



FRANKLIN UNIVERSITY LEARNING COMMONS

SUMMER 2024 REPORT

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 2024 HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Summer 2024 term to improve the student experience, expand services, and support academic programs including:

STUDENT SCHOLARSHIP RECOGNITION

In Summer '24, the Franklin University Library began the Distinguished Student Scholarship Collection (DSSC) initiative to recognize exceptional student coursework. 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.

SWITCH TO HONORLOCK ONLINE TEST PROCTORING

The Testing Center transitioned from ProctorU to Honorlock as the main online test proctoring platform for testers. Honorlock is a state-of-the-art, cloud-based proctoring service that offers 24/7/365 access with no need for advanced scheduling, robust technology support, and a proactive live proctor "pop-in" feature. This service is provided at no cost to students, ensuring equitable access to all.

NEW LIBRARY ADMINISTRATION SYSTEM

As part of the OhioLINK Consortium, the Franklin University Library began the process of migrating to a new library service platform (LSP) called Alma by Ex Libris. There are many steps to this process, including the completion of various forms, data extracts, and configurations over the Summer '24 term. Certifications were also completed and online training for staff has begun. This migration will continue into the Spring '25 semester and the switch to this new platform is planned for Summer '25.

JUVENILE RARE BOOKS

Over 600 juvenile rare books previously held at Urbana were added to the library's catalog and rare books collection. This required creating new records for each title. These records are now discoverable in local, OhioLINK and WorldCat catalogs.

FAST FACTS



\$5M+

Based on the national average, as of Summer 2024, students have saved over an estimated \$5.3 million on textbooks since the library and OER textbook program began in Fall 2018.



67k+

As of Summer 2024, 67,427 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



53k+

During the Summer 2024 semester, there were 53,903 visits to the Learning Commons website.



137k+

Library users accessed over 137,222 unique items via online PDFs or web based resources in Summer 2024.

ADDITIONAL HIGHLIGHTS



LIBRARY

- 61 Research Coaching appointments were held between librarians and students in SU24.
- 10 Research Projects completed for new or revised courses and programs.
- 95% of Interlibrary Loan requests submitted in SU24 were successfully filled.



TESTING CENTER

- Testing supported a total of 3,214 Franklin testers in SU24.
- Approximately \$3,170 in earned revenue for SU24.
- A total of 2,785 ProctorU exams were completed in SU24.



TUTORING

- For SU24, the Learning Commons conducted 534 tutoring appointments.
- There were 487 occupied tutor hours in SU24.
- 31 Tutor.com sessions.
- 762 papers were reviewed by the Online Writing Review in SU24.

"[TUTOR] IS A PERFECT FIT IN THE WRITING DEPARTMENT. HE CHALLENGES YOU AND AT THE SAME TIME MAKES YOU BELIEVE IN YOURSELF."

-STUDENT SURVEY FEEDBACK

TUTORING & WORKSHOP SUCCESS

- ★ **94%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.
- ★ **91%** of students who participated in tutoring and completed a survey stated their tutoring experience was positive.
- ★ **94%** 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.
- ★ **90%** of students who used Tutor.com and completed a survey said the service helped them feel more confident about their school work.

"MY TUTOR WAS INCREDIBLY FRIENDLY AND PATIENT. HE TOOK HIS TIME ADDRESSING MY CONCERNS ABOUT MY PAPER. HE HELPED ME FIND CLARITY AND POINTED OUT WHERE I LACKED SOME DETAILS AND ORGANIZATION. AFTER MEETING WITH HIM, I FEEL MUCH BETTER ABOUT MY PAPER AND WILL REQUEST HIM FOR HELP WITH MY FINAL PAPER.

- ACADEMIC SERVICES STUDENT SURVEY FEEDBACK

ACCOLADES

AT OUR BEST FOR FRANKLIN

PRAISE FOR LIBRARY SERVICES

- *"EXCELLENT RESOURCE, I HIGHLY RECOMMEND THAT EVERY STUDENT USE THIS SUPPORT SERVICE."*
- *"I TRIED FOR TWO DAYS TRYING TO FIGURE OUT WHAT I WAS HAVING MY ISSUE WITH, AND IN 10 MINUTES, CHRIS HAD IT BROKEN DOWN AND EXPLAINED FROM FRONT TO BACK, ALL IN A WAY THAT MADE SENSE TO ME. I WAS ABLE TO GET BACK INTO IT LATER THAT EVENING AND HAD NO PROBLEMS AT ALL."*
- *"I FEEL MORE COMFORTABLE NAVIGATING THE LIBRARY. KRISTI WAS VERY THOROUGH. THANK YOU SO VERY MUCH."*
- *"AS ALWAYS, MY MEETING WITH A LIBRARIAN YIELDED A POSITIVE OUTCOME. I RECEIVED INFORMATION BEYOND WHAT I REQUESTED, SOME OF WHICH WAS A BENEFIT I WAS ENTITLED TO AS A FRANKLIN STUDENT BUT NEVER KNEW. I APPRECIATE ALL THE HELP I RECEIVED THROUGH THE MEETING AND THE FOLLOW-UP EMAIL DETAILING EVERYTHING WE DISCUSSED."*

PRAISE FOR ACADEMIC SUPPORT

- *"I SO APPRECIATE THIS SERVICE. [TUTOR] HELPED ME TO UNDERSTAND THE MATERIAL SO THAT I WENT FROM A 55% TO A 90% ON THE RETAKE OF A TEST. I AM INDEED TRULY GRATEFUL."*
- *"I WAS VERY WORRIED ABOUT HAVING CHALLENGES SO EARLY INTO THE CLASS. [TUTOR] HELPED ME WITH SIMPLE TRICKS THAT LED ME TO BE ABLE TO COMPLETE THE WORK. HE WAS ALSO VERY FRIENDLY, PERSONABLE, BUT MOST IMPORTANTLY, ENCOURAGING. I FELT SO MUCH CONFIDENCE DURING AND NOW AFTER OUR SESSION. THANK YOU [TUTOR]. I LOOK FORWARD TO YOUR ASSISTANCE IN THE FUTURE, WHEN NEEDED."*
- *"I THOUGHT THIS WAS A HELPFUL AND COMMUNICATIVE/EASY WAY TO GET TIPS AND HELP FOR TESTS!" (TUTOR.COM)*