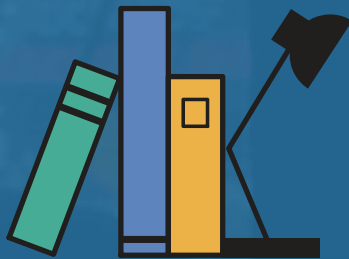# FRANKLIN UNIVERSITY LEARNING COMMONS

SUMMER 2022 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

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Summer 2022 term to improve the student experience, expand services, and support academic programs.

SIERRA SOFTWARE UPGRADE

The library completed a Sierra Library Management system upgrade to the latest version as well as 2 server migrations to the latest server operating system, RHEL 8. The upgrades and migrations improve functionality and security for library systems. Additionally, the upgrades were an important step toward single sign on access for all students, faculty and staff.

E-RESOURCES ACCESS UPDATE

To improve access to e-resources, the Systems Librarian worked with IT to update the process for permitting access for current students, faculty and staff. The updates were needed to align access with our e-resource licenses. The project also included the creation of an exceptions policy for students not currently enrolled but need access. An example of these exceptions are doctoral students on a break term that are researching for their dissertation.

LIBINSIGHTS CLEANUP

A review of the datasets and dashboards (LibInsights) used by the Learning Commons team to collect important statistical information simplified our data entry process and increased ease of use. This review also allowed us to combine six datasets we were using for research services statistics into one dataset, which is more useful and easier to create.

FAST FACTS

$2.6M+

Based on the national average, students have saved over an estimated $2.6 million on textbooks since the library and OER textbook program began in Fall 2018.

32k+

As of Summer 2022, over 32,530 textbook purchases were replaced by library or OER textbooks.

26k+

During the Summer 2022 semester, there were over 26,000 visits to the Learning Commons website.

151k+

Library users accessed over 151,000 unique titles via online PDFs or web based resources in Summer 2022.

ADDITIONAL HIGHLIGHTS

LIBRARY

- In SU22, 120 courses were using Free via Library etextbooks, with 184 sections using 176 books.

- 95.4% of Interlibrary Loan requests were successfully filled in SU22.

- FUSE reached 11,892 total downloads of scholarly content created by Franklin faculty, staff, and students.

TESTING CENTER

- Testing supported 97 course exams and over 588 testing sessions.

- Almost 300 students completed placement tests online, with over 845 online vouchers created.

- $2,718 in earned revenue from May '22 - August '22 serving 29 community members.

- Approximately 125 students tested on campus for SU22 class exams.

TUTORING

- For SU22, we saw an overall increase of 68% in occupied tutoring hours compared to SU21.

- 120 Smarthinking tutoring sessions.

- 481 papers were reviewed by the Online Writing Review in SU22.

- 423 Workshop Registrations.

OUR LIBRARY ROCKS!!!
-RESEARCH COACHING SURVEY

TUTORING & WORKSHOP SUCCESS

⭐ **100%** of students who participated in a Learning Commons skill building workshop would recommend the workshop to other Franklin students.

⭐ **97%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.

⭐ **97%** of students who participated in tutoring and completed a survey would recommend tutoring to other Franklin students.

⭐ **89%** of students who participated in tutoring and completed a survey said tutoring improved their confidence level in their course.

⭐ **91%** of students who participated in workshop and completed a survey said that they felt more confident and better prepared after attending a workshop.

"THIS TUTORING SERVICE IS EXCELLENT, I AM SO GRATEFUL THAT YOU HAVE SUCH TALENTED EDITORS. THANK YOU FOR ENSURING THERE ARE SO MANY EDITORS AND A VARIETY OF TIMES TO CHOOSE. [TUTOR] WAS SO PATIENT AND WAS SUPER COOL. HE NEVER TOLD ME THE ANSWER BUT SHOWED ME HOW TO USE TEST CASES ETC. TO FIND THE ANSWER."
- STUDENT SURVEY FEEDBACK

AT OUR BEST FOR FRANKLIN

PRAISE FOR LIBRARY SERVICES

- *"KRISTI IS A GEM. I APPRECIATE HER ACTIVE LISTENING AND ENGAGEMENT HELPING ME WORK THROUGH THIS NEW STYLE OF LEARNING AND ACADEMIC WRITING."*

- *"CHRIS WAS VERY PROFESSIONAL AND EXTREMELY INFORMATIVE. I FEEL MORE CONFIDENT USING THE LIBRARY RESOURCES, BUT I AM SURE I WILL BE REACHING OUT FOR MORE!"*

- *"WHEW! I LOVED THIS EXPERIENCE! KRISTI WAS THE LIBRARIAN THAT HELPED ME.....SHE WAS GREAT! I GOT THE INFO I NEEDED AND GOT IT QUICKLY. ANXIETY HAS BEEN AVERTED! LOL...THANK YOU."*

- *"MEGAN WAS VERY HELPFUL AND OFFERED ME A SOLUTION QUICKLY AND EFFICIENTLY."*

PRAISE FOR ACADEMIC SUPPORT

- *"[TUTOR] WAS GREAT! HE SHOULD BE THE TEACHER FOR ACCOUNTING!"*

- *"AS I HAVE HAD EXCELLENT, RESPECTFUL, AND USEFUL ASSISTANCE FROM THE TUTORS AND LIBRARY STAFF, THERE IS NOTHING I COULD ADD THAT WOULD IMPROVE OR COULD SUGGEST, PERSONALLY FEEL IT IS CLOSE TO PERFECT."*

- *"[TUTOR] IS VERY KNOWLEDGEABLE AND KIND. SHE CAN EXPLAIN THE DIFFICULT SUBJECT IN A SIMPLE WAY FOR STUDENTS TO UNDERSTAND. I HIGHLY RECOMMEND HER ESPECIALLY TO AN INTERNATIONAL STUDENT."*