



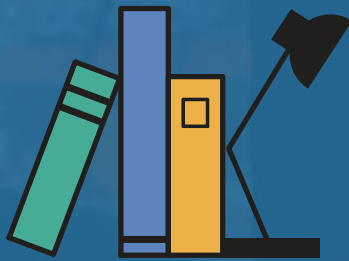
FRANKLIN UNIVERSITY LEARNING COMMONS

FALL 2023 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
- FUSE Institutional Repository



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 2023 HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Fall 2023 term to improve the student experience, expand services, and support academic programs including:

DIGITIZATION PROJECTS

As of Fall 2023, over 8,000 items have been digitized out of our archival holdings. This includes the Urbana School of Education Master's Thesis collection, which has seen over 400 downloads in FUSE since this project started in August of 2023. We continue to add curated items to our online repository FUSE at fuse.franklin.edu, which includes both archival and scholarly materials.

ACCESSIBILITY TESTING AND DOCUMENTATION

To ensure equitable access to the Free Via Library (FVL) textbooks, the library began an eBook Accessibility Testing project. For this project, library staff used the Jaws screen reader program with the ten eBook platforms for FVL e-textbooks. They tested and documented navigating, reading, and downloading eBooks in multiple formats. The documentation was shared with Learning Commons staff and Helpdesk staff. The next steps for the project are to test and document the eBook Accessibility with the NVDA screen reader program, an open-access screen reader.

NCTA RECERTIFICATION

The Testing Center has received its NCTA (National College Testing Association) recertification for another 5 years after an intensive and documentation-heavy process that spanned about ten months. This process certifies the Testing Center team's professionalism and high standards. It also provides assurance of quality to our testing vendors and partners.

RARE BOOKS ROOM

After the closure of Urbana University, the Franklin University Learning Commons inherited over 1,000 rare books. Our Archives and Special Collections Librarian has rigorously organized these rare items in a dedicated space. This new space provides a stable environment to ensure long-term preservation. With cataloging and record updates, these materials will be discoverable through library networks for researchers to request visits to use these materials.

FAST FACTS



\$4M+

Based on the national average, students have saved over an estimated \$4.3 million on textbooks since the library and OER textbook program began in Fall 2018.



54k+

As of Fall 2023, 54,852 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



32k+

During the Fall 2023 semester, there were 32,783 visits to the Learning Commons website.



177k+

Library users accessed over 177,056 unique items via online PDFs or web based resources in Fall 2023.

UTILIZATION COMPARISON

FALL 2023 IN-PERSON VS. ONLINE UTILIZATION

IN-PERSON



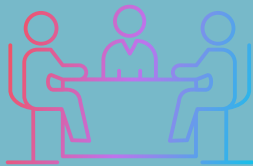
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Physical Books Checked Out



439

In-person Testing Center Sessions
*354 Additional In-classroom
Leads Testing Sessions



58

Student Meeting Room Bookings



2

In-person Reference Questions

ONLINE



353,856

E-Resources Used



3,508

ProctorU Testing Sessions



81

Online Research Coaching Sessions



254

Online Reference Questions

ADDITIONAL HIGHLIGHTS



LIBRARY

- 81 Research Coaching appointments were held between librarians and students in FA23.
- 9 Research Projects completed for new or revised courses and programs.
- 100% of Interlibrary Loan requests submitted in FA23 were successfully filled.
- In FA23, 179 courses and 342 sections of those courses used 225 library or OER (Open Educational Resources) textbooks.



TESTING CENTER

- Testing supported a total of 2,424 Franklin testers in FA23.
- \$5,576.81 in earned revenue for FA23.
- A total of 3,580 ProctorU exams were completed in FA23.



TUTORING

- For FA23, the Learning Commons conducted 847 tutoring appointments.
- Adopted Tutor.com for additional tutoring support, with 112 sessions.
- 750 papers were reviewed by the Online Writing Review in FA23.
- Students who used tutoring in AY22-23 passed at a 6.14% higher rate than those who did not.

"AWESOME AND SO HELPFUL! THANK YOU!"
-RESEARCH COACHING SURVEY

TUTORING & WORKSHOP SUCCESS

- ★ **96%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.
- ★ **96%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.
- ★ **95%** of students who participated in tutoring and completed a survey would recommend tutoring to other Franklin students.
- ★ **88%** of students who participated in the workshop and completed a survey said they felt more confident and better prepared after attending a workshop.

"[TUTOR] WAS AMAZING; HE HELPED ME LEARN MORE ON EXCEL TO APPLY TO MY FINANCE CLASS! HE WAS KIND AND PATIENT AS WELL! I WAS SO SKEPTICAL OF NEEDING A TUTOR BECAUSE I FEAR I WOULD LOOK "DUMB", BUT HE MADE EVERYTHING SO SMOOTH SAILING AND SIMPLE. SO GRATEFUL THAT HE HELPED ME UNDERSTAND THE EQUATIONS AND THE CONCEPTS!"

- STUDENT SURVEY FEEDBACK

ACCOLADES

AT OUR BEST FOR FRANKLIN

PRAISE FOR LIBRARY SERVICES

- *"SO GLAD I MADE THIS APPOINTMENT! I GENERALLY KNOW HOW TO GOOGLE RESOURCES, BUT IT'S BEEN A WHILE SINCE I'VE NEEDED TO RESEARCH IN AN ACADEMIC SETTING. 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."*
- *"MARC WAS AN EXCELLENT RESOURCE FOR UNDERSTANDING HOW TO USE THE ONLINE DATABASES TO SEARCH FOR DISSERTATIONS. I REALLY APPRECIATE THE INSIGHT HE PROVIDED!"*
- *"KRISTI WAS AWESOME. SHE WAS INCREDIBLY KNOWLEDGEABLE ABOUT ALL THINGS 'RESEARCH' AND JUST KNEW EXACTLY WHAT I SHOULD LOOK FOR AND WHERE. I'M MUCH MORE COMFORTABLE AND CONFIDENT DOING RESEARCH FOR MY CAPSTONE CLASS THANKS TO HER. THANK YOU, THANK YOU!"*

PRAISE FOR ACADEMIC SUPPORT

- *"KEEP UP THE GOOD WORK!!"*
- *"[TUTOR] WAS ABSOLUTELY AMAZING AND SO HELPFUL. I WOULD NOT HAVE MADE IT THROUGH THIS COURSE WITHOUT HIS HELP. I AM SO THANKFUL FOR [TUTOR]. HE WAS SUCH A GREAT TUTOR."*
- *"[TUTOR] WHO TUTORS MATH HAS BEEN ONE OF THE BEST SO FAR. I WISH HE WAS MY MATH TEACHER AT FRANKLIN!"*