



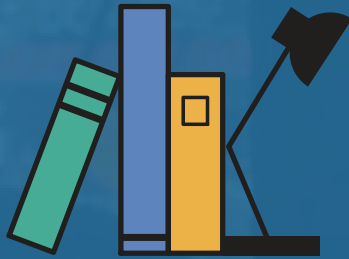
# FRANKLIN UNIVERSITY LEARNING COMMONS

**SPRING 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

## SPRING 2024 HIGHLIGHTS

# SUPPORTING *EVERY* STUDENT

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

### SCHOLARLY PUBLICATIONS

**FUSE**, our institutional repository, boosts Franklin's scholarly profile by increasing discoverability of Franklin faculty, staff, and doctoral scholarship. Spring term saw 7,887 downloads of 1,314 works across 132 countries.

### FREE VIA LIBRARY E-TEXTBOOKS

Every dollar the library has invested in library eBook licenses as free eTextbooks for students has yielded savings of \$111.75 per student; a savings of over \$4 million dollars total since 2018. For Summer 2024, 122 courses are running 194 books, bringing the total FVLs in the program to 401.

### EMBEDDED TUTORING (ENG 101)

The Learning Commons continues to foster collaboration and coordination between lead faculty, adjuncts, and tutors, allowing us to make the changes we need to ensure we are meeting the needs of the students in ENG 101. As Franklin continues to see increased enrollment, the current embedded tutoring model is not scalable for the larger student population in ENG 101. For FA24, as part of a minor course redesign, we are incorporating an embedded ENG 101 Structured Learning Assistance (SLA) program. These SLA sessions will allow us to work with more students throughout the term, hopefully increasing the student success rate. Students will continue to have access to voluntary writing support services like one-on-one tutoring and the Online Writing Review.

### RARE BOOKS

The rare books project has been completed, with all volumes except juvenile titles cataloged and shared out to local, OhioLINK, and Worldcat catalogs for discoverability.

# FAST FACTS



## \$4M+

Based on the national average, as of Spring 2024, students have saved over an estimated \$4.7 million on textbooks since the library and OER textbook program began in Fall 2018.



## 59k+

As of Spring 2024, 59,497 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



## 51k+

During the Spring 2024 semester, there were 51,135 visits to the Learning Commons website.



## 255k+

Library users accessed over 255,285 unique items via online PDFs or web based resources in Spring 2024.

# ADDITIONAL HIGHLIGHTS



## LIBRARY

- 90 Research Coaching appointments were held between librarians and students in SP24.
- 22 Research Projects completed for new or revised courses and programs.
- 96% of Interlibrary Loan requests submitted in SP24 were successfully filled.
- In SP24, 1,861 items were digitized and added to FUSE.



## TESTING CENTER

- Testing supported a total of 4,059 Franklin testers in SP24.
- \$3,347 in earned revenue for SP24.
- A total of 3,390 ProctorU exams were completed in SP24.



## TUTORING

- For SP24, the Learning Commons conducted 888 tutoring appointments.
- There were 817.5 occupied tutor hours in SP24.
- 264 Tutor.com sessions.
- 1169 papers were reviewed by the Online Writing Review in SP24.

***"[TUTOR] HAS BEEN FANTASTIC. HE'S APPROACHABLE, KNOWLEDGEABLE AND ALL-AROUND GREAT. I'M VERY THANKFUL HE'S A FRANKLIN TUTOR!"***

**-STUDENT SURVEY FEEDBACK**

## TUTORING & WORKSHOP SUCCESS

- ★ **93%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.
- ★ **92%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.
- ★ **92%** 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.
- ★ **96%** of students who used Tutor.com and completed a survey said the service helped them feel more confident about their school work.

***"I WAS VERY WORRIED ABOUT HAVING CHALLENGES SO EARLY INTO THE CLASS. [TUTOR] HELPED ME WITH SIMPLE TRICKS THAT LED ME TO BE ABLE TO COMPLETE THE WORK. HE WAS ALSO VERY FRIENDLY, PERSONABLE, BUT MOST IMPORTANTLY, ENCOURAGING. I FELT SO MUCH CONFIDENCE DURING AND NOW AFTER OUR SESSION. THANK YOU [TUTOR]. I LOOK FORWARD TO YOUR ASSISTANCE IN THE FUTURE, WHEN NEEDED."***

**- STUDENT SURVEY FEEDBACK**

## ACCOLADES

# AT OUR BEST FOR FRANKLIN

### PRAISE FOR LIBRARY SERVICES

- *"MARC WAS POLITE AND PROFESSIONAL IN WALKING ME THROUGH THE LIBRARY RESOURCE. HE GAVE ME OPPORTUNITY FOR A RETURN DEMONSTRATION WHICH WAS VERY HELPFUL."*
- *"ERIN WAS FANTASTIC AT EXPLAINING MY DISCUSSION POST INSTRUCTIONS AND HELPING ME FIND RELEVANT SCHOLARLY ARTICLES."*
- *"CHRIS WAS WONDERFUL AND VERY PATIENT WITH ME. HE EVEN OFFERED EXTRA HELP AND GUIDANCE BEYOND WHAT I REQUESTED. HE'S VERY PROFESSIONAL!"*
- *"KRISTI WAS AMAZING! SHE SHOWED SO MANY SHORTCUTS TO FIND ALL THE INFORMATION I NEED. SHE WAS ABSOLUTELY THE BEST. SHE WAS SO PATIENT AND WAS AN INCREDIBLE HELP-I ENJOYED EVERY MINUTE OF OUR TIME."*

### PRAISE FOR ACADEMIC SUPPORT

- *"[TUTOR] WAS FANTASTIC! SHE BROKE DOWN MATHEMATICS INTO MORE DIGESTIBLE TERMS FOR ME TO UNDERSTAND. I WILL BE SEEING HER TWICE A WEEK FOR THE FULL 12 WEEKS OF MY MATH 040 CLASS."*
- *"TUTOR WAS VERY PATIENT AND EXPLAINED THE MATERIAL VERY THOROUGHLY. 11/10 WOULD RECOMMEND." (TUTOR.COM)*
- *"WONDERFUL EXPERIENCE. I WILL REST EASY TONIGHT NOT WORRYING ABOUT THESE TOUGH MATH PROBLEMS. THANK YOU THANK YOU SO SO MUCH FOR THIS EXPERIENCE. THIS SERVICE IS A BLESSING!!" (TUTOR.COM)*