



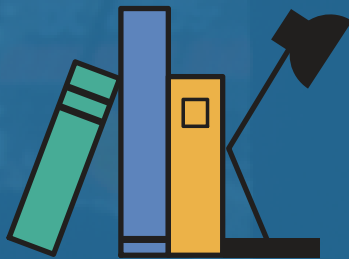
FRANKLIN UNIVERSITY LEARNING COMMONS

SUMMER 2021 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

SUMMER 2021 PROJECT HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Summer 2021 term to improve the student experience, expand services, and support academic programs.

RETURN TO CAMPUS

- The Learning Commons reopened and resumed a majority of in-person services August 2021. Using data collected over the past year, some services have remained online, such as tutoring, which saw an increase in utilization as well as preference by students. Thanks to diligent preparation, the Learning Commons reopened smoothly and continues to provide quality service to students.

LIBRARY PHYSICAL COLLECTION INVENTORY

- Library staff members conducted an extensive inventory review of the library's physical collection. This helped to identify items that are missing as well as serve as a general review of the collection. This will benefit students by replacing important materials that may be missing. This also impacts local checkouts and OhioLINK checkouts. Cleaning up library catalog records ensures that each item displays the correct availability and is a true representation of the collection.

E-TEXTBOOK COURSE PAIRING CHECKS

- The library team is working with i4 and the Barnes & Noble bookstore to ensure that e-textbooks used in Franklin courses are linked properly and accessible to students. Each term, before the start of every course section, library staff members review a list of e-textbooks assigned to those courses to identify possible errors. Identified errors are reported to i4 and the bookstore for correction.

PROJECT HIGHLIGHTS (CONT.)

SUPPORTING *EVERY* STUDENT

MIGRATION FROM TESTCRAFT TO CANVAS UPDATE

- Testing staff finalized the Canvas Migration by working on the final 25 courses that would start in Canvas Fall 21. Having assessments in Canvas allows instructors direct access to student scores and individual assessments. Additionally, students with accommodations will no longer need a supplemental link and can test directly in Canvas.

E-RESOURCE DISASTER RECOVERY PROJECT

- The Systems Librarian collaborated with IT to complete a disaster recovery project for the Library's Sierra system and Ezproxy Login system. This project included reviewing system requirements, meeting with vendors and testing functionality in the backup system. The project ensured systems viability in case of disasters, physical or virtual.

FUSE MATERIAL DISCOVERABILITY

- The Instruction Librarian and Systems Librarian began a project to include FUSE scholarly repository materials in EDS (OneSearch). The goal of the project is to make FUSE resource more discoverable for students, faculty and staff.

FAST FACTS



\$677k+

Based on the national average, students saved an estimated \$677,760 on textbooks as of the Summer 2021 term using library or Open Access etextbooks.

19k+

As of Summer 2021, over 19,000 textbook purchases were replaced by library or OER textbooks.



21k+

During the Summer 2021 semester, there were over 21,000 visits to the Learning Commons website.



51k+

Library users have accessed over 51,000 unique titles via online PDFs or web based resources in Summer 2021.

ADDITIONAL HIGHLIGHTS



LIBRARY

- The Interlibrary Loan request form is now more prominent on our website, allowing for improved accessibility.
- Approximately 95% of Interlibrary Loan requests were successfully filled as of Summer 2021 .
- FUSE surpassed 3000 downloads of scholarly content created by Franklin faculty, staff and students.



TESTING CENTER

- Testing supported over 140 exams for Summer 21 with enrollment over 2,000 for courses with Proctored Exam.
- Over 1,600 successfully testing sessions on ProctorU.
- Just over 230 students took placement tests during the summer, supported by testing: creating vouchers, providing technical support and uploading scores.








TUTORING

- For AY20-21, tutoring saw an overall increase of 22% in occupied tutoring hours.

"THE LIBRARIANS ARE EXTREMELY HELPFUL. WONDERFUL PEOPLE."
-LEARNING COMMONS SURVEY

TUTORING & WORKSHOP SUCCESS

-  **100%** of students who participated in a test review workshop stated that after the review session, their confidence in the subject was enhanced by attending the workshop.
-  **100%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.
-  **90%** of students who participated in tutoring and completed a survey said tutoring improved their confidence level in their course.
-  **96%** 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.

"[TUTOR] IS AN ABSOLUTE TREASURE FOR FRANKLIN TUTORING. HE HAS BEEN THE MOST PATIENT AND HELPFUL TUTOR, NOT TO MENTION FRIENDLY. HE KNOWS THE RIGHT QUESTIONS TO ASK ME TO THINK LOGICALLY ABOUT THE PROBLEMS AND GET ME TO THINK CRITICALLY ABOUT WHAT I AM DOING. HE DEFINITELY DESERVES ALL THE RECOGNITION THAT CAN BE GIVEN!"

- STUDENT SURVEY FEEDBACK

ACCOLADES

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."*

PRAISE FOR THE LIBRARY

- *"THE LIBRARY AND ITS STAFF ARE SUPERB!!!"*
- *"KRISTI PROVIDED ME USEFUL INFORMATION AND HELPED ME TO NAVIGATE THE VARIOUS DATABASES FOR MY RESEARCH. SHE WAS 110% HELPFUL."*
- *"THANKS TO CHRIS I HAVE A BETTER UNDERSTANDING OF HOW TO USE KEYWORDS WHEN RESEARCHING TOPICS. HE WAS VERY HELPFUL."*

AT OUR BEST FOR OUR STUDENTS

PRAISE FOR OUR ONLINE CHAT SERVICE

- *"MARC WAS FRIENDLY, RESPONDED QUICKLY, AND WAS INCREDIBLY HELPFUL. HE QUICKLY FOUND THE ARTICLE I NEEDED FOR A HOMEWORK ASSIGNMENT, AND SAID HE WOULD UPDATE THE HYPERLINKS IN THE CANVAS ASSIGNMENT TO GO TO THE PROPER SITE. THIS WAS MY FIRST TIME SEEKING ASSISTANCE FROM THE LIBRARY AND USING THE CHAT HELP FEATURE. EXCELLENT SERVICE!"*

PRAISE FOR TUTORING

- *"[TUTOR] IS FANTASTIC! HER FEEDBACK AND GUIDANCE IS ALWAYS HELPFUL."*