



# FRANKLIN UNIVERSITY LEARNING COMMONS

**SUMMER 2020 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

## RESPONSE TO URBANA CLOSURE

# ADAPTING TO A CHANGING ENVIRONMENT

The closure of the Urbana University branch campus required a collaboration between the Franklin University Learning Commons and remaining Urbana University Learning Commons staff within a limited time frame. There were several areas that each member of our staff assisted with.

- The physical collection of the library included a circulating collection as well as special collections, rare books, children's literature, and archives. Many materials were sent to local historical societies as well as national organizations such as the Center for Swedenborgian Studies at Berkeley.
- The main circulating collection of over 16,000 items was reviewed by librarians to determine what materials should be discarded or retained. The Franklin University library absorbed over 200 main collection titles and over 1000 children's literature titles into its collection to support current and new academic programs.
- Communications to Urbana students regarding the return of borrowed materials were distributed. For non-local students, prepaid envelopes were provided to ease the situation.
- Behind the scenes, staff worked to remove dual branding from database log-in pages, research guides, and library catalog.
- Renegotiating of contracts with vendors was also necessary to help reduce costs.

# FAST FACTS



## \$847k

Since the implementation of the E-Textbook Initiative in Fall 2018, students have saved almost \$850,000 with 248 courses using library e-textbooks.



## 2,100

The Testing Center assisted over two thousand students with class exams. 141 class exams were running during Summer 2020.



## 24k+

During the Summer 2020 semester, there were over 24,000 visits to the Learning Commons website.



## 70k+

While our physical space is still closed, library users have accessed over 70,000 online PDFs or web based resources in Summer 2020.

# PROJECT HIGHLIGHTS

## STUDENT EMPLOYEE PROJECTS

When operations moved online, student employees were leveraged to become critical project support staff on a range of projects across the university in lieu of front desk support.

- **Creation of a Syllabus Repository**

- With Urbana closing and Franklin migrating all courses to Canvas, there was a need to archive syllabi in a central location. Over the past few months, the student employees were tasked with saving over 40,000 syllabi into the new Syllabus Repository. This new repository will allow the University to more easily fulfill past-student syllabi requests as well as allowing faculty and staff to view past iterations of syllabi for course development purposes.

- **Urbana Print Collection Review**

- Student employees also assisted in the review of the Urbana print collection. Student employees identified the total number of copies of a title available in OhioLINK to help librarians determine if we should retain a copy for our library collection. This required a review of over 16,000 titles and would not have been finished in the desired timeframe without the assistance of all of our student employees.

# INVALUABLE STUDENT EMPLOYEES

# ADDITIONAL HIGHLIGHTS



## LIBRARY

- A \$1,500 grant was used to purchase new materials to support the new School of Education.
- The library is currently adding over 1200 titles to the print collection that have been absorbed from the Urbana library.
- 10 Research Project were completed during Summer 2020 by librarians to assist faculty with the development or redesign of courses and programs.



## TESTING CENTER

- Over an 8 week period, 4,200 students enrolled in Saudi Electronic University successfully tested utilizing the new English Proficiency testing agreement.
- Updated 8 courses with new online proficiency exams.
- Redesigned testing materials for 14 courses equaling 44 exams.
- Adopted an artificial intelligence proctoring software for placement exams to eliminate proctoring costs for students, removing barriers to many new students and allowing for on-demand scheduling.



## TUTORING

- In SU20, we saw a 23% increase in the number of student paper submissions to the Online Writing Review.
- Our new online walk-in tutoring modality accounted for 11% of our total tutoring appointments in SU20.

***"I FIND THE LIBRARY TO BE VERY USEFUL AND EASY TO NAVIGATE. IT HAS SUPPORTED ME DURING MY TIME AT FRANKLIN."***

**-ONLINE RESOURCES SURVEY FEEDBACK**

## TUTORING & WORKSHOP SUCCESS

- ★ **100%** of students of students who participated in a test review workshop stated that after the review session, they felt better prepared for their exam.
- ★ **100%** of students who participated in tutoring would recommend tutoring to other Franklin students.
- ★ **93%** 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 stated their tutoring experience was positive.

***"THANK YOU FOR YOUR ASSISTANCE - YOUR DEPARTMENT IS ALWAYS SO HELPFUL."*** - ANNETTE BRAGG, MATH ADJUNCT

# ACCOLADES

## PRAISE FOR CHRIS CASEY

*"CHRIS WAS WONDERFUL!*

*I HAD A COMPUTER ISSUE AND HE WAS DOING HIS BEST TO HELP AND REALLY KNEW HIS WAY AROUND THE COMPUTER! I SHARED MY SCREEN AND FELT COMFORTABLE DURING THE SESSION. I HAD CONFIDENCE THINGS WOULD GET RESOLVED AND THEY DID!*

*THANKS AGAIN CHRIS!!"*

## PRAISE FOR KAREN CAPUTO

*"KAREN ANSWERED MY QUESTION VERY QUICKLY. I HAD A DILEMMA WITH WORD AND SHE EXPLAINED VERY CLEARLY HOW TO FIX THE PROBLEM. I APPRECIATE THE IMMEDIATE REPLY AND RESPONSE. IT MAKES COMPLETING ANY ASSIGNMENT MUCH EASIER. IT IS WONDERFUL TO HAVE A LIBRARIAN RIGHT THERE TO ASSIST YOU."*

# AT OUR BEST FOR OUR STUDENTS

## PRAISE FOR OUR ONLINE CHAT SERVICE

- *"VERY HELPFUL"*
- *"FRIENDLY RESPONSE"*
- *"THIS IS THE FIRST TIME THAT I USED THE CHAT FOR THE LIBRARY AND I FOUND THAT THE LIBRARIAN WAS VERY HELPFUL IN FINDING ARTICLES FOR ME FOR MY PAPER."*

## PRAISE FOR RESEARCH COACHING

*"VERY HELPFUL AND PROFESSIONAL!"*

## PRAISE FOR TUTORING

*"BEN WAS SUPER HELPFUL IN FURTHER TEACHING ME CONCEPTS I WAS UNCOMFORTABLE WITH. I PLAN ON ATTENDING ANOTHER TUTORING SESSION IN THE UPCOMING WEEKS."*