



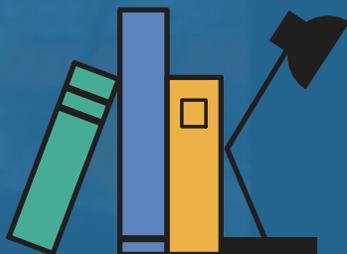
FRANKLIN UNIVERSITY LEARNING COMMONS

FALL 2020 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

PROJECT HIGHLIGHTS

SUPPORTING *EVERY* STUDENT

The Franklin University Learning Commons worked on several projects during the Fall 2020 term to improve the student experience, expand services, and support academic programs.

LEARNING COMMONS WEBSITE ACCESSIBILITY CHECK

- The library staff conducted a review of the Learning Commons website to test the accessibility for visually impaired students who use screen readers. Currently, about 85% of our website meets the requirements and we are working to increase accessibility to 100%.

INTEGRATION OF URBANA UNIVERSITY LIBRARY MATERIALS

- The library staff and student workers processed over 1400 print items obtained through the Urbana University closure. These items have been added to the Franklin University library collection and will contribute in supporting the university's academic programs.

SAUDI ELECTRONIC UNIVERSITY TESTING PILOT PROGRAM

- The Testing Center conducted a ProctorU testing pilot in two course sections supporting 59 students. This included technology support, excellent communication procedures, and setting up the test via ProctorU. Students rated their ProctorU satisfaction at a 4.73 out of 5, and rated their proctor at a 4.8. When asked what students liked about ProctorU, SEU students said: *"it's a good system; very good; Great and the assistance very helpful; the protection."*

FAST FACTS



\$1M+

Since the implementation of the E-Textbook Initiative in Fall 2018, students have saved over \$1,000,000 with using library e-textbooks.



80%

On average, 80% of students are highly satisfied using ProctorU services for their testing needs.



27k+

During the Fall 2020 semester, there were over 27,000 visits to the Learning Commons website.



151k+

While our physical space is still closed, library users have accessed over 151,000 unique titles via online PDFs or web based resources in Fall 2020.

ADDITIONAL HIGHLIGHTS



LIBRARY

- The library answered 535 reference questions via chat, phone, and email.
- 59 Research Coaching appointments were booked by students during Fall 2020 .
- 100 items of faculty and student work have been submitted to the Franklin University Scholarly Exchange (FUSE).



TESTING CENTER

- 2,763 test sessions using ProctorU were completed.
- 187 class exams conducted, equaling 2,613 students.
- Provided 206 placement tests for new students and current students seeking to test out of a course.



TUTORING

- In Fall 2020, 809 Tutoring appointment were utilized by students.
- 141 students attended or registered for a class or skill building workshop during the Fall 2020 term.
- In addition, we saw a 27% increase in occupied tutoring hours and a 24% increase in Online Writing Review submissions compared to Fall 2019.

"I REALLY APPRECIATE ALL THE ASSISTANCE YOU FOLKS FROM THE TESTING CENTER HAVE ALWAYS BEEN PROVIDING TO MY CLASS!"
-ERIC ZHANG

TUTORING & WORKSHOP SUCCESS

- ★ **100%** of students of students who participated in a test review workshop stated that after the review session, they felt better prepared for their exam.
- ★ **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.
- ★ **94%** of students who participated in tutoring stated their tutoring experience was positive.
- ★ **97%** of students who participated in tutoring and completed a survey would recommend tutoring to other Franklin students.

“THANK YOU! [THE TUTOR] EXPLAINED TO ME IN MINUTES WHAT I’VE BEEN STRUGGLING WITH FOR A FEW WEEKS.” - STUDENT SURVEY FEEDBACK

ACCOLADES

PRAISE FOR TESTING

"YOUR COLLEAGUE, CHRISTINA GETER, WAS VERY PATIENT AND HELPFUL TO ME IN THIS PROCESS. SHE WALKED ME THROUGH THE VARIOUS STEPS, SENT ME WRITTEN INSTRUCTIONS, AND WAS AVAILABLE FOR PHONE MEETINGS WHEN I NEEDED. AS AN EDUCATOR AND ONE WHO TEACHES PROSPECTIVE TEACHERS, I CAN ATTEST THAT SHE IS A MODEL FOR GOOD INSTRUCTIONAL METHODS." -SUE CURTIS

PRAISE FOR THE LIBRARY

- "I WILL DEFINITELY BE UTILIZING THE LIBRARY SERVICES REGULARLY. THANK YOU FOR YOUR SUPPORT."*
- "GREAT EXPERIENCE! MEGAN WAS VERY HELPFUL AND REASSURING."*
- "KRISTI WAS VERY FRIENDLY AND HELPFUL. I FEEL SHE WAS VERY PATIENT AND SHE WAS ABLE TO ASSIST ME IN A WAY THAT MADE SENSE. IT WAS A MUCH BETTER EXPERIENCE THAN I EXPECTED."*

AT OUR BEST FOR OUR STUDENTS

PRAISE FOR OUR ONLINE CHAT SERVICE

- "I HAVE NEVER HAD A BAD EXPERIENCE WITH OUR LIBRARY STAFF ON THE CHAT. THEY ARE THE GREATEST!!"*
- "MARC WAS VERY HELPFUL AND PROFESSIONAL. THANK YOU."*

PRAISE FOR RESEARCH COACHING

- "IT WAS GOOD TO BE ABLE TO SHARE HIS SCREEN AND THEN TO SHARE MINE. VERY HELPFUL."*

PRAISE FOR TUTORING

"THE TUTORING SERVICE WAS ONE OF THE REASONS I CHOSE FRANKLIN. AT MY MBA PROGRAM - ONLY THE LOWER COURSES WERE SUPPORTED - NOT GRADUATE/DOCTORATE LEVEL. I LOVE THE ONLINE WRITING REVIEW TO HELP EARN THE HIGHEST POSSIBLE GRADE IN THE CLASS - WHILE FACILITATING LEARNING. THE TUTOR WAS AWESOME."