



FRANKLIN UNIVERSITY LEARNING COMMONS

SUMMER 2025 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 2025 HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Summer 2025 term to improve the student experience, expand services, and support academic programs including:

LIBRARY SYSTEMS UPDATES

The Franklin University Library successfully migrated to our new discovery search platform [QuickSearch!](#)

While some behind the scenes cleanup continues, the new system is fully functional for the entire Franklin community as of the Fall 2025 term. We are excited to bring this improved user experience to all users. A short tutorial demonstrating this new system can be viewed [here](#).

Additionally, almost all library resources now use single sign-on (SSO) for access. This has greatly reduced failed logins for all users.

DATABASE UPDATES

Several databases also implemented updates over the summer.

- All EBSCO databases have a new look and feel.
- Mergent Market Atlas (formerly Mergent) also updated its interface.
- CCH Accounting Research Manager merged into one database, CCH Answers Connect.

FAST FACTS



\$7M+

Based on the national average, as of Summer 2025 students have continued to save over an estimated \$7 million on textbooks since the library and OER textbook program began in Fall 2018.



87k+

As of Summer 2025, 87,670 textbook purchases were replaced by library or OER textbooks since the program began in 2018.



105k+

There were 105,833 visits to the library's research guides over the Summer 2025 term.



123k+

Library users accessed 123,241 unique items via online PDFs or web based resources in Summer 2025.

ADDITIONAL HIGHLIGHTS



LIBRARY

- 52 Research Coaching appointments were held between librarians and students in SU25.
- Approximately 70% of students utilizing Research Coaching in SU25 were enrolled in a doctoral program.
- 99% of Interlibrary Loan requests submitted in SU25 were successfully filled.



TESTING CENTER

- In SU25, the Center supported 302 unique testers in-person.
- Approximately \$5,759 in earned revenue for SU25.
- There were 4,779 total Honorlock exam sessions completed by 1,622 active exam takers during SU25.



TUTORING

- For SU25, the Learning Commons conducted 357 tutoring appointments.
- 68 Tutor.com sessions in SU25.
- 520 papers were reviewed by the Online Writing Review in SU25.

"I REALLY ENJOY GETTING HELP AND ASSISTANCE ON THINGS WHEN I NEED IT, WITHOUT HAVING TO MAKE AN APPOINTMENT. ESPECIALLY WITH MY BUSY SCHEDULE. I HAVE USED TUTOR.COM MANY TIMES NOW AND HAVE HAD NOTHING BUT POSITIVE RESULTS." (TUTOR.COM)
-ACADEMIC SERVICES STUDENT SURVEY FEEDBACK

TUTORING & WORKSHOP SUCCESS

- ★ **86%** of students who participated in a Learning Commons workshop would recommend the workshop to other Franklin students.
- ★ **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.
- ★ **90%** of students who used Tutor.com and completed a survey said the service helped them feel more confident about their school work.
- ★ **93%** of students who used Tutor.com and completed a survey would recommend tutoring to other Franklin students.

"KEITH AND BEN ARE AMAZING. BEN'S SCHEDULE FITS MINE BETTER AT THIS TIME. OTHERWISE EXCELLENT FROM BOTH GENTLEMEN. I HAVE LEARNED MORE FROM THE TUTORS THAN FROM THE ACTUAL PROFESSORS. YOU SHOULD HAVE THEM TEACH."

- ACADEMIC SERVICES STUDENT SURVEY FEEDBACK

ACCOLADES

AT OUR BEST FOR FRANKLIN

PRAISE FOR LIBRARY SERVICES

- *"THE LIBRARIAN HELPED TREMENDOUSLY. HE BUILT OFF OF THE LEARNING VIDEO AND HELPED ME UNDERSTAND HOW TO USE THE RESULTS FROM MY REFERENCE SEARCHES. WHILE I STILL NEED HELP UNDERSTANDING HOW TO SYNTHESIZE MY NEW DATA SET, I AT LEAST HAVE A VIABLE DATA SET!"*
- *"ERIN WAS VERY KNOWLEDGEABLE AND VERY THOROUGH IN HER ADVISING"*
- *"MARC WAS VERY HELPFUL AND I LEARNED ABOUT A NEW DATABASE WHICH IN OUR SAMPLE SEARCH MAY HAVE A LOT OF GOOD RESOURCES."*
- *"EXCELLENT OVERVIEW FOR A NEW ADJUNCT FACULTY!"*

PRAISE FOR ACADEMIC SUPPORT

- *"BEN IS FABULOUS. HE BREAKS DOWN THE BOOK AND WHAT THE INSTRUCTOR HAS JUST READ FROM THE BOOK. HE DOES NOT JUST REPEAT MATERIAL. HE TEACHES IT FOR APPLICATION AND HELPS ME SOLVE THE FORMULAS TO UNDERSTAND THE MATERIAL FOR MYSELF. A BOOK THAT READS ALOUD IS COMPLETELY DIFFERENT FROM APPLIED CONCEPTS ONE PIECE AT A TIME. BEN SHOULD BE IN A CLASSROOM SETTING. I'VE LEARNED SO MUCH FROM HIM."*
- *"BRIAN WAS ABLE TO LET ME GUIDE MY TUTORING SESSION AND GIVE ME GREAT EXAMPLES. I ONLY HAD A FEW NOTED QUESTIONS, AND BRIAN MADE SURE THAT I UNDERSTOOD THE WHOLE CONCEPT, AS WELL AS TAKING IT A STEP FURTHER WITH TOPICS HE KNEW WOULD BUILD ON THAT SKILL. OVERALL, I WAS ABLE TO SEE EXAMPLES, PRACTICE MY SKILLS, AND HAVE KEY DEFINITIONS EXPLAINED CLEARLY BY BRIAN. I WOULD BOOK A SESSION WITH HIM AGAIN AND COME WITH MORE QUESTIONS. THANK YOU, BRIAN!"*
- *"MY TUTOR WAS PROFESSIONAL AND POSITIVE THROUGHOUT OUR SESSION. I AM HAPPY TO HAVE STEPPED OUT OF MY COMFORT ZONE TO ASK FOR PROFESSIONAL ANALYSIS."*