FRANKLIN UNIVERSITY LEARNING COMMONS

FALL 2019 REPORT

LEARNING COMMONS | Library · Tutoring · Testing

OVERVIEW & WHO WE ARE

This report is a highlight of some projects, work we do with our stakeholders, and an overview of our services.

The Learning Commons has five areas of focus for its academic support, testing, and library services at Franklin University. Goals fall under each of these five categories, and are set according to effort and impact for each trimester.

- Expanding services and resources
- Assessment
- Policies and Procedures
- Physical Space
- Technology

COMMITTED TO STUDENT SUCCESS

The Learning Commons provides services and resources that empower students, faculty, staff and community. We interact with every single student through one or all of our services during their time at Franklin. We create independent lifelong learners by facilitating access to quality research collections, outstanding service and excellent user education.

We advocate on behalf of students to maintain a pleasant physical space for learning and scholarly activities; and manage and provide seamless access to:

- Academic support services
- Testing services
- Print and electronic scholarly resources
- Research services

BREAKDOWN OF SERVICES
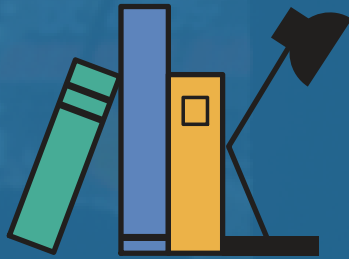
LIBRARY

- Databases and journals
- Research projects & coaching
- e-Textbooks
- Liaison support
- Copyright guidance
- Research guides
- Video tutorials

ACADEMIC SUPPORT

- On campus tutoring
- Online tutoring
- Online writing review
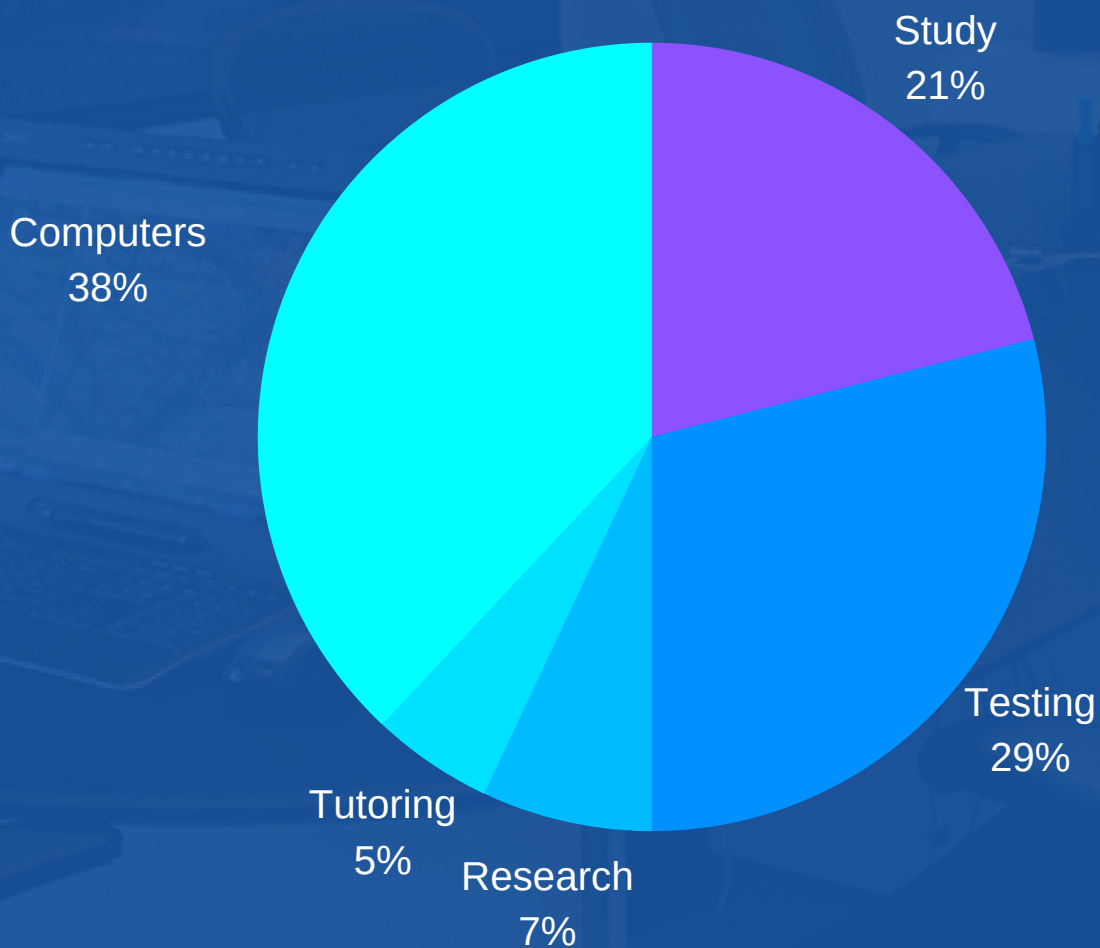- Workshops
- Structured learning assistance

TESTING CENTER

- Placement testing
- Proctored class tests
- Build & create class assessments
- Proficiency exams
- Community proctoring
- External testing contracts
- Revenue generating

WE INTERACT WITH *EVERY* STUDENT

Study
21%

Computers
38%

Testing
29%

Tutoring
5%

Research
7%

Students visit the Learning Commons daily to use our services.

FAST FACTS

$197k

Students saved nearly $200,000 FA19 with the Library eText Program, which provides their eBooks at no cost to the student.

99%

The majority of students who utilize tutoring services agree that our CRLA-certified tutors are extremely knowledgeable in their subjects.

32k+

During the Fall 2019 semester, a large number of students, faculty, staff and the public visited the Learning Commons for a variety of services.

28k+

The library website was visited by over twenty-eight thousand individuals to use our online resources and services.

PROJECT HIGHLIGHTS

URBANA LEARNING COMMONS

Merged library, tutoring and testing services to create the Urbana University Learning Commons.

- Student traffic tripled for an average of 1,733 students per month.
- Utilization of tutoring services increased by about 300% when compared to last academic year.
  - Introduced an appointment-based model, resulting in a cost savings of over $25,000 as tutors only worked hours booked, ensuring that students have access to tutoring in relevant subjects.

"I CAN'T SAY ENOUGH GOOD ABOUT THE TUTORING SERVICES THAT YOU PROVIDE. IT HAS ALWAYS BEEN TOP NOTCH! THANK YOU!"
-TUTORING SURVEY FEEDBACK

Previously, all testing was performed *ad hoc* by multiple departments and individuals.

- This year, 124 testing appointments were booked using a new online booking tool.
  - This tool provides students access to 619 bookable hours.
- A library staff member as been trained as a test proctor to maintain best practices in paper based testing.

ADDITIONAL HIGHLIGHTS

LIBRARY E-TEXTBOOKS ADOPTED IN COURSES

- 85 courses use library e-textbooks as the main textbook.

- 1,756 students are enrolled in those courses

- 2,459 book purchases are saved by using library e-textbooks.

TESTING CENTER

- 1,047 students tested in the downtown Columbus location.

- Proctored 1,100 exams for our external, community testers generating **$19,500** in revenue

- 168 proctored course exams supported

- Over a dozen new tests added focusing on healthcare technician certifications, logistics, and maintenance.

UTILIZATION OF TUTORING

- 861 Online Writing Review submissions (**14% increase** from Fall 2018)

- 702 tutoring appointments (**8% increase** from Fall 2108 despite a reduction in available appointment times)

"I AM COMPLETELY IMPRESSED WITH EVERYONE THAT I'VE MET AT OUR LIBRARY. THEY ARE ALL VERY HELPFUL, ENGAGED, AND INTELLIGENT. THANK YOU ALL FOR EVERYTHING THAT YOU DO TO HELP US AS STUDENTS."
-RESEARCH COACHING FEEDBACK

TUTORING & WORKSHOP SUCCESS

Did Not Pass Their
Course
20%
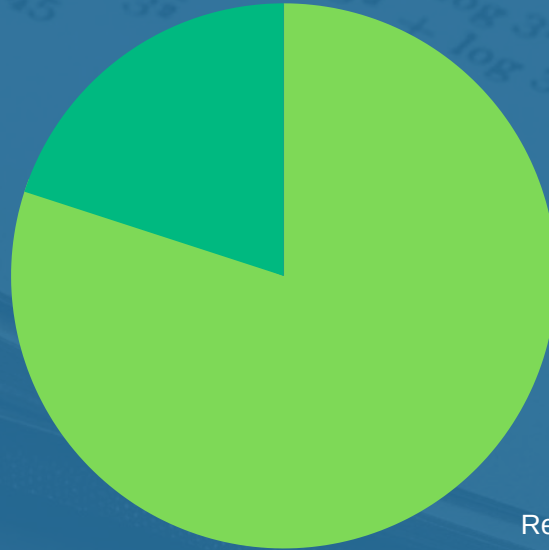
Received a Passing
Grade
80%

The majority of students who utilized tutoring services at Urbana University received a passing grade or better during the Fall 2019 term.

⭐ **100%** of students who participated in a test review workshop would recommend the workshop to other Franklin students.

⭐ **96%** of students who participated in tutoring would recommend tutoring to other Franklin students.

⭐ **85%** of students who participated in tutoring said tutoring improved their confidence level in their course.

⭐ **100%** who participated in tutoring stated their tutoring experience was positive.

ACCOLADES

PRAISE FOR ELISHA TEAGUE

"THANK YOU SO MUCH! THIS IS ONE OF THE BEST CUSTOMER SERVICE EXPERIENCES I'VE HAD RECENTLY. YOUR PROMPT RESPONSE TO MY REQUEST REALLY MADE MY DAY."

PRAISE FOR KAREN CAPUTO

"JUST WANTED TO GIVE A SHOUT OUT TO KAREN CAPUTO FOR HER WORK ON THE SHORT VIDEO SHE CREATED ON HOW TO RESEARCH AN INDUSTRY. DOING INDUSTRY RESEARCH (BEYOND GOOGLE-ING) IS A BIG ISSUE FOR OUR STUDENTS. THIS VIDEO IS A GREAT INTRODUCTION - SIMPLE, NOT INTIMIDATION, AND BRIEF ENOUGH TO ACCOMMODATE A SHORT ATTENTION SPAN."

PRAISE FOR CHRISTINA GETER

"THANK YOU! YOU INSPIRED ME WITH YOUR HIGH QUALITY WORK, IT IS ALWAYS A PLEASURE WORKING WITH YOU."

PRAISE FOR HANNAH GOODRICH

"HANNAH IS GREAT! SHE HAD GREAT IDEAS, AND WAS THERE WHEN I NEEDED HER."

PRAISE FOR MARC JAFFY

"MARC DID AN EXCELLENT JOB SHOWING ME HOW TO NAVIGATE THROUGH REFWORKS AND THE LIBRARY. I'M WAY MORE CONFIDENT IN MY RESEARCH ABILITIES. THANKS!"

PRAISE FOR KRISTI LOBRANO

"I WANT TO RECOGNIZE ACHIEVERS AS THEY HAPPEN. KRISTI LOBRANO IS ONE EXEMPLARY RESOURCE LIBRARIAN THAT IS ALWAYS PROMPT, COURTEOUS AND EFFICIENT ON ANY REQUEST."

PRAISE FOR THE LEARNING COMMONS
"YOUR OFFICE IS THE HEART BEAT OF THIS UNIVERSITY. I HOPE YOU KNOW THAT!"