



FRANKLIN UNIVERSITY LEARNING COMMONS

SPRING 2025 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 2025 HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Spring 2025 term to improve the student experience, expand services, and support academic programs including:

STUDENT SCHOLARSHIP RECOGNITION

The Franklin University Library continues to recognize exceptional student coursework through the Distinguished Student Scholarship Collection (DSSC) initiative. Faculty can nominate works from undergraduate, graduate, and doctoral students (non-dissertation related) enrolled during the term. These works will be available in Franklin University's digital institutional repository, FUSE. If a student's work is accepted, the student will also receive a digital badge to display on their social media and networking platforms.

In Spring '25, we had 13 nominations. These will be reviewed and the winners notified shortly after. All current distinguished works can be viewed in FUSE, our online repository.

HONORLOCK SUCCESS

Honorlock, first implemented in Fall '24, continues to be a success for Franklin. Honorlock had 7,174 exam sessions. Students avoided a total of \$83,000 in proctoring fees.

LIBRARY SYSTEM MIGRATION

The Franklin University Library system migration to Ex Libris is continuing as planned. A lending/borrowing freeze of print materials began at the end of May and will resume again in early August. Behind the scenes systems went live in June along with a log-in change to Single Sign On (SSO). Public facing systems like the search box and library catalog are on track to change between summer and fall terms during break week. Additional communications regarding these updates and changes will be distributed a few weeks before the go live.

ACADEMIC SUPPORT DATA DEEP DIVE

Over the past six months, Academic support completed a deep dive into the data to ensure students are being supported in a meaningful way.

The data suggests that the writing support services are being effectively utilized across all academic levels, with usage distribution consistent with the current enrollment percentages by ACAD level.

Undergraduate students, who are the main users, make up 78.7% of appointments and 62.3% of OWR submissions, with an average of 1.63 papers submitted each term. Master's students account for 8.9% of appointments and 22.9% of OWR submissions, averaging 1.94 papers per term. Although fewer, our doctoral students represent 12.3% of appointments and 14.3% of OWR submissions, with an average of 1.87 papers per term.

We've also examined the impact of structured learning assistance (SLA) in ENG 101 and MATH 215. For ENG 101, there is a clear threshold for success at four or more SLA sessions; students attending these sessions are more successful in receiving an ABC grade than those attending fewer sessions.

The MATH 215 course has high enrollment and attrition rates, but we have seen a recent decrease in students participating in the weekly SLA sessions. Math 215 SLA will be redesigned for FA25, reducing the sessions from 11 to 5 and strategically targeting 5 application assignments in the course to ensure we are meeting the needs of our students.

FAST FACTS



\$6M+

Based on the national average, as of Spring 2025 students have continued to save over an estimated \$6 million on textbooks since the library and OER textbook program began in Fall 2018.



80k+

As of Spring 2025, 80,103 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



101k+

Visits to the library's research guides increased by 101,610 when comparing usage for Spring 2025 to Spring 2024.



224k+

Library users accessed 224,418 unique items via online PDFs or web based resources in Spring 2025.

ADDITIONAL HIGHLIGHTS



LIBRARY

- 90 Research Coaching appointments were held between librarians and students in SP25.
- 8 Research Projects completed for new or revised courses and programs.
- 95% of 117 Interlibrary Loan requests submitted in SP25 were successfully filled.



TESTING CENTER

- In SP25, the Center supported 508 unique testers in-person.
- Approximately \$13,600 in earned revenue for SP25.
- There were 6,620 total Honorlock exam sessions completed by 2,155 active exam takers during SP25.



TUTORING

- For SP25, the Learning Commons conducted 619 tutoring appointments.
- 115 Tutor.com sessions in SP25.
- 934 papers were reviewed by the Online Writing Review in SP25.

"TUTOR WAS AMAZING!! I HAVEN'T BEEN TO SCHOOL IN OVER A DECADE, AND I'M DEFINITELY A LITTLE RUSTY. I AM SO HAPPY THAT FRANKLIN HAS THIS AVAILABLE. BEING ABLE TO SCHEDULE TIME FOR A TUTOR AND REMEMBER TO BRING QUESTIONS HAS BEEN AN OBSTACLE FOR ME BEFORE. BUT WITH THIS, I WAS ABLE TO HOP IN WHILE I WAS ACTIVELY WORKING ON AN ASSIGNMENT."
(TUTOR.COM)

-ACADEMIC SERVICES STUDENT SURVEY
FEEDBACK

TUTORING & WORKSHOP SUCCESS

- ★ **95%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.
- ★ **100%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.
- ★ **96%** of students who participated in tutoring and completed a survey would recommend tutoring to other Franklin students.
- ★ **93%** of students who participated in the workshop and completed a survey said they felt more confident and better prepared after attending a workshop.
- ★ **94%** of students who used Tutor.com and completed a survey said the service helped them feel more confident about their school work.
- ★ **98%** of students who used Tutor.com and completed a survey would recommend tutoring to other Franklin students.

"THE TUTORING WAS EXCELLENT AND SIGNIFICANTLY ENHANCED MY UNDERSTANDING OF THE COURSE MATERIAL. IT NOT ONLY CLARIFIED COMPLEX CONCEPTS BUT ALSO DEEPENED MY OWN UNDERSTANDING OF THE SUBJECT. THE SUPPORT PROVIDED WAS INSTRUMENTAL IN BUILDING BOTH CONFIDENCE AND ACADEMIC SUCCESS."

- ACADEMIC SERVICES STUDENT SURVEY FEEDBACK

ACCOLADES

AT OUR BEST FOR FRANKLIN

PRAISE FOR LIBRARY SERVICES

- *"KRISTI WAS VERY HELPFUL AND KNOWLEDGEABLE WHEN HELPING ME. I LEFT THE APPOINTMENT FEELING BETTER ABOUT FINISHING MY RESEARCH ASSIGNMENT!"*
- *"SHE WAS AMAZING!!!! I REALLY FEEL EMPOWERED AND KNOWLEDGEABLE ABOUT HOW TO EFFECTIVELY USE THE LIBRARY."*
- *"THIS WAS EASIER TO ACCOMPLISH THAN I HAD ANTICIPATED. I EXPECT TO USE LIBRARY SERVICES MORE FREQUENTLY IN MY DOCTORAL PROGRAM THAN IN MY MASTER'S DEGREE."*
- *"SO GLAD I MADE THIS APPOINTMENT. IT HELPED ME TO FEEL MORE CONFIDENT IN ACCESSING AND USING THE LIBRARY RESOURCES. THANKS!"*

PRAISE FOR ACADEMIC SUPPORT

- *"SHU YI WAS FANTASTIC. SHE SIMPLIFIED EVERYTHING SWIFTLY AND IN A WAY I UNDERSTOOD THAT I WAS NOT ABLE TO GRASP IN CLASS. I HAVE MUCH MORE CONFIDENCE MOVING FORWARD ON THESE MATH TOPICS."*
- *"STEVE WAS A GREAT TUTOR. HE WAS VERY KNOWLEDGEABLE AND PATIENT WITH MY QUESTIONS. THE MANNER IN WHICH HE EXPLAINED THE CONCEPTS TO ME WAS EXTREMELY HELPFUL. I WOULD DEFINITELY RECOMMEND TUTORING TO OTHER STUDENTS."*
- *"EVERYTHING THAT YOU DO IS WONDERFUL, SO GRATEFUL FOR THIS SERVICE."*