



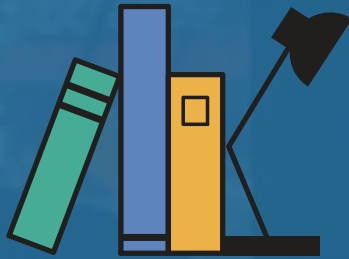
# FRANKLIN UNIVERSITY LEARNING COMMONS

FALL 2024 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 2024 HIGHLIGHTS

## SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Fall 2024 term to improve the student experience, expand services, and support academic programs including:

### STUDENT SCHOLARSHIP RECOGNITION

In Summer '24, the Franklin University Library began the Distinguished Student Scholarship Collection (DSSC) initiative to recognize exceptional student coursework. Faculty can nominate works from undergraduate, graduate, and doctoral students (non-dissertation related) enrolled during the term. These works will be available in Franklin University's digital institutional repository, FUSE. If a student's work is accepted, the student will also receive a digital badge to display on their social media and networking platforms.

In Fall '24, our first two winners for the Distinguished Student Scholarship Collection were published in FUSE, with 141 downloads between the two papers since they were added to FUSE in October 2024. <https://fuse.franklin.edu/dssc/>

### HONORLOCK SUCCESS

Honorlock, implemented in Fall '24, exceeded the break even point of our annual contract in the first term when comparing the cost of the first year to the cost avoidance to students. Honorlock had 5,540 exam sessions taken by 1,909 unique exam takers, a total cost avoidance to students of \$69,250\*.

\*Low-end calculation that does not include additional ProctorU take-it-now or take-it-soon fees.

### LIBRARY SYSTEM MIGRATION

The Franklin University Library system migration is continuing as planned. We gained access to environments of the new LSP and are able to begin customization. Communications will begin rolling out soon to the Franklin community to prepare everyone for the "go live" in Summer 2025 and staff are attending trainings in February. There will be a lending/borrowing freeze during Summer 2025. Behind the scenes systems will go live in June along with a log-in change from LDAP to ADFS. Public facing systems like the search box and library catalog will change between summer and fall terms during break week.

### RARE BOOKS

All rare books, both juvenile and adult collections, were fully cataloged in Fall '24 and are now available for discovery in the library catalog. The rare books room is set up and ready for any potential researchers to view the collection.

### ENG 101 TUTORING RE-IMAGINED

ENG 101, which was previously embedded tutoring partly due to some Title III studies, shifted to a structured learning assistance model this fall term with great uptake and success. We saw a 52% increase in the number of ENG 101 students participating in the embedded support program. Each module within the ENG 101 course had an SLA Session opportunity assignment. Students were able to receive 20 points for each SLA session they attended and were asked to attend 5 sessions throughout the term.

- 128 students participated in at least one SLA session within the Fall '24 term.
- 56 of those students participated in 5 or more SLA sessions.

# FAST FACTS



## \$6M+

Based on the national average, as of Fall 2024, students have saved over an estimated \$6 million on textbooks since the library and OER textbook program began in Fall 2018.



## 75k+

As of Fall 2024, 75,179 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



## 54k+

During the Fall 2024 semester, there were 54,087 visits to the Learning Commons website.



## 248k+

Library users accessed 248,548 unique items via online PDFs or web based resources in Fall 2024.

# ADDITIONAL HIGHLIGHTS



## LIBRARY

- 93 Research Coaching appointments were held between librarians and students in FA24.
- 12 Research Projects completed for new or revised courses and programs.
- 90% of Interlibrary Loan requests submitted in FA24 were successfully filled.



## TESTING CENTER

- Testing supported 507 in-person testers in FA24.
- Approximately \$2,702.50 in earned revenue for FA24.
- There were 5,482 total Honorlock exam sessions by 1,909 active exam takers in FA24.



## TUTORING

- For FA24, the Learning Commons conducted 637 tutoring appointments.
- 92 Tutor.com sessions.
- 886 papers were reviewed by the Online Writing Review in FA24.

***"I THOUGHT [TUTOR] WAS GREAT! SHE WAS FLEXIBLE BY COVERING THE MATERIAL I NEEDED TO COMPLETE, AND MADE SURE I GOT THE HELP I NEEDED. I WOULD RECOMMEND TO ANY STUDENT!"***  
**(TUTOR.COM)**

-ACADEMIC SERVICES STUDENT SURVEY  
FEEDBACK

## TUTORING & WORKSHOP SUCCESS

- ★ **95%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.
- ★ **97%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.
- ★ **97%** of students who participated in tutoring and completed a survey would recommend tutoring to other Franklin students.
- ★ **91%** of students who participated in the workshop and completed a survey said they felt more confident and better prepared after attending a workshop.
- ★ **97%** of students who used Tutor.com and completed a survey said the service helped them feel more confident about their school work.

***"ALL MY TUTORING SESSIONS HAVE BEEN HELPFUL, AND I FELT COMFORTABLE, ESPECIALLY WHEN I FELT UNSURE; ALL MY TUTORS WERE SUPPORTIVE.***

- ACADEMIC SERVICES STUDENT SURVEY FEEDBACK

## ACCOLADES

# AT OUR BEST FOR FRANKLIN

### PRAISE FOR LIBRARY SERVICES

- *"MARC DID A GREAT JOB OF ANSWERING MY QUESTIONS REGARDING APA CITATIONS AND USING REWORK. AT THIS POINT IT'S ON ME TO WORK WITH THE TOOLS MORE."*
- *"ERIN WAS GREAT WITH ANSWERING MY QUESTIONS AND GOING ABOVE AND BEYOND TEACHING ME USE THE TOOLS AVAILABLE. I APPRECIATED HER TIME AND EDUCATION."*
- *"I WISH I WOULD HAVE MET WITH THE LIBRARIAN SOONER. THIS WAS AN INVALUABLE MEETING."*
- *"CHRIS WAS PLEASANT, INFORMATIVE AND VERY HELPFUL!"*

### PRAISE FOR ACADEMIC SUPPORT

- *"BEN FOSTER DESERVES RECOGNITION FOR HIS PATIENCE AND SUPPORT DURING MY FINANCE COURSE. HE HELPED ME WEEKLY AND TAUGHT ME HOW I CAN APPLY THIS MATERIAL TO MY ROLE. I AM A NURSE OBTAINING MY MBA; HE HAS BEEN A GODSEND. I SO APPRECIATE THIS SERVICE."*
- *"STEPHEN IS THE ABSOLUTE BEST! AND IS REALLY SMART AND PATIENT WITH ME."*
- *"AWESOME SESSIONS! MY TUTOR WAS HELPFUL, AND DID EVERYTHING POSSIBLE TO MAKE SURE I UNDERSTOOD THE MATERIAL!" (TUTOR.COM)*