



FRANKLIN UNIVERSITY LEARNING COMMONS

SUMMER 2023 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

SUMMER 2023 HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Summer 2023 term to improve the student experience, expand services, and support academic programs including:

LEARNING COMMONS MOVED TO FRASCH HALL

In order to better serve students, the Learning Commons moved to Frasch Hall in June 2023. This move will provide students seamless access to classes as well as research, tutoring and testing services in one location.

URBANA THESES UPLOAD TO FUSE

After receiving permissions from former Urbana Education students, we are actively digitizing student theses from Urbana University and adding them to the FUSE online repository. Theses that are currently accessible via FUSE can be found [here](#). Please check back as we continue to add more.

ACCESSIBILITY TESTING AND DOCUMENTATION

To improve accessibility for courses using FVL (Free-via-Library) textbooks, the Systems librarian and student workers completed an eBook Accessibility review. This project entailed testing eleven eBook platforms with the JAWS and NVDA Screen Readers. Documentation was created for each platform and shared with staff.

NCTA SUBMISSION

Every 5 years, the Testing Center must renew its National College Testing Association (NCTA) certification in a mark of professionalism and high standards. It also provides assurance of quality to our testing vendors and partners. It is a rigorous self-study and was submitted in August. We are currently undergoing evaluation and will hopefully receive requested edits from the organization as a next step.

FAST FACTS



\$3.8M+

Based on the national average, students have saved over an estimated \$3.8 million on textbooks since the library and OER textbook program began in Fall 2018.



48k+

As of Summer 2023, 48,248 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



30k+

During the Summer 2023 semester, there were 30,498 visits to the Learning Commons website.



150k+

Library users accessed over 150,000 unique titles via online PDFs or web based resources in Summer 2023.

REFERENCE DATA HIGHLIGHTS

RESEARCH SERVICES DATA DASHBOARD

In an effort to better understand our reference services impact on students, we regularly collect reference data. We've highlighted a few areas below.



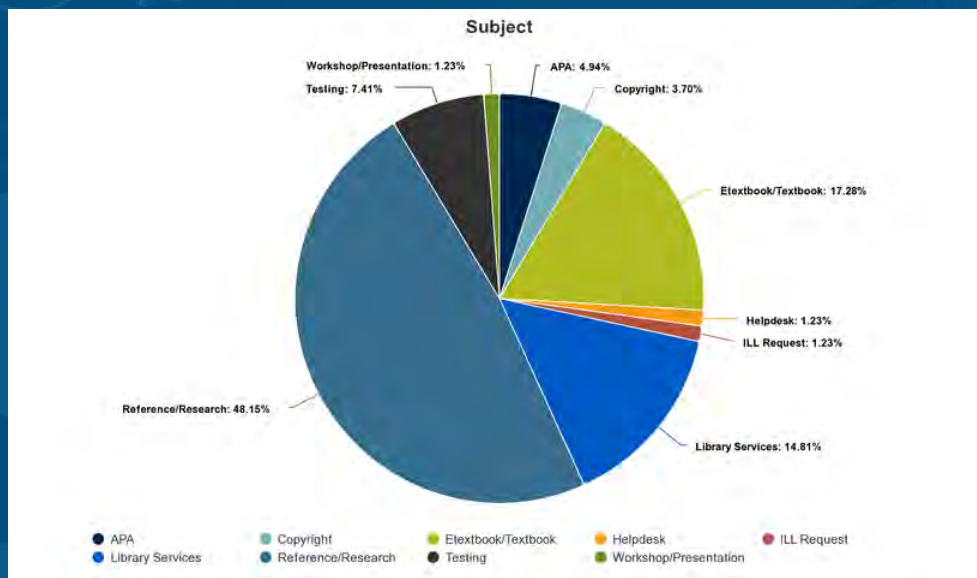
We answered a total of **217** questions during the SU23 Term in a variety of formats, including email, phone, chat, and in person. For SU23, **67.7%** of reference questions were answered via chat.



We answer questions for student, faculty, staff, community patrons and more. In SU23, approximately **21.1%** of questions came from undergraduate students.



Students ask us several different types of questions. Below you can see that for SU23 Reference & Research questions were the majority, with questions regarding Etextbooks/Textbooks coming in second.



ADDITIONAL HIGHLIGHTS



LIBRARY

- 43 Research Coaching appointments were held between librarians and students in SU23.
- 15 Research Projects completed for new or revised courses and programs.
- 93.8% of Interlibrary Loan requests submitted in SU23 were successfully filled.
- As of SU23, 473 courses are using library or OER (Open Educational Resources) textbooks.



TESTING CENTER

- Testing supported a total of 1,385 Franklin testers in SU23.
- \$2,693 in earned revenue for SU23.
- A total of 2,436 ProctorU exams were completed in SU23.



TUTORING

- For SU23, the Learning Commons conducted 591 tutoring appointments.
- 21 Smarthinking tutoring sessions.
- 424 papers were reviewed by the Online Writing Review in SU23.
- Students who used tutoring in AY21-22 retained at a 6.4% higher rate than those who did not.

"THE LIBRARY AND ITS STAFF ARE SUPERB!!!"
-RESEARCH COACHING SURVEY

TUTORING & WORKSHOP SUCCESS

- ★ **95%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.
- ★ **93%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.
- ★ **93%** 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.

"[TUTOR] WAS GREAT. I DIDN'T EVEN REALIZE THE HOUR WENT SO FAST! HE WAS A VERY GOOD TUTOR. HE MADE THE MATH EXPERIENCE ENJOYABLE!"

- STUDENT SURVEY FEEDBACK

ACCOLADES

AT OUR BEST FOR FRANKLIN

PRAISE FOR LIBRARY SERVICES

- *"PURSUING AN MBA LATER IN LIFE IS A BIT INTIMIDATING. I MUST SAY, I WAS CONFUSED REGARDING THE NEW SYSTEMS AND PROCESSES ESPECIALLY WHEN IT CAME TO RESEARCH. KRISTI'S KNOWLEDGE OF THE SYSTEM AND ABILITY TO MAKE ONE FEEL CONFIDENT IN THE PROCESS GAVE ME THE ASSURANCE I NEEDED. KNOWING THAT YOU ARE ONE IN 10,000, HOWEVER, MAKING YOU FEEL AS IF YOU ARE THEIR TOP PRIORITY, IS WHAT FRANKLIN UNIVERSITY DOES BEST. THANKS AGAIN TO KRISTI LOBRANO FOR PURSUING HER PASSION TO MAKE A POSITIVE IMPACT IN THE LIVES OF FRANKLIN UNIVERSITY STUDENTS."*
- *"MARC JAFFY WAS ENTHUSIASTIC AND ENGAGED. HE WORKED TO UNDERSTAND MY NEEDS, AND PROVIDED MORE INFORMATION, RESOURCES, AND INFORMATION THAN I EXPECTED. MARC DEMONSTRATED PROPER USE OF THE LIBRARY TOOLS, AND MADE ME COMFORTABLE COMING BACK FOR ADDITIONAL SUPPORT IN THE FUTURE. AS A TRANSFER DBA STUDENT, I AM VERY IMPRESSED BY THE LEVEL OF SUPPORT AND BREADTH OF SERVICES OFFERED BY THE LIBRARY."*

PRAISE FOR ACADEMIC SUPPORT

- *"IT WAS GREAT!"*
- *"THIS WAS A GREAT FIRST-TIME EXPERIENCE. I HAVE NOT WRITTEN A PAPER IN YEARS. SO THANK YOU FOR THIS SERVICE!"*
- *"[TUTOR] DID A FANTASTIC JOB ON MY REVIEW AND IT WAS CLEAR AND CONCISE. THIS WAS MY 1ST SUBMISSION TO THE WRITING LAB AND WOW IT OPENED MY EYES TO A LOT OF MY ERRORS! THANK YOU."*