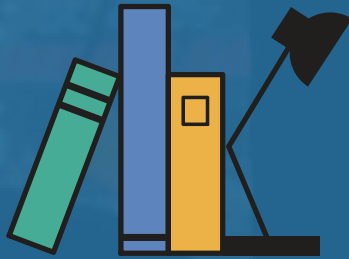# FRANKLIN UNIVERSITY LEARNING COMMONS

FALL 2021 REPORT

LEARNING COMMONS | Library • Tutoring • Testing

BREAKDOWN OF SERVICES

LIBRARY

- Databases and Journals
- Research Projects & Coaching
- e-Textbooks
- Liaison Support
- Copyright Guidance
- Research Guides
- Video Tutorials

ACADEMIC SUPPORT

- Online Tutoring
- Online Writing Review
- Online Workshops
- Structured Learning Assistance

TESTING CENTER

- Placement Testing
- Proctored Class Tests
- Build & Create Class Assessments
- Proficiency Exams
- Community Proctoring
- External Testing Contracts
- Revenue Generating

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Fall 2021 term to improve the student experience, expand services, and support academic programs.

SMARTHINKING OVERFLOW

- The Learning Commons expanded our tutoring overflow options for during FA21. To ensure students' needs are being met, we have partnered with Smarthinking to offer an overflow tutoring option. Students will have the option to request a Smarthinking tutoring appointment if there are no Franklin tutoring appointments available or if they need to schedule a daytime/off-hours appointment. For the fall term, students enrolled in math, accounting and computer science courses had the option to request a Smarthinking appointment.

LIBKEY NOMAD

- The library began a LibKey Nomad trial in FA21. LibKey Nomad automatically provides instant links to full text content for articles subscribed to by the library or unrestricted access alternatives. As students conduct research on the web and find literature via Google, it automatically scans for full text access to scholarly content. This does require installation of a **free plug-in** and selecting Franklin as their home institution. As of SP21, we have moved from a trial to full adoption of this service via OhioLINK.

REPURCHASE REVIEW FOR MISSING BOOKS

- The library team conducted a review of all missing or damaged books. This review consisted of determining whether these books should be replaced and made available in our print collection. Several factors were considered including date of publication, availability via OhioLINK, relevancy to our curriculum, and if the material is a seminal work. We repurchased 15% of the books reviewed.

PROJECT HIGHLIGHTS (CONT.)

NURSING PROFICIENCY TESTING

- Testing worked to coordinate a new option for nursing students by partnering with Nursing, HESI, and ProctorU to implement testing process and procedures for incoming graduate students. Students who have taken previous courses have an opportunity to test their competencies using the HESI Exam in NURS 644 Advanced Pathophysiology; NURS 646 Advanced Physical Assessment; and, NURS 648 Advanced Pharmacology. Students who pass this competency exam can avoid retaking a course.
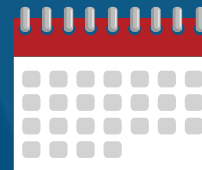
TITLE III GRANT TUTORING COLLABORATION

- In collaboration with the Title III Grant commission, a study analyzing the effects of embedded tutoring in a course showed promising results. We saw that the number of required appointments attended is significantly related to the overall grade. For ENG 101, every required tutoring appointment a student attended resulted in a 3.81-point increase in their grade. We also learned that 6 tutoring appointments per term seems to be the most effective for Franklin students.

PROJECT HIGHLIGHTS (CONT.)

REFERENCE SERVICES DATA DASHBOARD

- In an effort to better understand our reference services impact on students, our Scholarly Communications and Research Librarian compiled multiple datasets in a LibInsights dashboard. We've highlighted some of the data for FA21 below.

In FA21 we spent a total of **3 days, 14 hours, and 35 minutes** using our LiveChat feature answering questions.

With 63 open hours, October was our peak month and Tuesdays were our most popular day. **78%** of questions were asked on week days.
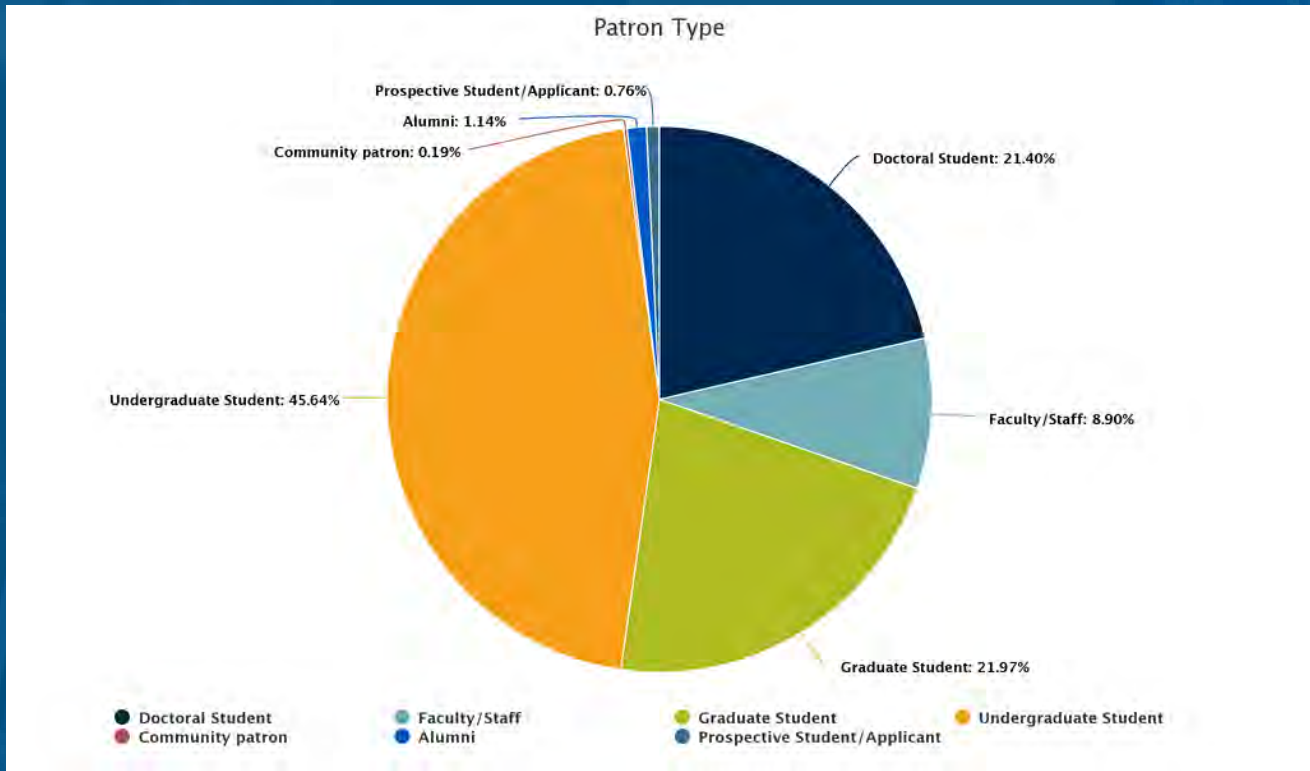
In FA21, we had students in **104** different courses ask for assistance with the bulk of the questions coming from ENG800, PF 321, ENG 220, and MKTG 300.

PF121	DISS9000	COMM150	ACCT341	ENG130	ACCT710	ENG800	MGMT312	HCM300
DISS9100	MGMT845	IDPT645	PF321	MKTG300	ACCT343	COMP101	GRAD888	MHC500
MATH150	HRM701	MCM707	PUAD790	ENG101	MATH040	MGMT707	PUAD725	PUAD701
ENG120	MGMT325	COMP281	MATH280	NURS693	ITEC136	ENG220	ENG205	FINA737
PSYC601	ACCT495	MATH215	ECON210	CJAD340	OSCM450	MTHD820	ACCT725	HCM442
PF108	MGMT875	MGMT711	SOCL335	PSYC495	HUMN240	HCM735	PUAD715	ENTR395
ACCT711	CJAD700	NURS830	CJAD420	ISEC325	HRM495	HCM765	NURS700	PSYC110
HUMN301	DISS9001	PSYC204	EDP400	BSAD200	ECON220	EDUC805	MTHD803	MIS310
ACCT401	COMP501	GRPH317	ISEC610	ACCT729	NURS310	COMP630	ACCT731	MHC503
HRM101	PSYC609	PBRL350	ISEC300	PSYC403	MGMT741	EDUC840	MCH735	HIM300
NURS500	ACCT344	ACCT425	MGMT870	COMM 335	CJAD710	NURS325	MGMT785	RMI310
IDL820	HRM301	CJAD310	ESL122	NURS612				

PROJECT HIGHLIGHTS (CONT.)

REFERENCE SERVICES DATA DASHBOARD (CONT.)

We answer questions from a variety of patrons. This includes UG, GRAD, Doctoral, Faculty/Staff, Alumni, and Prospective Students/Applicants. In FA21, approximately **45%** of questions were from UG Students.

FAST FACTS

$1.8M+

Based on the national average, students have saved over an estimated $1.8 million on textbooks since the library and OER textbook program began in Fall 2018.

23k+

As of Fall 2021, over 23,000 textbook purchases were replaced by library or OER textbooks.

29k+

During the Fall 2021 semester, there were over 29,000 visits to the Learning Commons website.

154k+

Library users have accessed over 154,000 unique titles via online PDFs or web based resources in Fall 2021.

ADDITIONAL HIGHLIGHTS

LIBRARY

- In FA21, 130 courses were using Free via Library etextbooks, with 258 sections using 170 books.

- Approximately 97% of Interlibrary Loan requests were successfully filled in FA21.

- FUSE reached 6,450 total downloads of scholarly content created by Franklin faculty, staff, and students.

TESTING CENTER

- Testing supported 210 class exams, with over 3,000 testing sessions.

- Created 370 placement testing vouchers for incoming new students.

- Over $5,000 revenue generated.

TUTORING

- For FA21, we saw an overall increase of 5% in occupied tutoring hours compared to FA20.

- 15% increase in Smarthinking tutoring sessions compared to FA20.

- 890 papers were reviewed by the Online Writing Review in FA21.

- 603 workshop registrations.

- 207 unique tutoring appointment users.

OUR LIBRARY ROCKS!!!
-RESEARCH COACHING SURVEY

TUTORING & WORKSHOP SUCCESS

⭐ **100%** of students who participated in a skill building Learning Commons workshop would recommend the workshop to other Franklin students.

⭐ **100%** of students who participated in tutoring and completed a survey said tutoring improved their confidence level in their course.

⭐ **92%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.

⭐ **92%** of students who participated in tutoring and completed a survey would recommend tutoring to other Franklin students.

"[TUTOR] WAS EXEMPLARY AND COMPASSIONATE! I THANK YOU FOR HER, SHE'S A BLESSING!"

[TUTOR] WAS PHENOMENAL. I COULDN'T ASK FOR A BETTER TUTOR.
- STUDENT SURVEY FEEDBACK

AT OUR BEST FOR FRANKLIN

PRAISE FOR RESEARCH COACHING

- *"MEGAN WAS VERY KNOWLEDGEABLE ABOUT THE RESOURCES AVAILABLE AND HOW THEY ARE CONNECTED TO EACH OTHER. SHE WAS VERY PATIENT WITH ME AND EXPLAINED IN DETAIL HOW EACH SEARCH FUNCTION WORKS. IT SHOWS THAT SHE IS A SUBJECT MATTER EXPERT IN RESEARCH RESOURCES AVAILABLE AT FRANKLIN UNIVERSITY."*

- *"THE OVERVIEW WAS VERY HELPFUL AS I BEGIN MY RESEARCH JOURNEY. CHRIS WAS PATIENT WITH ME AND ANSWERED MY QUESTIONS."*

- *"PURSING AN MBA LATER IN LIFE IS A BIT INTIMIDATING. I MUST SAY, I WAS CONFUSED REGARDING THE NEW SYSTEMS AND PROCESSES ESPECIALLY WHEN IT CAME TO RESEARCH. KRISTI'S KNOWLEDGE OF THE SYSTEM AND ABILITY TO MAKE ONE FEEL CONFIDENT IN THE PROCESS GAVE ME THE ASSURANCE I NEEDED. KNOWING THAT YOU ARE ONE IN 10,000, HOWEVER, MAKING YOU FEEL AS IF YOU ARE THEIR TOP PRIORITY, IS WHAT FRANKLIN UNIVERSITY DOES BEST. THANKS AGAIN TO KRISTI LOBRANO FOR PURSUING HER PASSION TO MAKE A POSITIVE IMPACT IN THE LIVES OF FRANKLIN UNIVERSITY STUDENTS."*

PRAISE FOR TESTING

- *"CHRISTINA! THANKS FOR ALWAYS BEING SO HELPFUL. WHAT A JOB IT CREATES WHEN A STUDENT DOESN'T SHOW UP FOR A FINAL EXAM! SORRY ABOUT THE EXTRA WORK. THANK YOU FOR PREPPING THE EXAM AND I LOOK FORWARD TO THE EMAIL WITH HIS EXAM ATTACHED SO I CAN COMPLETE THIS PROCESS."*

- *"MY SINCERE THANKS TO BOTH YOU [CHRISTINA] AND ALI FOR YOUR ASSISTANCE WITH THE MFT FOR MY CLASS."*