FRANKLIN UNIVERSITY LEARNING COMMONS

SPRING 2020 REPORT

LEARNING COMMONS | Library · Tutoring · Testing

OVERVIEW & WHO WE ARE

This report is a highlight of some of our Spring 2020 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.

While our physical space has been closed, we have worked to maintain an online space for learning and scholarly activities as well as manage and provide seamless access to:

- Academic support services
- Testing services
- 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

- 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

CONTINUED SUPPORT FOR *EVERY* STUDENT

In order to continue to meet the needs of our students during this unprecedented time, the Learning Commons has worked hard to ensure that the majority of our services and resources are available online.

- A new section has been added to our website providing students with <u>additional online study resources</u> (i.e. time management, study tips, motivation, managing test anxiety; and confronting math anxiety) for continued support as they adjust to online-only courses.

- Research Coaching appointments are available via Zoom.

- All academic support services transitioned to online-only format including tutoring, test-review workshops, skill-building workshops and the Structured Learning Assistance program.

- Face-to-face and walk-in tutoring format re-imagined, allowing students to participate in drop-in tutoring sessions.

- The Testing Center converted paper-based proctored exams for ten computer science and technology courses to an online format, increasing availability to students in those courses.

- The online proctoring service for placement testing was stressed due to the pandemic and crashed. Within one week, the Testing Center assisted faculty in developing a homegrown online placement testing solution for 172 domestic students and 15 ESL students. This completely manual process included:
  - Testing staff sending out testing links to students
  - Gathering completed tests and sending to faculty for grading
  - Recording scores in Colleague in conjunction with faculty and academic assistants.

FAST FACTS

$138k

As the E-Textbook initiative continues, 78 courses are using 102 library e-textbooks saving students nearly $140,000 during SP20.

1,500

The Testing Center supported over one thousand tests taken by both Franklin and Urbana students via ProctorU in SP20.

43k+

During the Spring 2020 semester, there were nearly 44,000 visits to the Learning Commons website.

56k+

Although print materials have been inaccessible during this time, library users have accessed 56,649 online items from 7,424 different sources.

PROJECT HIGHLIGHTS

FUSE (FRANKLIN UNIVERSITY SCHOLARLY EXCHANGE)

The Franklin University Scholarly Exchange (FUSE) is a new, open access, digital collection of scholarship and research works produced by faculty, staff, and students affiliated with Franklin University. The new institutional repository was officially launched April 30.

Currently:

- 10 works by faculty & staff are available with all colleges represented.

- 44 commencement photographs from the Franklin archives dating back to 1924 have been digitized and added to the site.

- Since launch, there have been 122 downloads of the works available, with views from five different countries.

PROVIDING ACCESS TO SCHOLARLY WORKS AND ARCHIVES.

We are working to add more collections, including theses by Urbana students and poster presentations from the Franklin Innovations in Teaching & Learning Conference, with more to come!

PROJECT HIGHLIGHTS (CONT.)

NEW ENGLISH PROFICIENCY TESTING AGREEMENT WITH SAUDI ELECTRONIC UNIVERSITY (SEU)

Due to the COVID crisis, access to TOEFL and IELTS was restricted. A new agreement between SEU and the Franklin University Testing Center was developed to help oversee English Proficiency testing.

- Created a new process to provide vouchers to almost 7,400 Saudi Arabian students.

- We worked with Accuplacer and Examity to provide this opportunity while maintaining cultural sensitivity.

- New web pages were created for a retake process as well as a new email account to provide ongoing support for these students.

CREATING NEW OPPORTUNITIES.

ADDITIONAL HIGHLIGHTS

A COHESIVE LEARNING COMMONS WEBSITE

- Merged the Tutoring and Testing web pages with the Library website.

- Information for all Learning Commons services are now available in one convenient location.

- Tutoring and Testing are now available to answer questions via chat.

TESTING CENTER

- Added six courses of new non-proctored assessments to TestCraft.

- Supported class testing with online proctoring via ProctorU for both Franklin and Urbana students

- Created new support tools to aid students comfort level in using online proctoring.

TUTORING

- Added two additional graduate-level courses, COMP 501 and COMP 502, to our supported course list.

- **501** Online Writing Review Submissions (11% YOY increase)

- **560** Tutoring Session

- **13** Workshops offere
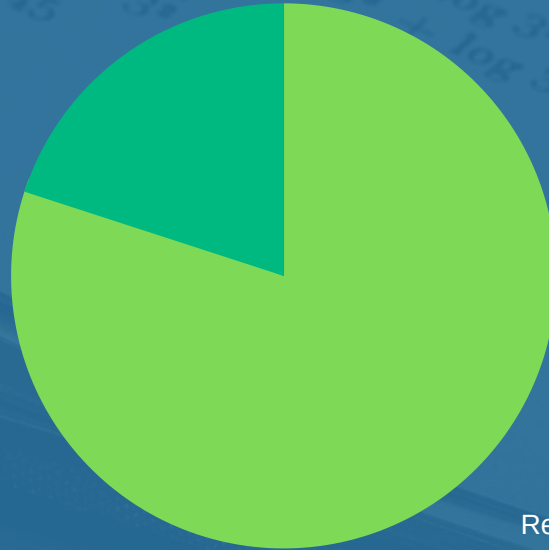
- **2** SLA sections offered (Math 160 & Math 215)

"I FIND THE LIBRARY TO BE VERY USEFUL AND EASY TO NAVIGATE. IT HAS SUPPORTED ME DURING MY TIME AT FRANKLIN."
-ONLINE RESOURCES SURVEY 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 ALYSSA DARDEN

"ALYSSA WAS OUTSTANDING! A+++"

PRAISE FOR CHRIS CASEY

"I TRULY APPRECIATE CHRIS' TRAINING. IT WAS VERY INFORMATIVE, HELPFUL AND EASY TO FOLLOW. CHRIS SENT ME A VERY USEFUL EMAIL WITH LINKS TO MORE INFORMATION AND HE ATTACHED A SEARCH STRATEGY WORKSHEET. THANK YOU FOR OFFERING THIS WONDERFUL TRAINING."

PRAISE FOR MARC JAFFY

"MARC WAS AMAZING! I WAS STRUGGLING TRYING TO FIGURE OUT THE BEST WAY TO GATHER SOURCES ON MY OWN. AFTER 45 MINUTES WITH MARC...I THINK I JUST MAY KNOW WHAT I AM DOING!"

PRAISE FOR KRISTI LOBRANO

"MY SESSION WITH KRISTI WAS AMAZING, I AM SO GRATEFUL FOR ALL OF HER HELP. KRISTI IS A FANTASTIC TRAINER & COACH, SHE QUICKLY CONNECTED TO MY SCREEN AND ANSWERED ALL OF MY SEARCH ENGINE QUESTIONS. SHE THEN PATIENTLY HELPED ME SUCCESSFULLY LOAD & USE THE REFWORK'S ADD-IN FEATURE WRTIE-N-CITE (THIS WAS SOMETHING I PREVIOUSLY TRIED TO INSTALL, BUT I WAS UNSUCCESSFUL). IT'S OBVIOUS TO ME THAT KRISTI LOVES HER JOB AND LOVES HELPING FRANKLIN UNIVERSITY'S STUDENTS SUCCEED. WHEN I GOT OFF THE PHONE WITH KRISTI I FELT CONFIDENT AND RENEWED. I AM SO THANKFUL FOR KRISTI'S HELP AND SUPPORT. BECAUSE OF MY TRAINING SESSION WITH HER, I'M PROUD TO SAY I WILL HAVE MY 1ST BUSINESS BRIEF COMPLETED AND SUBMITTED ON TIME. THANK YOU FOR HELPING ME TO REACH THIS GOAL."

PRAISE FOR OUR ONLINE CHAT SERVICE
"THIS IS THE FIRST TIME THAT I USED THE CHAT FOR THE LIBRARY AND I FOUND THAT THE LIBRARIAN WAS VERY HELPFUL IN FINDING ARTICLES FOR ME FOR MY PAPER."