellon student, and pays full tuition. A contact person at the company must agree to act as the local representative to the ETC faculty, and the representative, the student, and the ETC Program Directors must establish what activities the student will participate in during the co-op (during which time the student may be paid by the company, as well). The student must be able to discuss his or her work with the ETC faculty and community. When co-op permission is granted, it is customary (but not guaranteed) the student will have the elective course requirement waived.

Students on co-op will be assigned a faculty advisor. The faculty member will contact the student's supervisor to set expectations for the co-op. The supervisor will evaluate the student's performance three times during the semester. Students are also required to send regular emails to the faculty advisor, and at the end of the semester, students are required to turn in a final report that summarizes their experience.

Students are able to pursue co-ops at the start of their 2nd year of study with the ETC. Due to the team nature of project courses, students are required to make the decision to go on a co-op prior to the start of the semester. Co-ops must be accepted and reported to the ETC Executive Producer no later than four weeks before the commencement of classes. This is necessary to allow ample time for an alternative course of action to be undertaken for affected project teams.

Students who select a co-op offer after this date will need to consider an official Leave-of-Absence for the semester.

There may be co-op offers that arise during a semester. In general, this is not allowed and companies will be advised to have the students start after the semester ends.

Furthermore, all student-pitched projects are subject to cancellation if a member of the original student pitch team abandons the project for a co-op after the project has been selected for inclusion in the semester listing.

Students can also apply to co-op to work on starting their own company. To do this, though, they must supply a detailed educational and business plan to the ETC Executive Producer. They will need to identify a business mentor who will guide them through this complicated exercise. If approved, they will then need to spend the semester working on their company and with their mentor with the ultimate goal being submission of a business plan at the end of the semester.

### ***Publishing Papers***

Although the ETC is more about "making things" than about "publishing papers," for some projects, publication is an appropriate way to share lessons learned with our colleagues. Publication can leave an archival record of your work that can live much longer than the project artifact itself. Since publication is a process where experience matters, ETC students should work closely with their faculty advisors when publishing. One model for authorship is that if an individual student takes on the bulk of the work of writing the paper, he/she should be the first author listed. Based on the traditional convention, it is customary for the faculty advisor(s) to be listed last (this is sometimes known in academic culture as "senior author"), unless the faculty advisor actually writes the paper. Barring unusual circumstances, all other students members on a project should be listed as authors on an ETC produced paper, in alphabetical order, to reflect their contribution to the project.

All ETC project teams will be required to write post-mortems as part of their archival materials. ETC Press will publish a collection of all the post-mortems each academic year.

## **ETC Project and Group Policies**

### ***Professional Standards***

As a member of the ETC, and as a member of a project group, you should consider yourself a professional representing our department, our school, and yourself. Please behave as a professional, especially when meeting with clients. For client meetings and when making departmental presentations, business casual dress is expected. Please feel free to ask the faculty to define business casual if you are unsure what this means. Always remember that punctuality is essential.

### ***ETC Project Course Structure***

The central part of the ETC curriculum is the project course. In this course, students are in small, interdisciplinary teams, creating artifacts under direct faculty supervision. An artifact may be a web site, a piece of software, a piece of hardware, a design document, or a number of other things. Artifacts are typically intended to be prototypes, not production models. Each project team, working with their faculty member, must design what they are going to create, the mechanisms by which they will create it, and then actually create it.

ETC Projects occur in 3 ways:

- 1) Client Sponsored – in which a group external to the ETC supports a project on which an ETC team will work
- 2) ETC Research – in which a faculty member has a research interest on which an ETC team can work
- 3) Student Pitch – in which a group of students go through the ETC pitch process and get their project approved

In order to make the structure of the project course as explicit as possible, here is a brief description of the mechanics of the project course. The structure is intended to balance several issues:

- 1) The creation of an environment where all students can receive individual guidance and feedback on how they are doing, in the context of a group project where the group succeeding is a paramount value.
- 2) The focus on process (learning how to work effectively) vs. product (successfully creating an artifact/prototype)

*Project Course Mechanics:*

The ETC project course taught is by the ETC faculty. Each faculty member is responsible for one or more student teams. The Executive Producer, in consultation with the Program Directors and faculty, define the projects and form the project teams.

In the project course, a student's course grade consists of 1/2 "product grade" (i.e. "how good is what you made?"), and 1/2 "process grade" (i.e. "how good was the process by which you worked to make it?"). Barring unusual circumstances, each member of a team shares the same product grade.

The process grade is intended to be a reflection of your individual work within the project as determined by your faculty advisor(s). The first 3rd and middle 3rd process grades are delivered via in-person meetings with your faculty advisors. These meetings are an opportunity for you to discuss your progress within the project and receive personal feedback that you are unlikely to receive once you leave the academic world. This highly personalized and honest feedback is one of the program's distinct offerings.

The product grades occur at the mid-semester presentation and the end of semester presentation. In both cases, faculty will grade the team on the presentation as well as their product. Teams will also be graded for their project archives at the end of the semester.

While the “product” grades are typically identical for all group members, students should be prepared for potentially large variations in the individual “process” grades, just as you would expect large variations in individual grades in a more traditional course.

For many students, this kind of project course may be a new experience; so please feel free to ask questions of your faculty member, any other ETC faculty members, the Program Director, or the Executive Producer, at any time. Our goal is to help all the ETC students learn how to do this kind of interdisciplinary work effectively and professionally.

## ***Project Purchasing***

ETC projects will periodically need additional software, props, and other material requiring purchase from outside companies ranging from standard retail outlets to online vendors. Still, the presumption is that ETC projects do not have intrinsic budgets, but rather the needs of the project will drive and justify the purchase of goods and services. As a general rule of thumb, requests that are made with reasonable lead time, and requests for equipment that is likely to also be useful in other current or future ETC projects, are mostly likely to be approved.

A request to purchase goods and/or services for an ETC project should be made directly through the Faculty Advisor of the specified ETC Project. If there is a serious time constraint involved, petition can be made directly to the Program Directors. All purchase requests for ETC project course material must check with the Administrative Coordinator to see if the ETC already has the item(s), and all requests must be authorized by the Program Directors through written confirmation.

When purchasing items for official school use, it is requisite that students get a Not-for-Profit Tax Exempt form or number obtained for them from the Administrative Coordinator; otherwise vendors will charge you Pennsylvania sales tax. If you fail to identify the purchase as being for Carnegie Mellon, a tax-exempt institution, and tax is added to the overall purchase price, the university will not reimburse the tax and you may be held accountable for it.

## ***Project Servers***

Some projects require a server for their development (these are non -production servers for a project, see the Server section below for more information). Teams need to have their faculty advisors approve requests for a server. The Technical Coordinator will then create a queue of these requests on a first-come, first-serve basis. Please note that all ETC project server needs are secondary to ETC production servers. Furthermore, once a project concludes, any servers created for it will be retired. This ties up scarce ETC resources and creates an entitlement mentality with regards to server maintenance that is completely unjustified.

This type of server is provided with continuous power with UPS, continuous network connectivity, hardware support, and rack space. Everything else (OS stability maintenance, OS security maintenance, application stability maintenance, application security maintenance, backup, recovery, bandwidth monitoring, & account creation/access) will be the responsibility of the project team.

The above can only be guaranteed if the Technical Coordinator has physical access to the server machine, which means the project team won't.

## **ETC Communication Policies**

### ***Email Policy***

The culture of the ETC relies heavily on email and mailing list communication. Official communications are often made only through email.

**You are required to check your email at least once every 24-hours. 24-hours after an email is sent, you are responsible for having read and understood it (including weekends). Forwarding problems and spam filtering false-positives cannot be used as excuses.**

## ***Mailing Lists***

There are many mailing lists used by the ETC, including ones for each class of students, faculty and staff, each BVW team, each class taught, and each project. Some lists are mandatory; others are optional. For a complete listing of the lists and description of how they are nested and used, look here:

<http://etc.cmu.edu/computing/lists>

## ***Mailboxes***

Students have individual mailboxes in the fifth floor ETC mailroom for professional use. These mailboxes should not be used for personal mail. Please check mailboxes daily. If you would like to have something mailed or delivered to this address, please be sure to use the complete address: **Your Name, Entertainment Technology Center, Carnegie Mellon University, 700 Technology Drive, Pittsburgh, Pennsylvania, 15219**. Also make sure the Administrative Coordinator has a phone number with which to notify you of incoming Fed Ex, UPS, Priority Mail, or other overnight package deliveries that may be delivered. The department will empty mailboxes at the end of each semester.

## ***Telephones***

There are telephones in the project rooms. These phones are for professional use, and call records are kept. There is no voice mail service on any of these phones. When pertaining to ETC projects or business, long distance phone calls or faxes may be made by arrangement with the Administrative Coordinator. ETC students are encouraged to get cell phones, as they are often very handy for keeping in contact.

## **Department Resources**

### ***Computers***

The computing environment at the ETC is unique and its design is always being re-evaluated based on the needs of the ever-changing industry in which we train our students to thrive.

All of the policies and guidelines set forth by the Computing Services group at Carnegie Mellon apply here at the ETC. In addition to those rules, the ETC has its own policies and guidelines, none of which supersede Computing Services', however. Please refer to the following URL for Computing Services' policies and guidelines: <http://cmu.edu/computing/guideline>. Students are responsible for following the policies and guidelines of the ETC and Carnegie Mellon.

Each student will be assigned a computer with desktop software for their coursework, which will reside in the bullpen for the first semester. The computer belongs to the ETC, but will be considered the student's personal space during the duration of their stay here, subject to all university policies governing the use of computer equipment. Proper use of the desktop computer is the student's responsibility. For more detailed information on the levels of desktop support, visit: <http://etc.cmu.edu/computing/>

## ***Printing***

There are several communal network printers located throughout the building. In general, use of the printers should be for project and academic needs only. For a list of the shared printers, their locations, capabilities and restrictions, look here: <http://etc.cmu.edu/computing/printing>

## ***Servers***

There are four types of servers at the ETC:

- 1) Computing infrastructure servers
- 2) Production servers for projects
- 3) Non-production servers for projects
- 4) Non-supported servers

For a list of ETC servers and their services, look here: <http://etc.cmu.edu/computing/servers>

## ***ETC Equipment and Check Out***

The ETC has a number of items available to be loaned to students, faculty, and staff. These items include, but are not limited to; Wacom drawing tablets, portable hard drives, video games, video game systems, books, movies, laptops, projectors, microphones, cameras, and more. If available, these items can be signed out at any time during a semester. Rules and restrictions apply to all checkout items. For more information visit: <http://etc.cmu.edu/checkout>

### **The Equipment Database and Loan System webpage**

Using this website, one can view all the items for loan, their current availability and the ETC rules for checkout. In addition, one can view what he or she has on loan currently and its overdue status, if any. The webpage is: <http://etc.cmu.edu/checkout>

## ***Lockers***

Students will have a carrel in the bullpen for their first semester. Every carrel has a locker area above the desk. Students can get the key to their locker from the Administrative Coordinator. The department will clean out the lockers at the end of the first semester, unless prior arrangements are made with the Administrative Coordinator.

## **ETC Facility Policies**

### ***Facility hours***

The ETC is open to ETC students, staff and faculty 24 hours.

### ***Facility rooms***

Trash and recyclables are to be thrown out in the proper receptacles. There are two types of recycling receptacles; for paper, and for aluminum, glass and plastic. CMU is the 'greenest university' in America and we want to keep it that way and, in fact, make it better. Recycling therefore is something we take very seriously. Recycling, though, takes effort and individual responsibility. We need everyone in the ETC to police this policy. If you see the need for a recycling container in a designated ETC areas please let us know.

No personal items are to be kept beside computers or on tables in the fifth floor computer lab. Students are not allowed to attempt to “establish ownership” of the public terminals or work areas. Personal items must be kept in a project room or a locker, or they may get thrown out.

There are public refrigerators in the kitchen area on each floor and one in the Student Lounge on the fifth floor. Students are responsible for helping keep the kitchen areas clean.

No ETC room is to be used by any person or group not affiliated with the ETC unless the Directors approve such use in advance.

## **Keys**

The Administrative Coordinator will assign keys. Every student will receive the general ETC key, and project room keys will be assigned by semester according to need. Keys must be signed out and in, and loss of a key will result in a \$25 charge placed against your account. If the general key is lost and the entire space must be re-keyed, the ETC reserves the right to charge the student for the modifications. The ETC is not responsible for the loss of anything of value that may be left unattended in the project rooms or lockers. However, please consider using your locker and locking your project room, as this will ensure a little extra security measure on your part.

All common ETC areas (the mailroom, library, lounge, etc) have combination locks and security cameras. The combinations will be changed each semester for security of these areas.

## **Meeting Rooms**

Students need to reserve meetings rooms in advance in order to use them. The Fifth Floor Conference Room and Library need to be reserved with the Administrative Coordinator. All other rooms in the PTC need to be reserved with the PTC Receptionist.

## **Project Rooms**

Each project group will be assigned a project room. During the course of a semester, the project members may arrange furniture and equipment to meet the needs of the project. Items are permitted be taped to the wall and/or tacked to the board. No permanent changes may be made to the space however without the permission of the Executive Producer and Program Director.

## **University Resources**

*Please refer to the Carnegie Mellon Graduate Student Handbook for information on the following topics:*

Computer clusters  
Libraries  
Health services  
Childcare  
Dining  
Career services  
Academic support

Parking  
Security  
Transportation (shuttle, escort, safe-walk)  
Post office  
GSA



## Student Acknowledgement

The ETC Student Handbook has been prepared for your information and understanding of the policies, philosophies and practices of the Entertainment Technology Center at Carnegie Mellon University. Please read it carefully. Upon completion of your review of the handbook, sign the statement below, and return it to the Program Director by the due date. A copy of this acknowledgment appears at the back of the handbook for your records.

By signing, you are stating that you have read a copy of the ETC Student Handbook and that you acknowledge, understand, accept and agree to comply with the information contained therein.

You understand this handbook is not intended to cover every situation that may arise during your course of study, but is simply a general guide to the goals, policies, practices, and expectations of the ETC. You understand that the ETC Student Handbook is not a contract and should not be deemed as such.

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(Student Signature)

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(Date)

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(Printed Name)

Please return by: The Friday of the First Week of School.

Entertainment Technology Center  
Carnegie Mellon University  
700 Pittsburgh Technology Center  
Pittsburgh, Pennsylvania 15219  
(412) 268-5791  
Fax: (412) 268-4988  
[www.etc.cmu.edu](http://www.etc.cmu.edu)