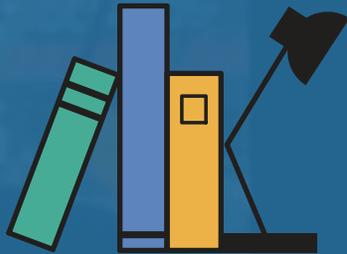# FRANKLIN UNIVERSITY LEARNING COMMONS

SPRING 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 Spring 2021 term to improve the student experience, expand services, and support academic programs.

EZ-PROXY UPGRADE

- The library upgraded our proxy service to the latest version. This upgrade provides continuous and improved access to library resources for students, faculty and staff from anywhere and at anytime.

PROVIDING ACCESS TO PRINT RESOURCES

- The library staff is working to implement a curbside book pickup service for local students. This will allow students to request print materials from our collection as well the printing of articles and class materials. We hope to have this up and running very soon and to continue providing this option even after we return to campus.

SEARCH ACROSS CANVAS CAPABILITY

- We worked with Kris Coble to develop a tool that allowed us to search across the Canvas LMS for links to resources from the Learning Commons. This includes direct links to articles and E-books used as course materials as well links to Tutoring and Testing resources. With this tool, we can check the viability of these links to maintain support.

SUPPORTING *EVERY* STUDENT

MIGRATION FROM TESTCRAFT TO CANVAS

- The Testing Center migrated 68 courses from TestCraft to Canvas. This required testing staff to pull 394 assessments and related materials from TestCraft, format them to be entered in Canvas and finalize all assessment settings and details. Having assessments in Canvas allows instructors direct access to student scores and individual assessments. Additionally, students with accommodations will no longer need a supplemental link and can test directly in Canvas.

TITLE III TUTORING STUDY

- A study of the effects of Tutoring for the Title III Grant was conducted during the SP20, SU20 & FA20 terms. This study determined that for every tutoring appointment, exam grades increase by 2.01 percentage points. Students that received a C or F attend tutoring sessions the most and tend to benefit more. Overall, tutoring has a positive affect for all students who use this free service.

FAST FACTS

$430k+

Based on the national average, students saved an estimated $430,640 on textbooks in the Spring 2021 semester using library or Open Access etextbooks.

83%

Around 2,800 testing sessions with ProctorU resulted in an 83% satisfaction rate from students using these services for their proctoring needs.

28k+

During the Spring 2021 semester, there were over 28,000 visits to the Learning Commons website.

159k+

While our physical space is still closed, library users have accessed over 159,000 unique titles via online PDFs or web based resources in Spring 2021.

ADDITIONAL HIGHLIGHTS

LIBRARY

- A YouTube playlist was created for a few of our video tutorials. This allows us to easily add them to our website.

- Fulfilled over 97% of Interlibrary Loan requests submitted SP21 .

- 300 items of faculty and student work have been submitted to the Franklin University Scholarly Exchange (FUSE) and a strategic plan has been implemented.

TESTING CENTER

- Testing supported almost 3,500 students enrolled in 212 courses with proctored exams.

- Provided 308 placement tests for new students and current students seeking to test out of a course.

TUTORING

- In SP21, we saw a 25% increase in occupied tutoring hours compared to SP20.

- Our online walk-in tutoring modality accounted for 15% of our total tutoring appointments in SP21, which is a 4% increase over FA20.

"THE LIBRARIANS ARE EXTREMELY HELPFUL. WONDERFUL PEOPLE."
-LEARNING COMMONS SURVEY

TUTORING & WORKSHOP SUCCESS

⭐ **93%** of students who participated in a skill-building workshop stated their confidence in that subject matter was enhanced.

⭐ **94%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.

⭐ **91%** of students who participated in tutoring and completed a survey said tutoring improved their confidence level in their course.

⭐ **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.

"TUTOR X WAS GREAT AS ALWAYS. I LIKE BEING ABLE TO WORK WITH HIM OVER MULTIPLE CLASSES TOWARD MY DOCTORATE. HE IS FAMILIAR WITH MY TOPIC AND MY LEARNING CHALLENGES SO WE CAN FOCUS ON MY WEAKNESSES. HE IS ALSO VERY PATIENT IN HELPING ME UNDERSTAND THE HIGHER LEVEL COURSE CONCEPTS. IT'S HARD SOMETIMES TO READ AND UNDERSTAND WHAT THE COURSE REQUIREMENTS ARE ASKING FOR WITHOUT HEARING THEM READ ALOUD BY ANOTHER PERSON."
- STUDENT SURVEY FEEDBACK

ACCOLADES

PRAISE FOR RESEARCH COACHING

- *"I AM MUCH MORE CONFIDENT THAT I CAN FIND THE INFORMATION THAT I NEED FOR MY CAPSTONE...I DO NOT FEEL SO OVERWHELMED ANYMORE!"*

PRAISE FOR THE LIBRARY

- *"THE LIBRARY AND ITS STAFF ARE SUPERB!!!."*

- *"KRISTI PROVIDED ME USEFUL INFORMATION AND HELPED ME TO NAVIGATE THE VARIOUS DATABASES FOR MY RESEARCH. SHE WAS 110% HELPFUL."*

- *"THANKS TO CHRIS I HAVE A BETTER UNDERSTANDING OF HOW TO USE KEYWORDS WHEN RESEARCHING TOPICS. HE WAS VERY HELPFUL."*

AT OUR BEST FOR OUR STUDENTS

PRAISE FOR OUR ONLINE CHAT SERVICE

- *"THEY WERE VERY PATIENT WITH MY HARD QUESTION AND FOUND ME A QUICK ANSWER"*

PRAISE FOR TUTORING

- *"TUTOR X IS AMAZING AT WHAT SHE DOES AND ALWAYS HELPS ME UNDERSTAND WHAT I NEED TO DO. SHE PROVIDES ME SUGGESTIONS BUT LETS ME WORK THROUGH EACH AREA. SHE HAS BEEN SUCH A HUGE HELP THIS SEMESTER!"*