



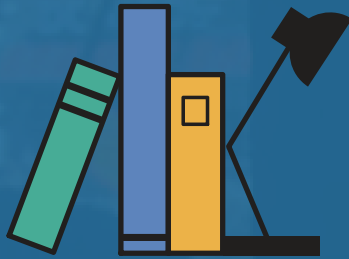
FRANKLIN UNIVERSITY LEARNING COMMONS

SPRING 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

SPRING 2023 HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

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

GUARDIAN BROWSER IMPLEMENTATION

Franklin University's online proctoring service, ProctorU, has developed a new proprietary lockdown browser called Guardian Browser. We initiated the use of this new browser starting in Summer 2023.

The browser will be more secure than the former extension iteration of ProctorU, featuring enhanced security through virtual machine detection as well as a third-party restriction to reduce content theft. Improved test-taker experience is anticipated as well, with familiar downloading steps for each test, quick support access through a built-in chat feature, and accessibility tools.

FRANKLIN ARCHIVES DIGITIZATION

We are actively digitizing our archival collection. New collections have been added focusing on the buildings and grounds, Franklin alumni, commencement, and student newspapers. All collections can be accessed via our new [Archives & Special Collections page](#).

ACADEMIC SUPPORT ACHIEVEMENTS

To ensure our academic support services are meeting the needs of students and achieving the intended outcomes, a study showed the following:

- Students who use tutoring that pass at the same rate or higher rate than those who do not use tutoring increased by **3.7%**.
- Student who use tutoring and remained at Franklin at the same rate or higher than those who do not use tutoring increased by **2.5%**.
- **86%** of students self-reported increased confidence and ability to complete coursework.

FAST FACTS



\$3M+

Based on the national average, students have saved over an estimated \$3 million on textbooks since the library and OER textbook program began in Fall 2018.



42k+

As of Spring 2023, 42,266 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



32k+

During the Spring 2023 semester, there were over 32,720 visits to the Learning Commons website.



55k+

Library users accessed over 55,000 unique titles via online PDFs or web based resources in Spring 2023.

REFERENCE DATA HIGHLIGHTS

REFERENCE SERVICES DATA DASHBOARD

In an effort to better understand our reference services impact on students, we regularly collect reference data. We've highlighted a few areas below.



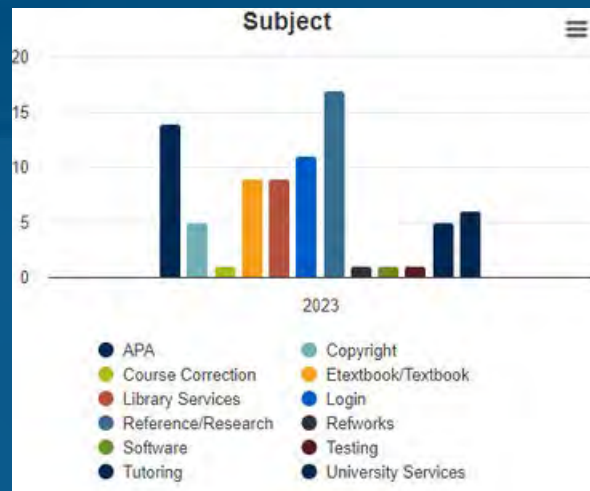
We receive questions in a variety of formats, including email, phone, chat, and in person. For SP23, **75.9%** of reference questions were answered via chat.



We answer questions for student, faculty, staff, community patrons and more. In SP23, approximately **43%** of questions came from undergraduate students.



Students ask us several different types of questions. Below you can see that for SP23 Reference & Research questions were the majority, with questions regarding APA coming in second.



ADDITIONAL HIGHLIGHTS



LIBRARY

- In SP23, 166 courses were using Free via Library etextbooks, with 344 sections using 200 books.
- Research Services Data
 - 104 hours of team working 1:1 with students.
 - 61% of reference questions are asked via live chat.
 - 241 chats averaging 15 minutes.



TESTING CENTER

- Testing supported a total of 2,131 Franklin testers in SP23.
- \$5,124 in earned revenue for SP23.
- A total of 3,428 ProctorU exams were completed in SP23.



TUTORING

- For SP23, the Learning Commons conducted 950 tutoring appointments.
- We saw a 20% increase YOY in the number of students who utilized tutoring during the spring term.
- 90 Smarthinking tutoring sessions.
- 758 papers were reviewed by the Online Writing Review in SP23.

OUR LIBRARY ROCKS!!!
-RESEARCH COACHING SURVEY

TUTORING & WORKSHOP SUCCESS

- ★ 94% of students who used the Online Writing Review service and completed a survey would recommend it to other Franklin students.
- ★ 92% 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.
- ★ 84% of students who participated in workshop and completed a survey said that they felt more confident and better prepared after attending a workshop.

"[TUTOR] IS AN INCREDIBLE TUTOR! I DON'T BELIEVE I WOULD PASS THE COURSE IF IT WASN'T FOR HIS HELP."

- STUDENT SURVEY FEEDBACK

ACCOLADES

AT OUR BEST FOR FRANKLIN

PRAISE FOR LIBRARY SERVICES

- *"I WISH I HAD DONE THIS SOONER!"*
- *"SO GLAD I MADE THIS APPOINTMENT! 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"*
- *"KRISTI WAS INCREDIBLY HELPFUL IN REVIEWING THE DATABASES AND HELPING ME THINK THROUGH MY DOCTORAL RESEARCH. THANK YOU KRISTI!!"*
- *"MARC WAS THOROUGH IN GOING THROUGH THE VARIOUS RESOURCES AVAILABLE TO ME AS A DNP STUDENT. IN FACT, BY THE END OF THE SESSION, I HAD NO QUESTIONS BECAUSE HE HAD COVERED AND ANSWERED ALL THE QUESTIONS I HAD NOTED TO ASK PRIOR TO THE SESSION."*

PRAISE FOR ACADEMIC SUPPORT

- *"MY TUTOR IS GREAT. I LOVE HIS WAY OF TEACHING AS A TUTOR."*
- *"[TUTOR] IS VERY KNOWLEDGEABLE AND HELPFUL. THANK YOU."*
- *"[TUTOR] DESERVES A RAISE!"*
- *"I HAD AN EXCELLENT TUTORING EXPERIENCE! [TUTOR] WAS A PLUS EXCELLENT! THANK YOU FOR PROVIDING TUTORING SERVICES!"*
- *"MY TUTORING EXPERIENCE SO FAR HAS BEEN GREAT. OVER THE SUMMER, I RECEIVED TUTORING FOR ACCOUNTING ALSO. THIS SERVICE IS PRICELESS, AND I APPRECIATE IT VERY MUCH. THE TUTORS HAVE BEEN MORE THAN HELPFUL. THANK YOU!"*