



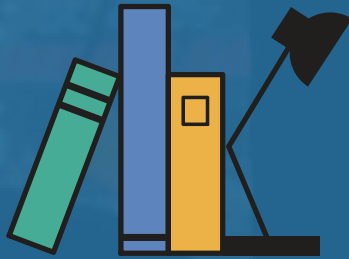
FRANKLIN UNIVERSITY LEARNING COMMONS

FALL 2022 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

FALL 2022 HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Fall 2022 term to improve the student experience, expand services, and support academic programs.

COLLECTION DEVELOPMENT

To maintain a current, relevant, and streamlined print collection that is reflective of Franklin and its offerings, an inventory project was completed that identified any books marked as missing or billed, with a follow up repurchase review project. This ensures that we can repurchase any relevant titles in eBook format to expand equity of access for all of our students.

RESEARCH SERVICES

This quarter saw a record utilization of research coaching services, with 113 hours of the library team working 1:1 with students. 96% of students report in research coaching surveys they feel more confident after a research coaching session with a librarian.

ACADEMIC PUBLISHING AWARDS

Marc Jaffy won the 2022 Practical Academic Librarianship Award for his article, "Weeding Ebooks at an Academic Library". **This annual award** from the Special Libraries Association Academic and Education Community recognizes the best article published in the previous year's volume of the peer-reviewed journal **Practical Academic Librarianship** (PAL). The winning article exemplifies a compelling and original topic, a sound scientific method, sound structure, grammar and composition. The PAL Award selection committee shared that the article was very well-written, timely, and covers an interesting topic very relevant to library work that can serve as a useful model to other libraries.

FAST FACTS



\$3M+

Based on the national average, students have saved over an estimated \$3 million on textbooks since the library and OER textbook program began in Fall 2018.



37k+

As of Fall 2022, 37,790 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



28k+

During the Fall 2022 semester, there were over 28,599 visits to the Learning Commons website.



173k+

Library users accessed over 173,000 unique titles via online PDFs or web based resources in Fall 2022.

REFERENCE DATA HIGHLIGHTS

REFERENCE SERVICES DATA DASHBOARD

In an effort to better understand our reference services impact on students, we regularly collect reference data. We've highlighted a few areas below.



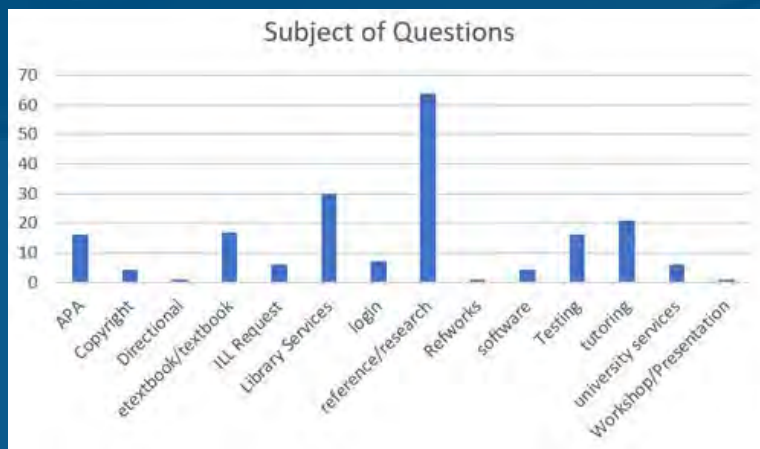
We receive questions in a variety of formats, including email, phone, chat, and in person. For FA22, **66%** of reference questions were answered via chat.



We answer questions for student, faculty, staff, community patrons and more. In FA22, approximately **43%** of questions came from undergraduate students.



Students ask us several different types of questions. Below you can see that Reference & Research questions were the majority, with information regarding Library Services coming in second.



ADDITIONAL HIGHLIGHTS



LIBRARY

- In FA22, 164 courses were using Free via Library etextbooks, with 313 sections using 212 books.
- Research services peaked in FA22:
 - 80% increase in research coaching appointments.
 - 113 hours of team working 1:1 with students.
 - 191 chats averaging 18 minutes.



TESTING CENTER

- Testing supported 4,562 total Franklin testers in FA22.
- \$4,888 in earned revenue for FA22.
- A total of 3,110 ProctorU exams were completed in FA22.



TUTORING

- For FA22, we saw an overall increase of 50% in occupied tutoring hours compared to FA21.
- 835 papers were reviewed by the Online Writing Review in FA22.
- 86 Smarthinking tutoring sessions were administered in FA22.

OUR LIBRARY ROCKS!!!
-RESEARCH COACHING SURVEY

TUTORING & WORKSHOP SUCCESS

- ★ **96%** of students who participated in a Learning Commons skill building workshop would recommend the workshop to other Franklin students.
- ★ **90%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.
- ★ **91%** of students who participated in tutoring and completed a survey would recommend tutoring to other Franklin students.
- ★ **85%** of students who participated in workshop and completed a survey said that they felt more confident and better prepared after attending a workshop.

"THIS TUTORING SERVICE IS EXCELLENT, I AM SO GRATEFUL THAT YOU HAVE SUCH TALENTED EDITORS. THANK YOU FOR ENSURING THERE ARE SO MANY EDITORS AND A VARIETY OF TIMES TO CHOOSE. [TUTOR] WAS SO PATIENT AND WAS SUPER COOL. HE NEVER TOLD ME THE ANSWER BUT SHOWED ME HOW TO USE TEST CASES ETC. TO FIND THE ANSWER."

- STUDENT SURVEY FEEDBACK

ACCOLADES

AT OUR BEST FOR FRANKLIN

PRAISE FOR LIBRARY SERVICES

- *"I WISH I HAD DONE THIS SOONER!"*
- *"SO GLAD I MADE THIS APPOINTMENT! MEETING WITH CHRIS WAS A GREAT REFRESHER FOR ME AND GAVE ME THE CONFIDENCE TO FIND WHAT I NEED FROM THE FRANKLIN RESOURCES PROVIDED. I KNOW WHERE TO GO IF I HAVE QUESTIONS IN THE FUTURE"*
- *"KRISTI WAS INCREDIBLY HELPFUL IN REVIEWING THE DATABASES AND HELPING ME THINK THROUGH MY DOCTORAL RESEARCH. THANK YOU KRISTI!!"*
- *"MARC WAS THOROUGH IN GOING THROUGH THE VARIOUS RESOURCES AVAILABLE TO ME AS A DNP STUDENT. IN FACT, BY THE END OF THE SESSION, I HAD NO QUESTIONS BECAUSE HE HAD COVERED AND ANSWERED ALL THE QUESTIONS I HAD NOTED TO ASK PRIOR TO THE SESSION."*

PRAISE FOR ACADEMIC SUPPORT

- *"I WOULD NOT BE PASSING THIS CLASS WITHOUT TUTORING FROM [TUTOR]. SHE IS ABSOLUTELY INVALUABLE. SUCH A GREAT TEACHER."*
- *"[TUTOR] IS AN AMAZING TUTOR/TEACHER. PLEASE MAKE SURE HE STAYS."*
- *"[TUTOR] DESERVES A RAISE!"*
- *"I HAD AN EXCELLENT TUTORING EXPERIENCE! [TUTOR] WAS A PLUS EXCELLENT! THANK YOU FOR PROVIDING TUTORING SERVICES!"*
- *"MY TUTORING EXPERIENCE SO FAR HAS BEEN GREAT. OVER THE SUMMER, I RECEIVED TUTORING FOR ACCOUNTING ALSO. THIS SERVICE IS PRICELESS, AND I APPRECIATE IT VERY MUCH. THE TUTORS HAVE BEEN MORE THAN HELPFUL. THANK YOU!"*