



FRANKLIN UNIVERSITY LEARNING COMMONS

SPRING 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

SPRING 2022 HIGHLIGHTS

SUPPORTING EVERY STUDENT

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

FUSE (FRANKLIN UNIVERSITY SCHOLARLY EXCHANGE)

The Franklin University Scholarly Exchange (FUSE) has grown significantly both in terms of collections and use since it was implemented in Spring 2020. Some highlights include:

- The first phase of a digitization project focused on student newspapers and alumni gatherings has been completed.
- 73 new works added SP22 (663 total works).
- Over 3,800 works have been downloaded across 125 countries and 457 institutions during the SP22 term.

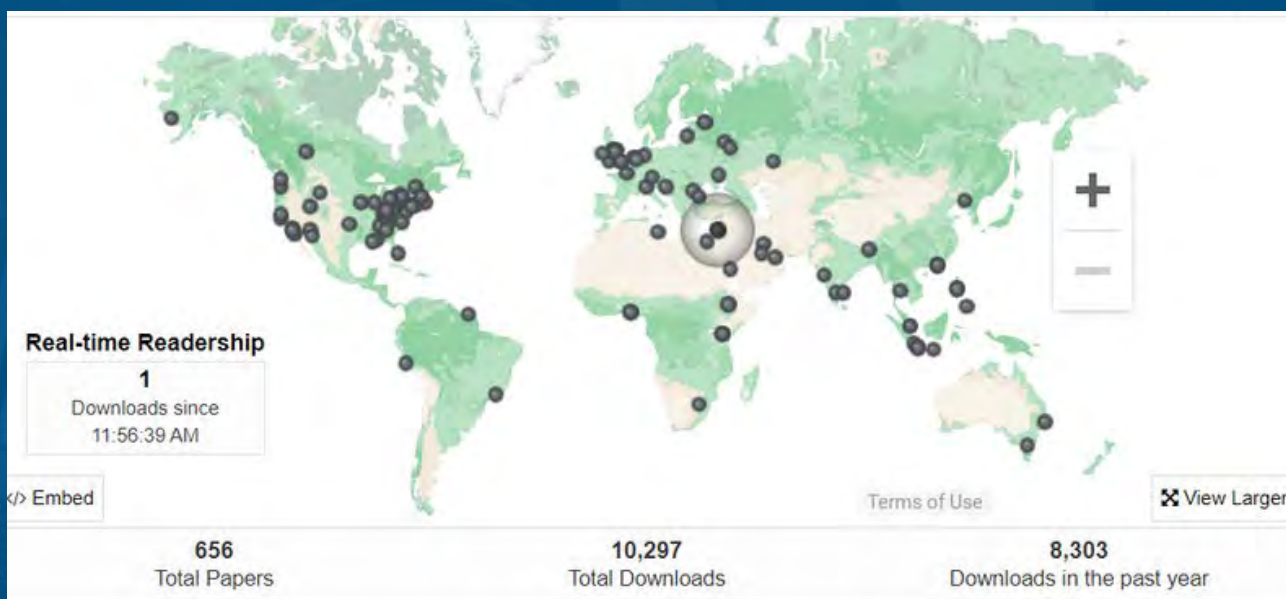


Franklin University, "The Student Voice Vol. II No. 10" (1968). The Student Voice. 10. https://fuse.franklin.edu/student_voice/10

SPRING 2022 HIGHLIGHTS

FUSE (FRANKLIN UNIVERSITY SCHOLARLY EXCHANGE) WORLD READERSHIP

As indicated below, researchers across the globe are accessing a variety of works from Franklin authors.



HIGHLIGHTS (CONT.)

PRINT COLLECTION INVENTORY & SHELF READING

- An extensive inventory of the main print collection was completed by our library team. This had not been done in several years and we now have a more accurate record of our holdings. We also completed shelf reading, which ensures that the print collection is in the correct subject areas and order based on call numbers.

COURSE RESERVES REVIEW

- As we continue to expand students' use of digital textbooks, we felt it necessary to review our current course reserves. Many of the titles on reserve were older editions of the course textbook. The current versions being used in courses are also now available in digital format either through the bookstore or the library. This review has reduced the number of texts on reserve while still providing access to print only versions that instructors provide to the library. We will continue to review this with the goal of removing course reserves entirely as digital access expands.

MERGENT DATABASE REVIEW

- In order to ensure we continue to offer the best resources for our students while being mindful of cost, we conducted a review of the Mergent database. This database provides students with essential company financials that they may need for various projects and assignments. After assessing potential replacements, it was confirmed that Mergent is indeed the best priced and most comprehensive product.

GRAMMARLY SINGLE SIGN ON

- Starting February 14, 2022, students, staff and faculty Grammarly accounts have transitioned to single sign-on (SSO), an authentication method that enables Franklin users to use their Franklin username and password to sign in to Grammarly. More information on this transition can be found in [here](#).

FAST FACTS



\$2M+

Based on the national average, students have saved over an estimated \$2 million on textbooks since the library and OER textbook program began in Fall 2018.



27k+

As of Spring 2022, over 27,000 textbook purchases were replaced by library or OER textbooks.



38k+

During the Spring 2022 semester, there were over 38,000 visits to the Learning Commons website.



97k+

Library users have accessed over 97,000 unique titles via online PDFs or web based resources in Spring 2022.

ADDITIONAL HIGHLIGHTS



LIBRARY

- In SP22, 158 courses were using Free via Library etextbooks, with 309 sections using 195 books.
- Approximately 93% of Interlibrary Loan requests were successfully filled in SP22.
- FUSE reached 10,273 total downloads of scholarly content created by Franklin faculty, staff, and students.



TESTING CENTER

- Testing supported 264 course exams and over 5,000 testing sessions.
- Almost 300 students completed placement tests online, with over 800 online vouchers created.
- \$4,650 in earned revenue from Jan 22-April 22 serving over 250 community members.
- Approximately 130 students tested on campus for SP22 class exams.



TUTORING

- For SP22, we saw an overall increase of 12% in occupied tutoring hours compared to SP21.
- 47% increase in Smarthinking tutoring sessions compared to SP21.
- 1002 papers were reviewed by the Online Writing Review in SP22.
- 824 workshop registrations.
- 709 total occupied tutoring hours.

OUR LIBRARY ROCKS!!!
-RESEARCH COACHING SURVEY

TUTORING & WORKSHOP SUCCESS

- ★ **100%** of students who participated in a Learning Commons skill building workshop would recommend the workshop to other Franklin students.
- ★ **94%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.
- ★ **94%** of students who participated in tutoring and completed a survey would recommend tutoring to other Franklin students.
- ★ **89%** of students who participated in tutoring and completed a survey said tutoring improved their confidence level in their course.

"[TUTOR] WAS PERFECT AND HELPED ME TO UNDERSTAND THE MATERIAL. I DON'T BELIEVE I WOULD BE DOING THIS WELL IN THE CLASS WITHOUT HER ADDITIONAL HELP."

"[TUTOR] WAS VERY KNOWLEDGEABLE AND HELPED ME WITH MY PRAXIS CORE AND GEOMETRY PROBLEMS THAT I WAS HAVING."

- STUDENT SURVEY FEEDBACK

ACCOLADES

AT OUR BEST FOR FRANKLIN

PRAISE FOR RESEARCH COACHING

- *"KAREN WAS ABLE TO NOT ONLY ANSWER MY QUESTIONS BUT MADE SUGGESTIONS ABOUT ADDITIONAL RESOURCES AND HOW TO EFFICIENTLY USE THE RESOURCES. SHE WAS PATIENT AND ALLOWED ME TO NAVIGATE AT MY OWN PACE."*
- *"MEGAN IS A ROCKSTAR LIBRARIAN! SHE ANSWERED QUESTIONS I DIDN'T EVEN KNOW I HAD. I'M SO GRATEFUL FOR OUR APPOINTMENT."*
- *"MARC JAFFY WAS ENTHUSIASTIC AND ENGAGED. HE WORKED TO UNDERSTAND MY NEEDS, AND PROVIDED MORE INFORMATION, RESOURCES, AND INFORMATION THAN I EXPECTED. MARC DEMONSTRATED PROPER USE OF THE LIBRARY TOOLS, AND MADE ME COMFORTABLE COMING BACK FOR ADDITIONAL SUPPORT IN THE FUTURE. AS A TRANSFER DBA STUDENT, I AM VERY IMPRESSED BY THE LEVEL OF SUPPORT AND BREADTH OF SERVICES OFFERED BY THE LIBRARY."*

PRAISE FOR ACADEMIC SUPPORT

- *"[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."*
- *"[TUTOR] IS GREAT, FRIENDLY, AND VERY KNOWLEDGEABLE. HE GETS ME TO SLOW DOWN AND THINK ABOUT MY APPROACH AND HELP ME IN LOCATING THE ISSUES."*
- *"[TUTOR] HAS BEEN A VALUABLE RESOURCE WITH GUIDING ME THROUGH PROPER WRITING. SHE TOOK THE TIME TO REVIEW AND MAKE RECOMMENDATIONS TO AREAS THAT NEEDED IMPROVEMENT. SHE WAS VERY PERSONABLE WHICH MADE THE TUTORING PROCESS THAT MUCH EASIER TO CONNECT WITH."*