

# **LEARNING COMMONS SPRING TERM 2014**

by Joyce Wong

## **Tutoring Services**

### **Subject Tutoring**

SWAP hours reduced during the Fall 2013 term were restored for the Spring 2014 term. Biology, Chemistry and Physics were able to offer the number of hours comparable with Spring 2013. Accounting and Computer Science continue to be the busiest of the tutoring services with number of student visits consistent with Spring 2013. However, there was a significant drop in student visits for Chemistry and Physics. Contributing factors may include schedule not matching needs of students and quality of tutors hired this term. Although student visits in Nursing also fell, their hours of service also dropped by 50% compared to Spring 2013. Biology and Psychology saw an increase from the Fall 2013 term. Ian Manis, one of the Biology tutors, visited classes to introduce himself and noticed an increase in student visits soon after. At the Tutor Coordinators' meeting in April, various ideas to encourage use of the service were discussed. It included more active promotion to students who did not do well on the 1<sup>st</sup> mid-term, weekly prize draws for using the service and introductory tutor visits to classes.

### **Writing Centre**

Work to create an online sign-in system for students continues with IT. Feedback on a draft form has been given to IT and we are awaiting a revised form. Time will be needed to provide training to tutors on the use of the system. Currently, statistics are done manually and not only is the process time consuming, gaps regularly occur.

For the upcoming Fall term, the Writing Centre will introduce two new workshops aimed at students who need additional help in textbook reading and academic writing. Designated time to get help with tutors experienced in ESL will also be explored.

### **Smart Tables**

All smart tables were upgraded with newer high resolution monitors. The previous monitors were 720px and found to be incompatible with newer laptops used by students. In addition, HDMI and mini-Display pucks are expected to be installed at the beginning of June. Students with Macs and newer laptops without VGA outlets will find the tables more user friendly with these pucks.

### **Learning Technology lab**

The lab is now equipped with five computers as planned. DSO will be piloting orientations for their students on the use of various applications this summer term.

### **Tutor Survey and Training**

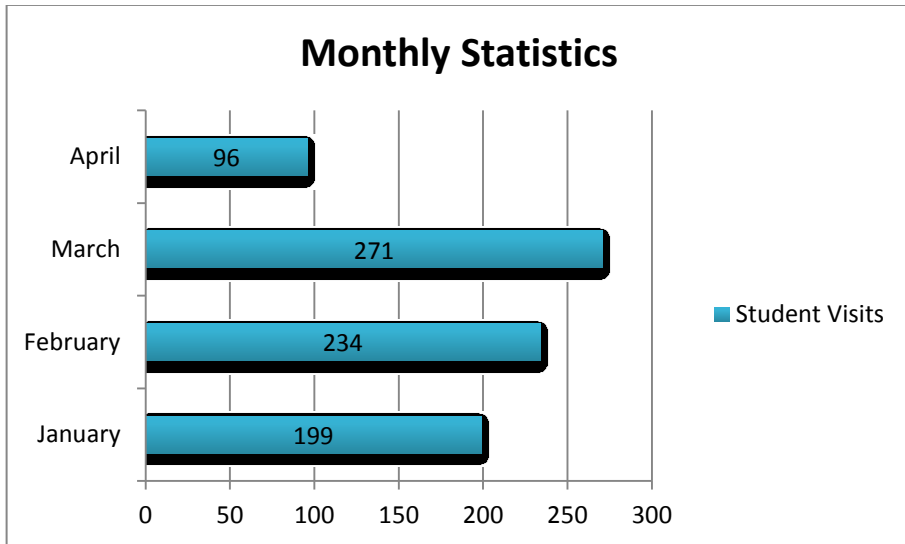
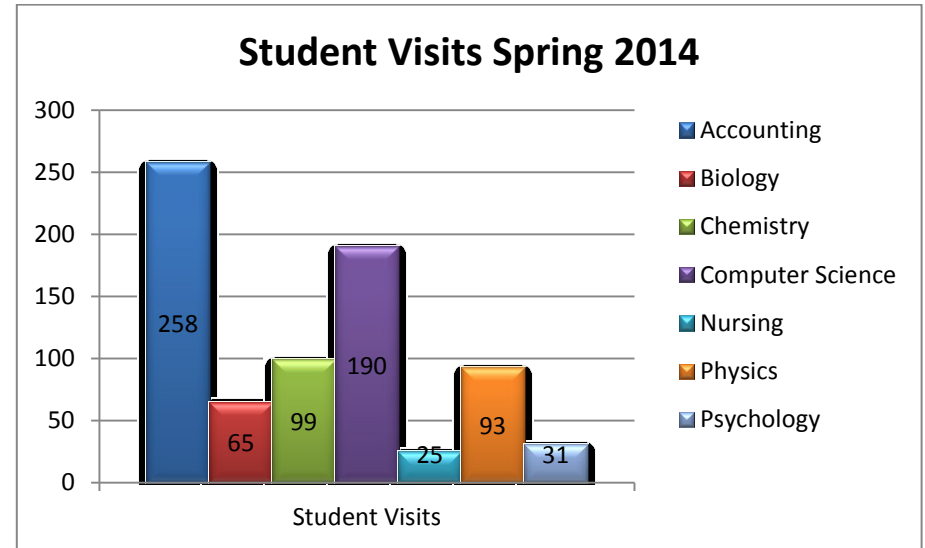
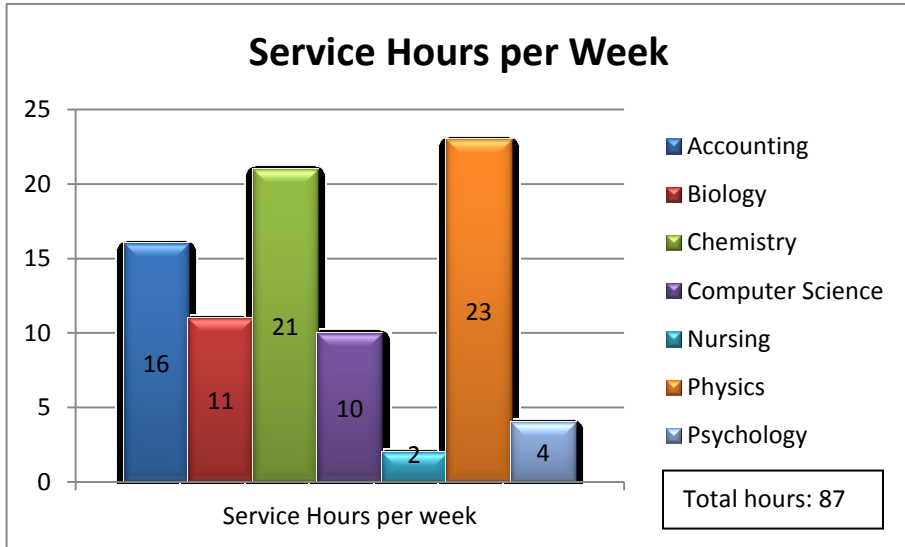
A survey was sent to all tutors in March 2014. There was 100% participation by tutors with a total of 24 respondents. All expressed satisfaction with the Learning Commons space and equipment. There was a strong interest in training: basic tutoring do's and don'ts, and assertiveness and/or handling difficult students were the topics most selected by respondents. Megan Otton and I will review the BCIT Tutoring training module and hope to adapt the content for our tutors by Fall 2014. There were several comments on the challenge of tutoring ESL students. More enforcement on priority use of the space by tutors and a protected online space where tutors can find contact info for each other are two suggestions that will be followed up on.

### **3D Printing**

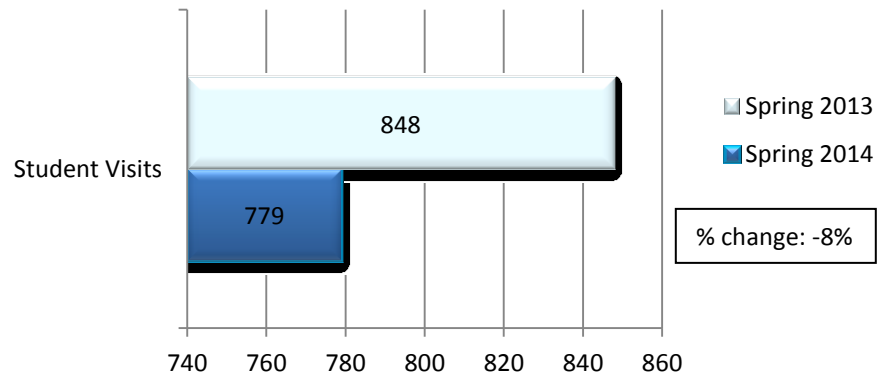
The Learning Commons will be hosting an event during the first two weeks of September to showcase 3D printing in partnership with Creative Arts and Computer Science. Using the Creative Arts 3D printer, the event will have live demonstrations of 3D printing along with prize draws for the objects printed. Faculty and staff from the two departments will also be available during selected times to answer questions.

LEARNING COMMONS: Spring Term 2014 Update in Brief

Subject Tutoring



## Spring 2013 and Spring 2014 Comparison



## Writing Centre

Not available in time for this report. To be included in next report. Work is in progress with IT to develop an online sign-in form to generate reports. In the meantime, it is counted manually by a Writing Centre Tutor.

## Student Success Workshops

Not available in time for this report. To be included in next report.

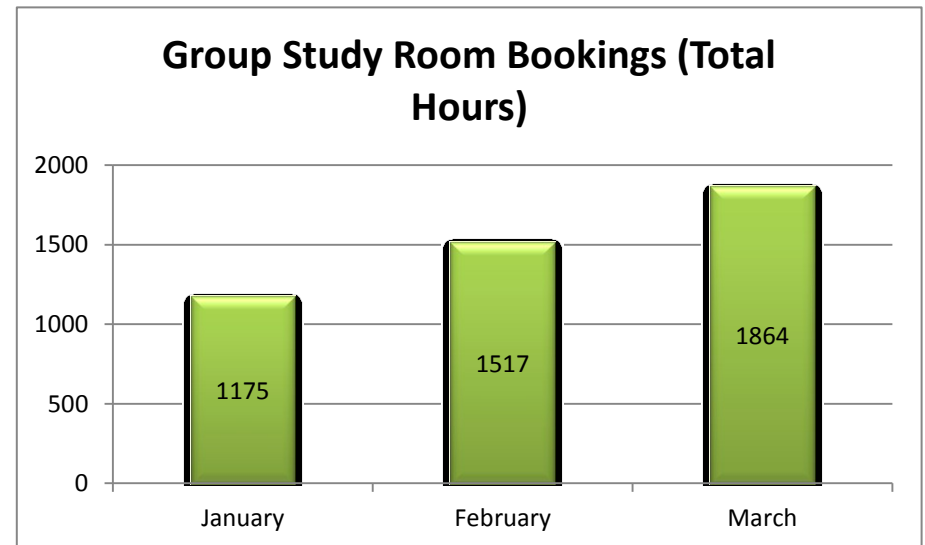
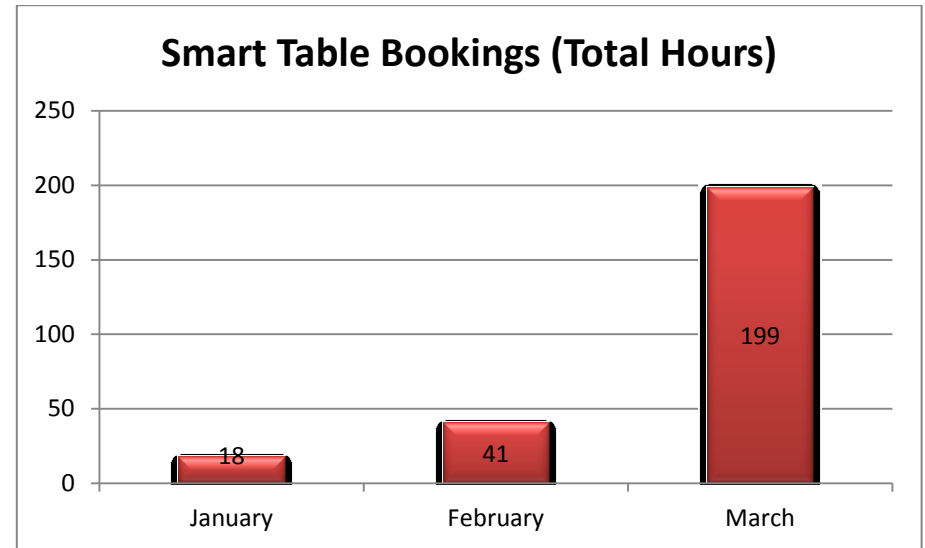
## Reference Help

Questions answered at the Reference Desk, via Reference SMS and Email*	
Application Software	94
Citation	245
Guest Login <i>Members of the public or 'not yet active' students looking to use a computer and Internet on campus</i>	85
Facilitative <i>Examples: directional and hours</i>	1372
Known Item <i>Example: do you have my textbook</i>	494
Basic Research <i>Example: how do I find books on anorexia</i>	596
Intermediate Research <i>Example: I need write an essay on Canadian immigration policies. How do I start my research</i>	338
Advanced Research <i>Example: I'm studying Laurence's The Stone Angel. How do I find information about the population, religions, geography, and settlement in the 19th-century Manitoba?</i>	73
Library Related Tech Help <i>Example: I need help with the photocopier</i>	116
Login Problems** <i>Example: how do I log into a computer</i>	195
Printer** <i>Example: the printer ate my money and nothing comes out</i>	491
Reference Referral to other departments	9
Wireless**	73
<b>Total</b>	<b>4181</b>

\*Questions answered by Borrower Services not included in this reporting period due to change in procedures.

\*\* Library staff provide basic how to information but refer all problems to IT Support

### Group Study Spaces



### Total bookings (Group Study Rooms, Smart Tables and Mini-theatres: Year change)

