Learning Commons Report Summer and Fall Term 2015
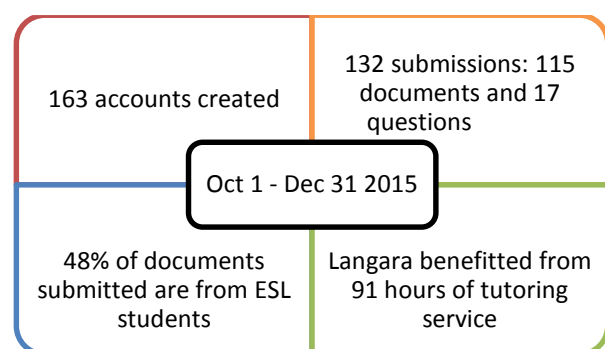
TUTORING SERVICES

Writeaway

In October, the Writing Centre in partnership with the Learning Commons launched a one year pilot of WriteAway, an online writing help service. With this collaborative service offered by participating BC colleges and universities, students can submit their writing assignments 24/7 and receive feedback from qualified tutors, generally within 24 to 48 hours. The WriteAway service complements the current writing help offered in the Learning Commons and further strengthens the spectrum of academic support available to Langara students.

During the pilot, Megan Otton is Langara's WriteAway coordinator. While Greg Holditch served as our institutional tutor in the Fall term, Deborah Blacklock will assume the role in the 2016 Spring term. All are faculty members in the English Department.

Some highlights of Langara's participation in the service so far:

163 accounts created	132 submissions: 115 documents and 17 questions
Oct 1 - Dec 31 2015	
48% of documents submitted are from ESL students	Langara benefitted from 91 hours of tutoring service

Subject Tutoring

The general trend in student visits has been up for Summer and Fall 2015. While the Summer 2015 term saw an increase of 45% over the same time in 2014, the Fall 2015 term had a 25% increase from Fall 2014. Computer Science was by far the busiest subject, contributing to 68% and 45% of total student visits respectively during the Summer and Fall term. Accounting and Physics alternate as the second busiest subject area. Note that Computer Science tutors are also lab assistants who work with students in the classroom. Except for Psychology, which is also staffed by a professional tutor, tutoring in other subjects is staffed by peer tutors.

Support for International Students

Subsequent to a textbook reading workshop open to all students, a faculty member from the Business PDD program requested a session specifically for her students. Megan Otton led the session for approximately 70 PDD students in the student lounge area on the 2nd floor of the L building. Student feedback was overwhelmingly positive.

The Learning Commons presented multiple workshop sessions at the International Student Orientation in both the Summer and Fall term. Entitled "A+? Yes You Can!", the workshop encouraged students to take advantage of the subject tutoring, research and writing help available in the Learning Commons. Special emphasis was also placed on how to avoid plagiarism. 98 students attended the workshop in the Fall orientation and all respondents (97 in total) to the subsequent survey agree or strongly agree that the workshop was helpful.

EVENTS

Fall Open House

To welcome new and returning students, the Library and the Writing Centre set up information tables in the entrance area of the Library during the first week of classes. Over 300 entries were submitted in the accompanying prize draw.

3D Printing Showcase

In partnership with the Creative Arts Division, a 3D printing showcase was held in September in the entrance area of the Library. In addition to live demonstrations of 3D printers, attendees to the showcase were surveyed about their interest in a makerspace on campus. The survey was conducted as part of an Innovation Grant Project to explore the development of a makerspace on campus.

PROMOTION

Writing Centre and Library Pop-up

The Writing Centre and the Library set up a "Pop Up" table in the A Building foyer for three days during lunch hours in October. The main purpose was to raise awareness about the services available in the Library and Writing Centre. Approximately 75 students visited the table over the course of the promotion, with 72 entries entered in the prize draw.

Tutoring Schedules

Schedules for subject tutoring and the Writing Centre are now regularly posted in the B building, in addition to being posted online and inside the Learning Commons. They are also emailed to International Education and Student Engagement for advertising to students.

Student Survey and Event Management

The Learning Commons joined a pilot to assess the efficacy of the current process for managing and promoting events on campus. To assist with data gathering, the Learning Commons surveyed students after two workshops held in the Fall term. Preliminary data indicates that instructors and the Langara Website are the two top avenues by which participants find out about the workshops included in the survey. Overall, respondents reported a high level of satisfaction with the workshops, an average of 4.1 out of 5, with 5 being the highest rating.
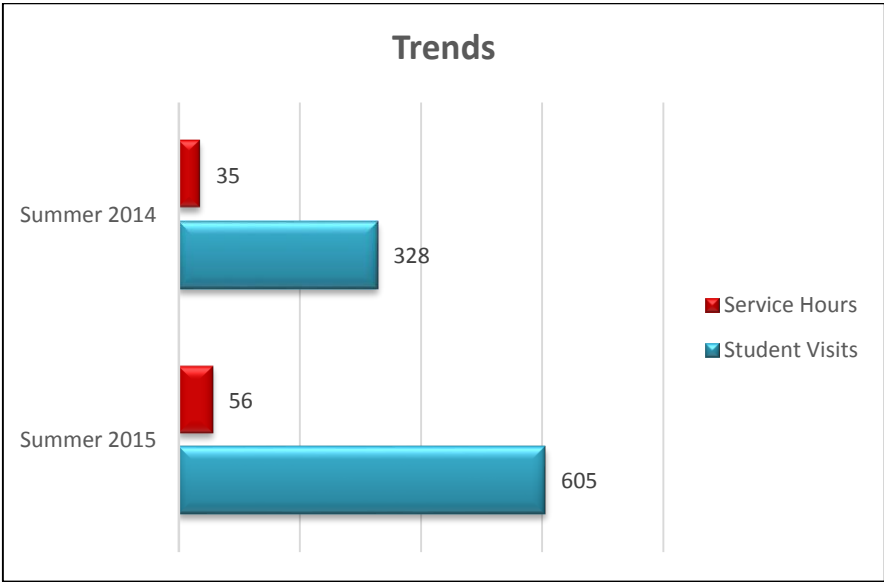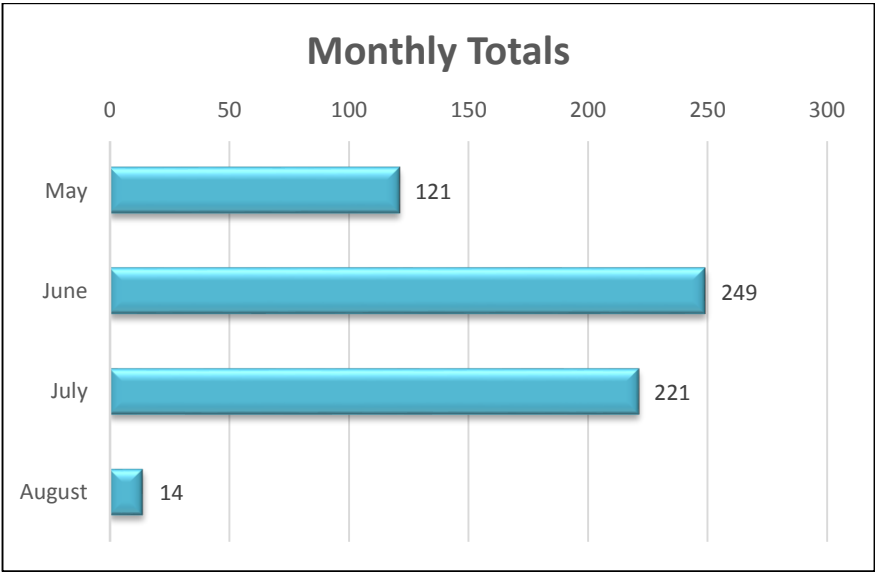
The survey will continue in the upcoming Spring term with plans to include workshops conducted by other Learning Commons partners such as Counselling.

UPCOMING PRIORITIES

- Continue working with C&M on a promotion and marketing plan
- Assess the WriteAway pilot to determine continuation
- Develop and present a new writing workshop on thesis statements and outlines
- Explore opportunities for partnership within the Innovation Grant Proposal to develop a Langara makerspace

LEARNING COMMONS: SUMMER TERM 2015 UPDATE IN BRIEF

Subject Tutoring

Service Hours per Week

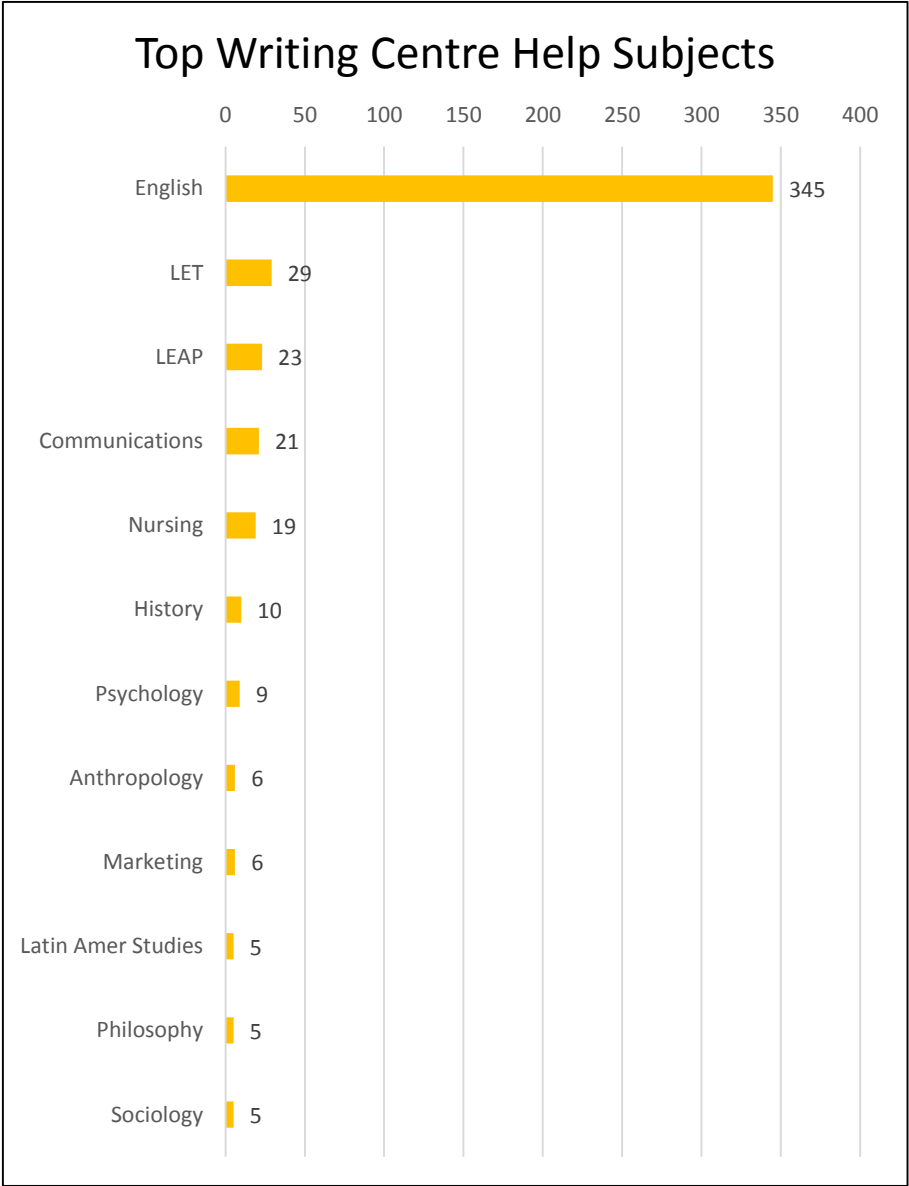|	
Accounting	11
Biology	6
Chemistry	2
Computer Science	10
Nursing	5
Physics	20
Psychology	2

Student Visits Summer 2015

Accounting	75
Biology	20
Chemistry	6
Computer Science	417
Nursing	21
Physics	54
Psychology	12

Monthly Totals

May	121
June	249
July	221
August	14

Trends

	Service Hours	Student Visits
Summer 2014	35	328
Summer 2015	56	605
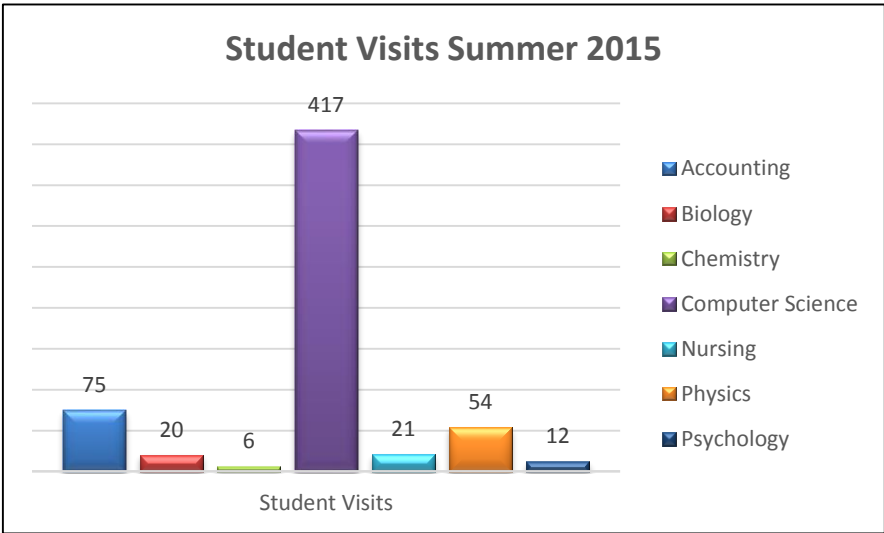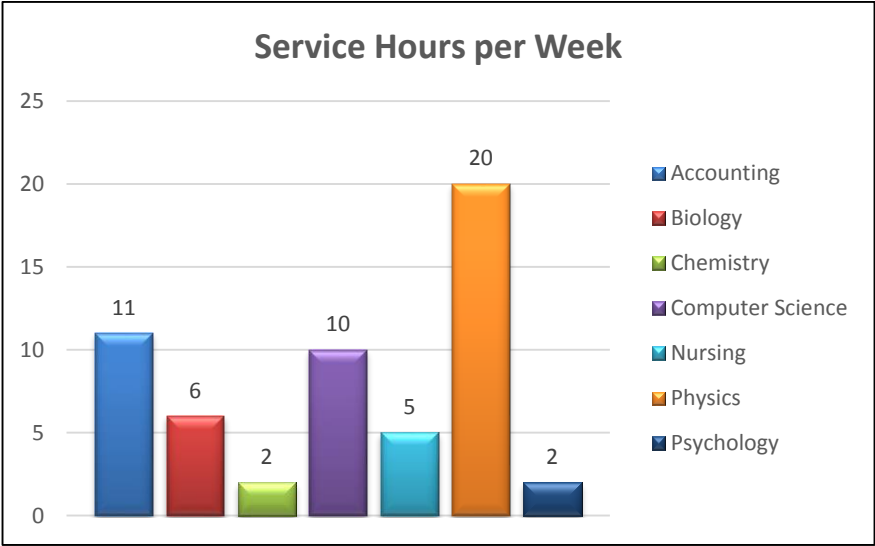
Writing Centre: Summer 2015

Summer 2015 Monthly Student Visits

Month	2014	2015
August	5	5
July	187	85
June	181	231
May	61	198

Legend: ■ 2014 ■ 2015

Trends: 20% Increase

	Value
Summer 2015	519
Summer 2014	434

Student Visits

Legend: ■ Summer 2015 ■ Summer 2014

Top Writing Centre Help Subjects

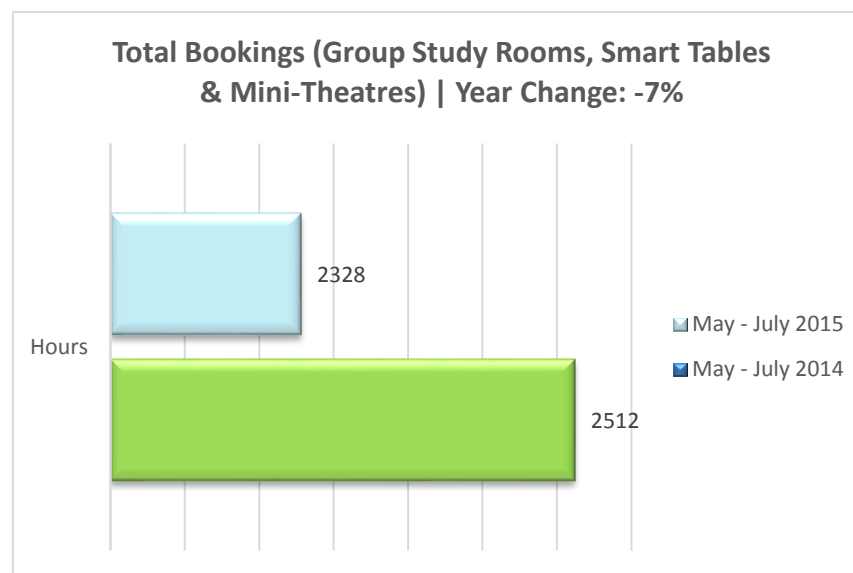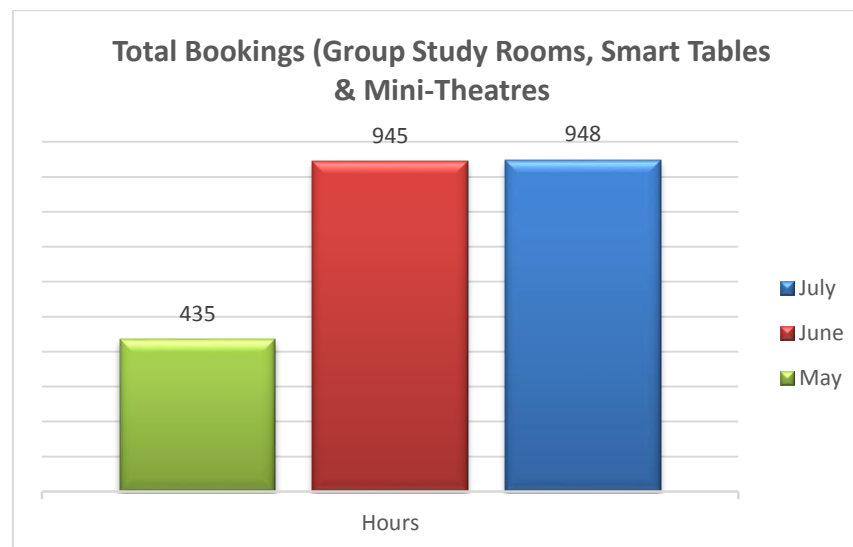| Subject	Value
English	345
LET	29
LEAP	23
Communications	21
Nursing	19
History	10
Psychology	9
Anthropology	6
Marketing	6
Latin Amer Studies	5
Philosophy	5
Sociology	5

Information and Research Help Summer 2015

Questions answered at the Reference and Borrower Service Desk	Total
Application Software	48
Citation	118
Copyright	5
Guest Login	78
Facilitative *Examples: directional, hours*	3071
Known Item *Example: do you have my textbook*	1546
Basic Research *Example: how do I find books on anorexia*	471
Intermediate Research *Example: I need write to an essay on Canadian immigration policies. How do I start my research*	202
Advanced Research *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?*	42
Library Related Tech Help *Example: I need help with the photocopier*	345
Login Problems* *Example: how do I log into a computer*	133
Printer* *Example: the printer ate my money and nothing comes out*	654
Reference Referral to other departments	87
Wireless*	164
Total	6964

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

Group Study Spaces Summer 2015

Total Bookings (Group Study Rooms, Smart Tables & Mini-Theatres

- July: 948
- June: 945
- May: 435

Hours

Total Bookings (Group Study Rooms, Smart Tables & Mini-Theatres) | Year Change: -7%

- May - July 2015: 2328
- May - July 2014: 2512

Hours

Learning Commons Workshops

Student Success Workshops / Counselling Department

Workshop (2 sessions unless noted)	Spring 15 Attendance	Summer 15 Attendance
Time Management	6	13
Learning & Memory	11	14
Take Good-Notes/Strategic/Effective Note-Taking	18	11
Speed-Reading	15	9
Active/Mindful Reading/Strategy	25	14
Stress Management	6	9
Career (1 session)	12	8
Procrastination	4	8
Mastery (1 session)	9	9
Brain (1 session)	11	6
Exam-Anxiety/Final Exams	11	8
Improve Thinking/GPA	12	10
University Transfer	11	

Cont'd		
Salvage/rescue Semester	18	12
Workshops offered to classes & Orientation	-	21
Total	**169**	**152**

Writing Centre Workshops

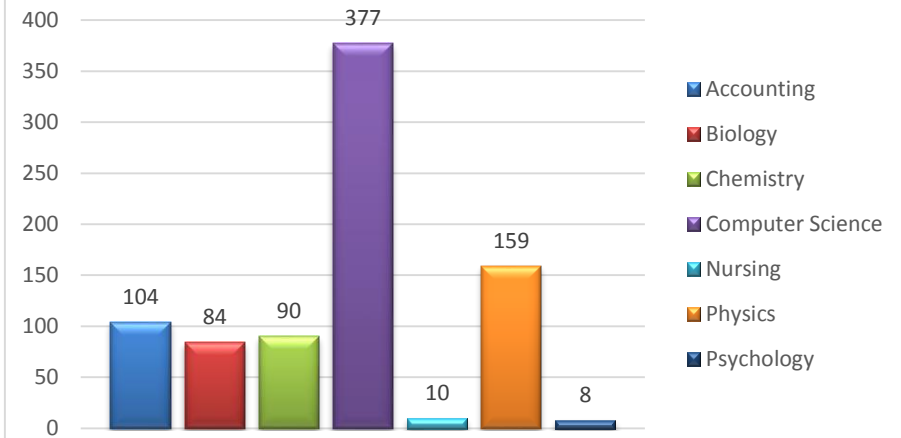| Workshop (1 session unless noted)	Summer 15	Fall 15
Textbook Reading	5	12
Essay Writing	n/a	12
Textbook Reading for Business Students	n/a	70
Total	5	94

LEARNING COMMONS: FALL TERM 2015 UPDATE IN BRIEF

Subject Tutoring

Service Hours per Week

Subject	Hours
Accounting	8
Biology	12
Chemistry	12
Computer Science	10
Nursing	4
Physics	18
Psychology	2

Student Visits

Subject	Visits
Accounting	104
Biology	84
Chemistry	90
Computer Science	377
Nursing	10
Physics	159
Psychology	8

Monthly Totals

Month	Total
September	147
October	370
November	281
December	34

Trends

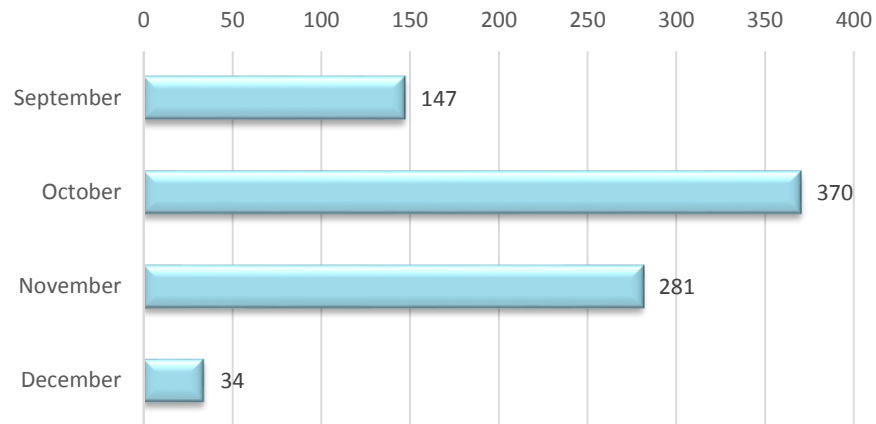|	Service Hours	Student Visits
Fall 2014	58	623
Fall 2015	66	832
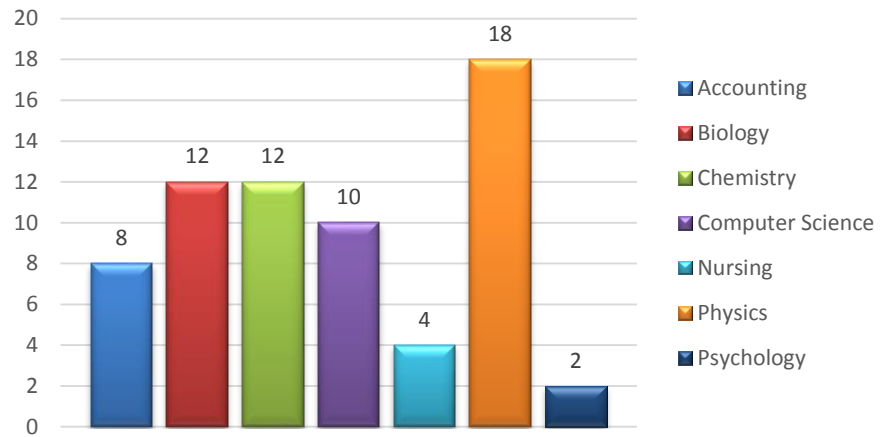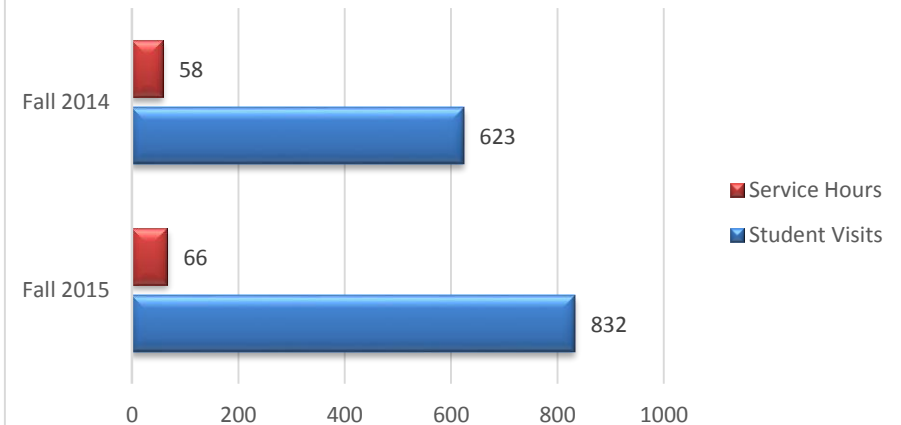
Writing Centre: Fall 2015

Student Visits

Month	Fall 2014	Fall 2015
December	25	115
November	454	560
October	503	451
September	256	238

Trends: 10% Increase

	Student Visits
Fall 2015	1364
Fall 2014	1238

Top Writing Centre Subjects Fall 2015

Student Visits

Subject	Student Visits
English	666
Nursing	65
LEAP	63
Communications	56
History	44
LET	43
Business	38
Sociology	34
Geography	33
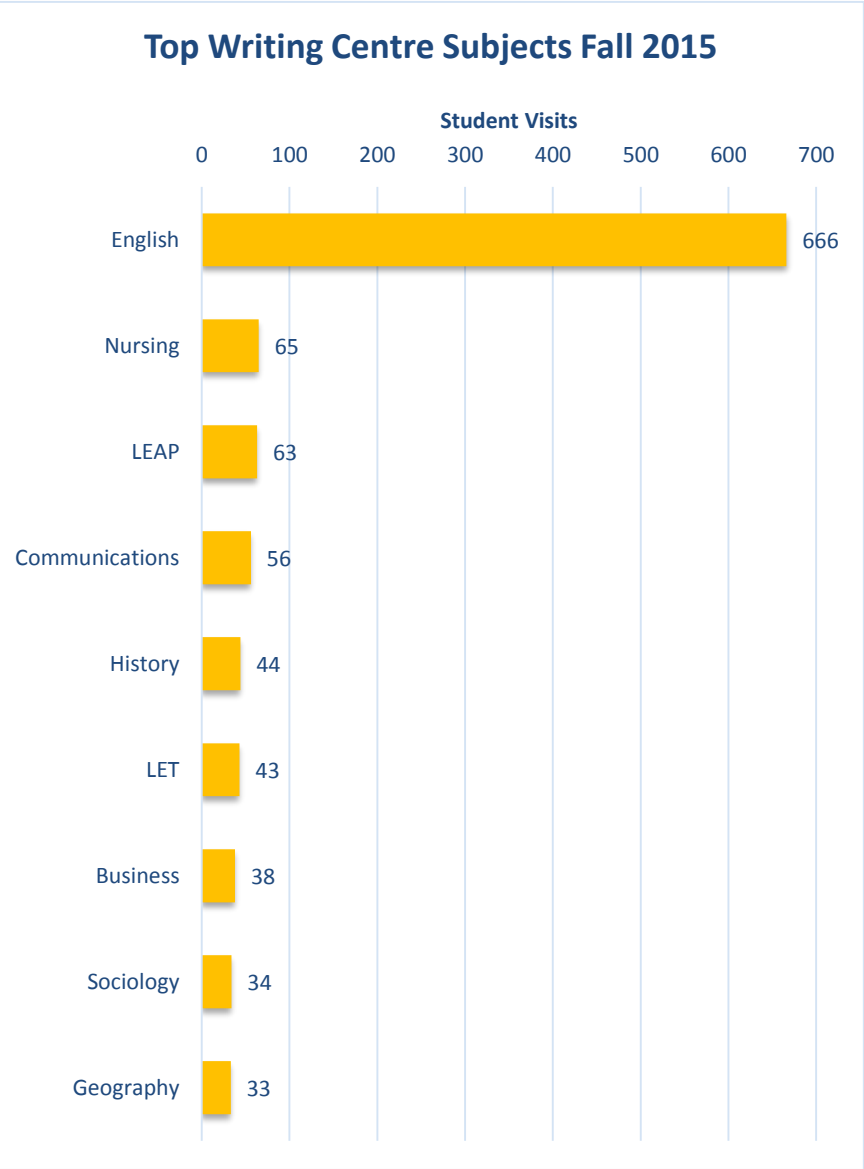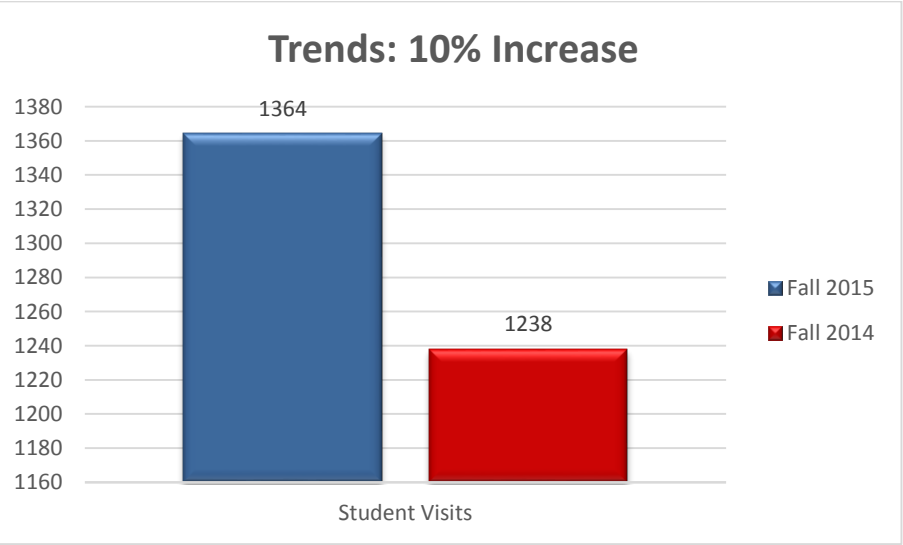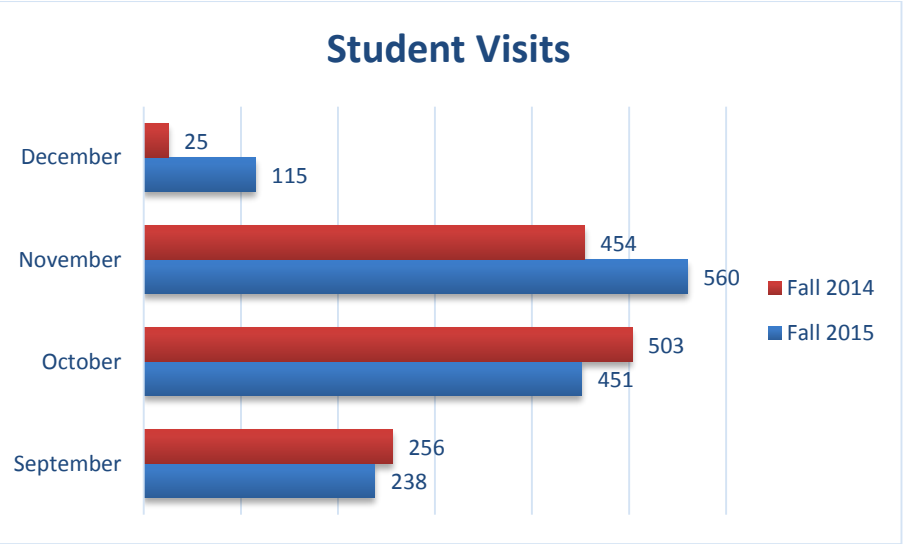
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Wireless*	531
Total	**18856**

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Group Study Spaces Fall 2015

Total Bookings (Group Study Rooms, Smart Tables & Mini-Theatres

Nov 2,644
Oct 2,229
Sept 1,107

Hours

Total Bookings (Group Study Rooms, Smart Tables & Mini-theatres) | Year Change: 46%

Sept - Nov 2015: 5,980
Sept - Nov 2014: 4103

Hours