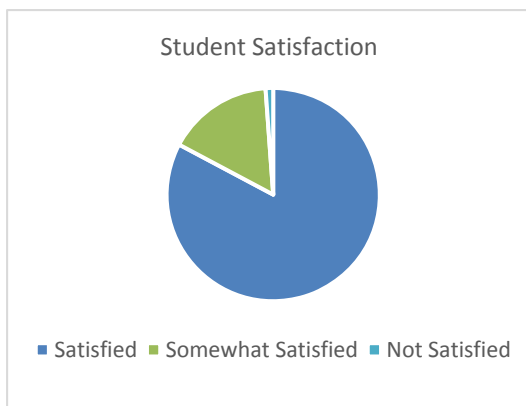


Learning Commons Report: Summer and Fall 2016

Prepared by Joyce Wong

Tutoring Services

Fall 2016 Promotion and Survey



Between Sept. 19th and Oct. 14th 2016, subject and Writing Centre tutors offered feedback forms to students who visited the tutoring service.

A total of 87 completed surveys were received for both the Writing Centre and subject tutoring. Overall, students expressed overwhelming satisfaction with the service. 81% of respondents rated their visit with a tutor as satisfied. A majority also indicated that the service hours suited their needs¹. Specific questions about a topic (56%) was the most common type of help sought by students visiting subject tutors. Grammar and punctuation, and outlines and thesis statements, were the two most common type of help sought by students visiting the Writing Centre.

Subject Tutoring

The number of student visits during the Summer semester remained stable when compared to the same time in 2015. During the Fall semester, Computer Science tutoring constitutes 49% of total visits. Accounting and Economics follow with 20% and 14% of total visits respectively. Economics joined the Writing and Tutoring Centre in the Summer semester and has proven to be very successful. Student visits to Economics contribute to much of the growth in the Fall semester. Similar to the Writing Centre, Economics tutors are comprised of faculty and peer tutors. Individual Computer Science faculty have also begun to offer their office hours in the Writing and Tutoring Centre.

Writing Centre

The Writing Centre received funding from the College to hire non-swap tutors and a designated IE tutor. The funding has enabled the Writing Centre to schedule double coverage during peak periods and expand hiring options for student tutors. Stephanie Hummel, the designated IE tutor during the Fall semester, offered a workshop for tutors on common EAL mistakes. Overall, there was a 26% increase in student visits during the Summer semester when compared to its counterpart in 2015. The number of student visits during the Fall 2016 remained relatively stable when compared to Fall 2015.

Writeaway

The online writing help service continues to be popular among Langara students. Langara College received 336 submissions between the Summer and Fall semester 2016. The average turnaround time was 17.7 hours during the Summer. In contrast, the busier Fall saw the average turnaround lengthened to 54.7 hours.

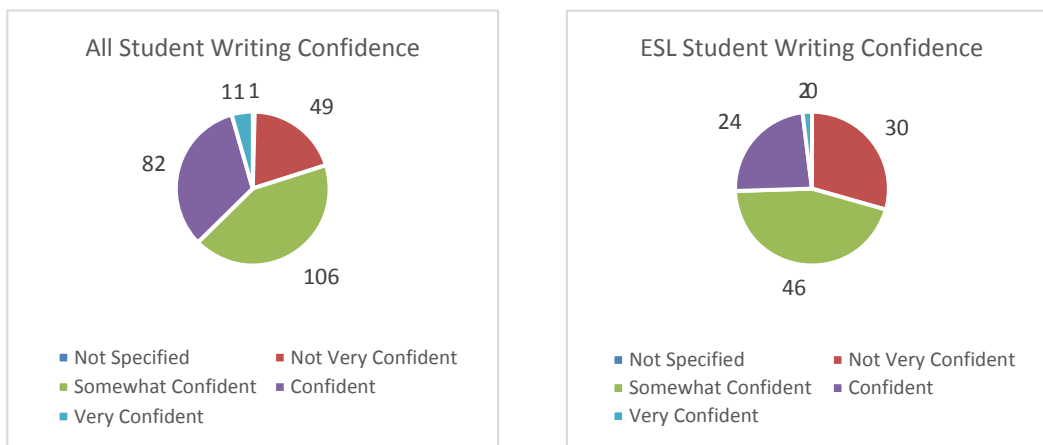
Here are some positive comments from students:

"I found [tutor's] comments very helpful. He pointed out quite a few of my structural/ grammatical errors, and beside commenting added very useful external sources links and pages to the document. I actually ended up printing his comments for future reference. Thank you very much."

¹ The survey does not include students who couldn't visit a tutor because of schedule conflicts.

“The constructive criticism was extremely helpful as it provided insight on what I did well along with what I need to work on. The tips were useful as they are specific things I need to work on even in future papers. I liked the encouraging messages found in the comments as well.”

When asked about their confidence in writing for academic and professional purpose, “somewhat confident” was the most popular response overall and among ESL students.



Support for International Students

The Learning Commons regularly conducts workshops for student orientations organized by International Education. As in previous semesters, the workshop Entitled “A+? Yes You Can!”, encourages students to take advantage of the subject tutoring, research and writing help available in the Learning Commons. We were also very fortunate during the Fall semester orientation to have had two Writing Centre tutors who were also international students speak about their experience.

Events

Fall Open House and Langara Fair

To welcome new and returning students, the Learning Commons including the Writing Centre organized an open house during the first week of classes and participated in the Langara Fair.

Student Success Workshops

Counselling continues to offer learning skills and mental wellness workshops for students in the Learning Commons. Samples of topics include stress management, speed reading, staying motivated, and exam preparation.

Writing Centre Workshops

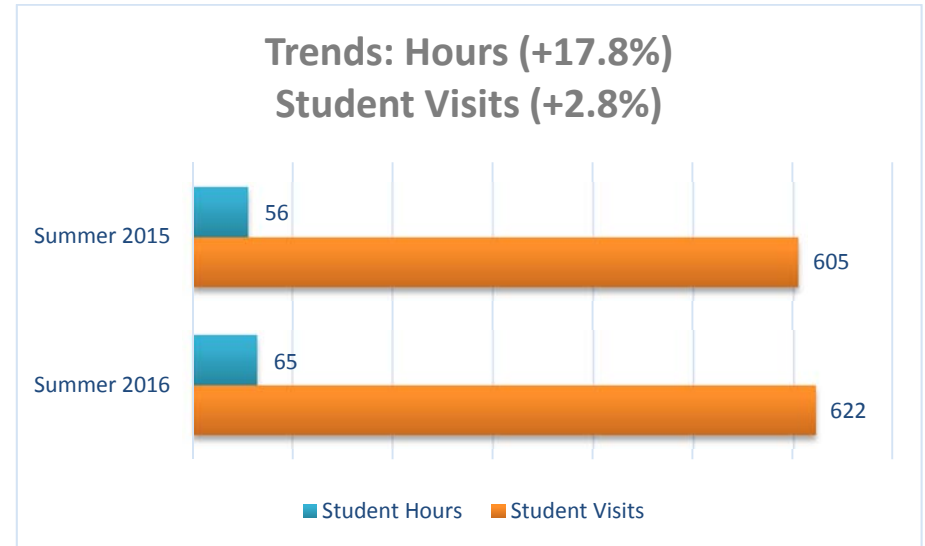
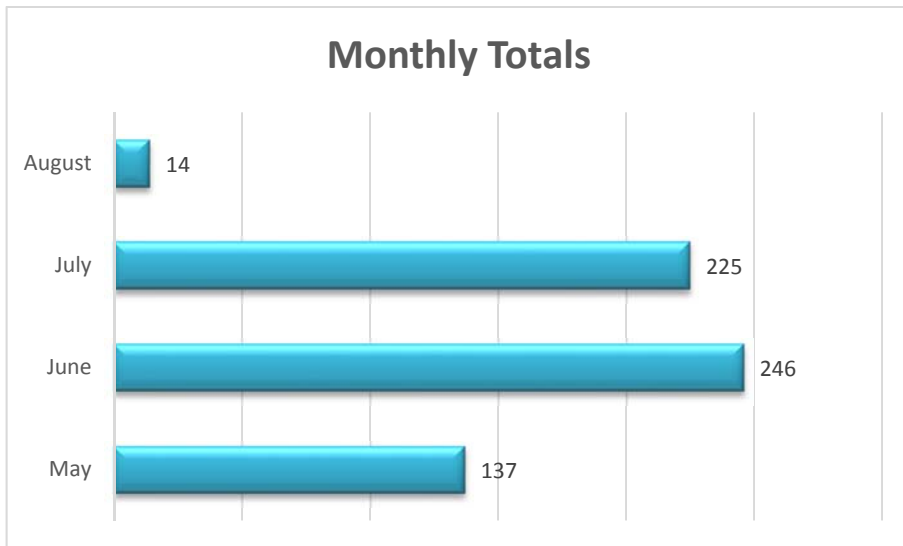
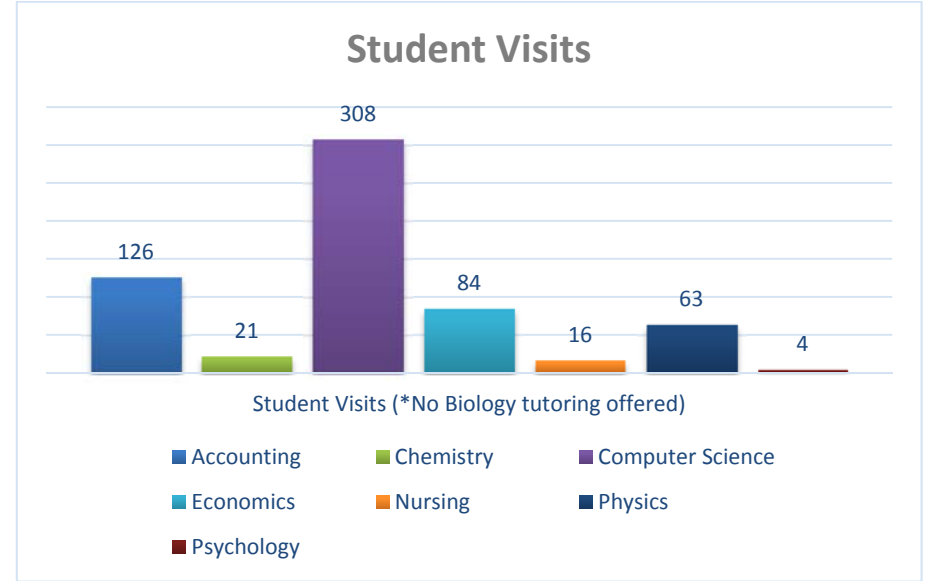
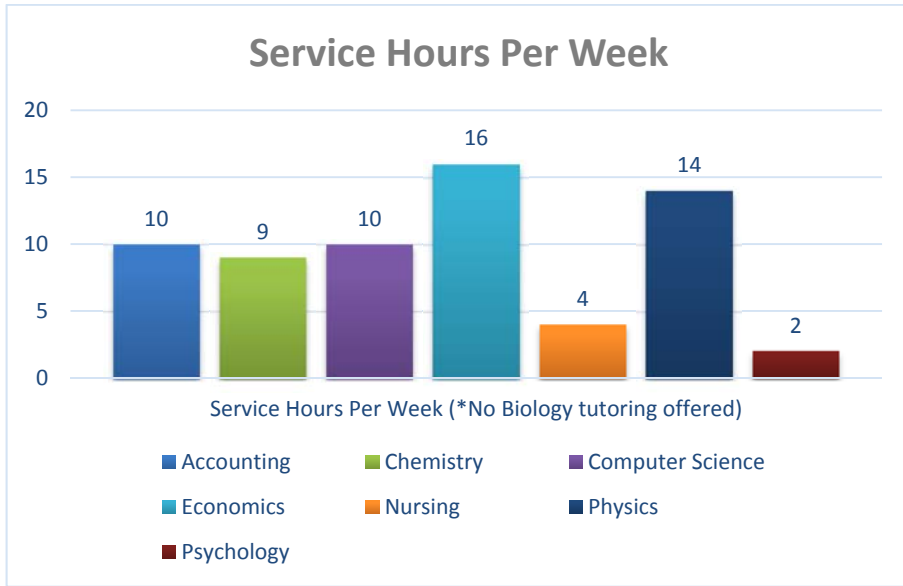
Thesis and Outlines, Essay Writing and Avoiding Plagiarism are three of the workshops offered by the Writing Centre during the Fall semester. Multiple sessions for a total of five were scheduled. All sessions were conducted by Megan Otton, Writing Centre Coordinator. There were a total of 61 attendees to the workshops.

Upcoming priorities

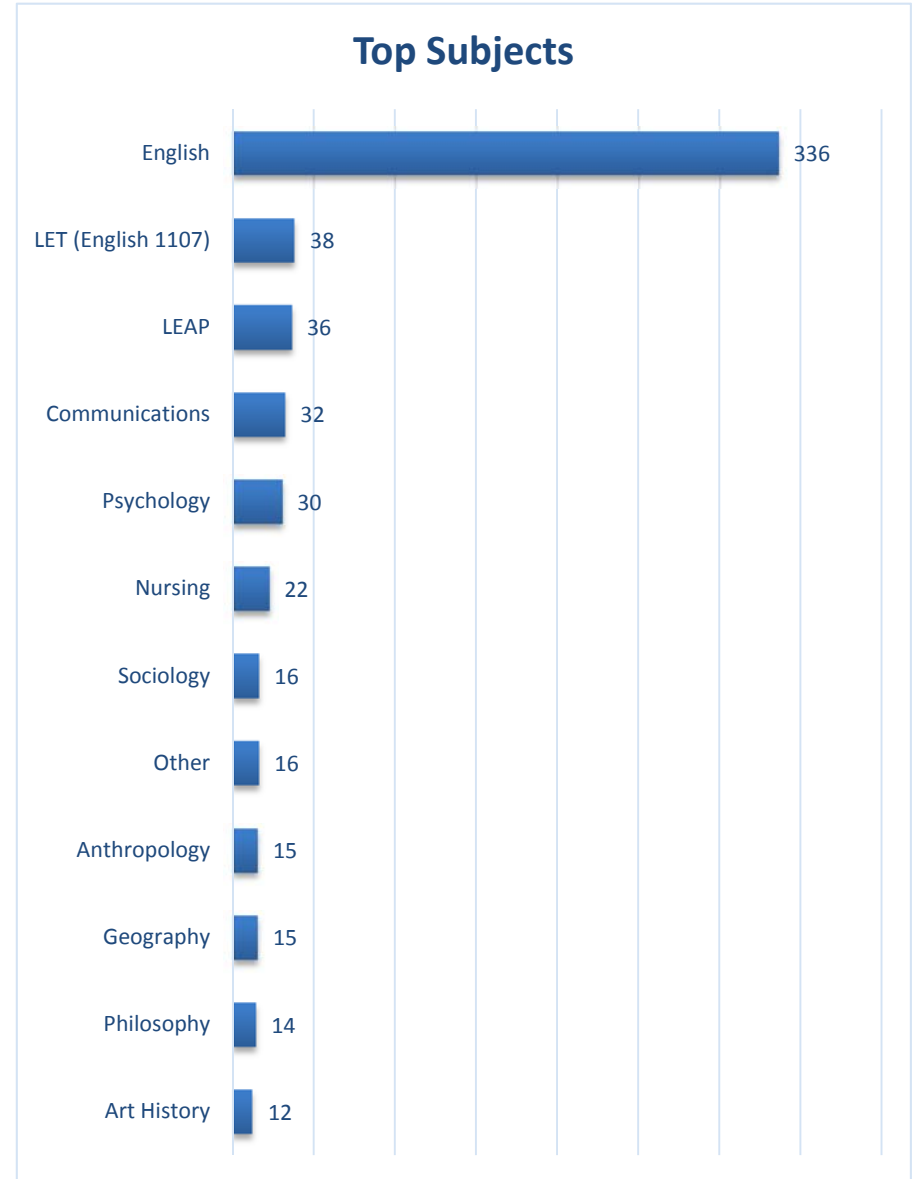
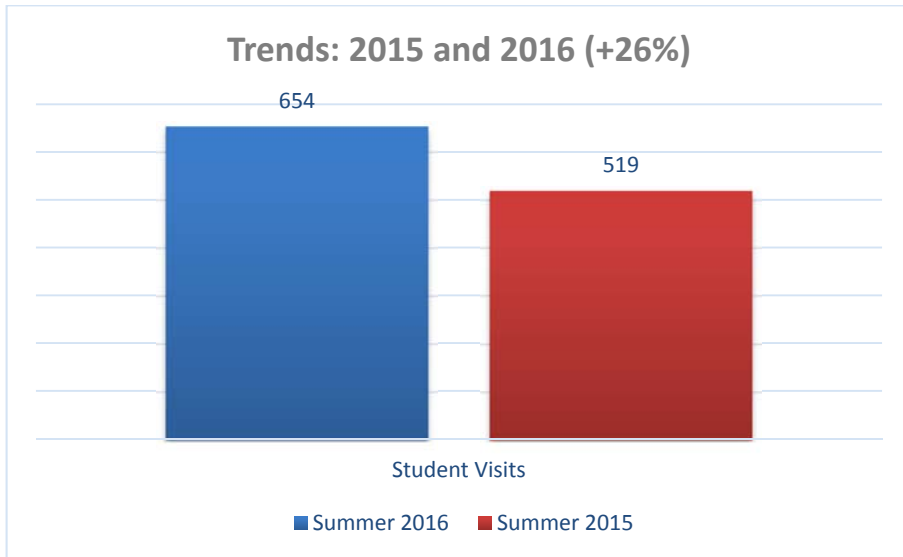
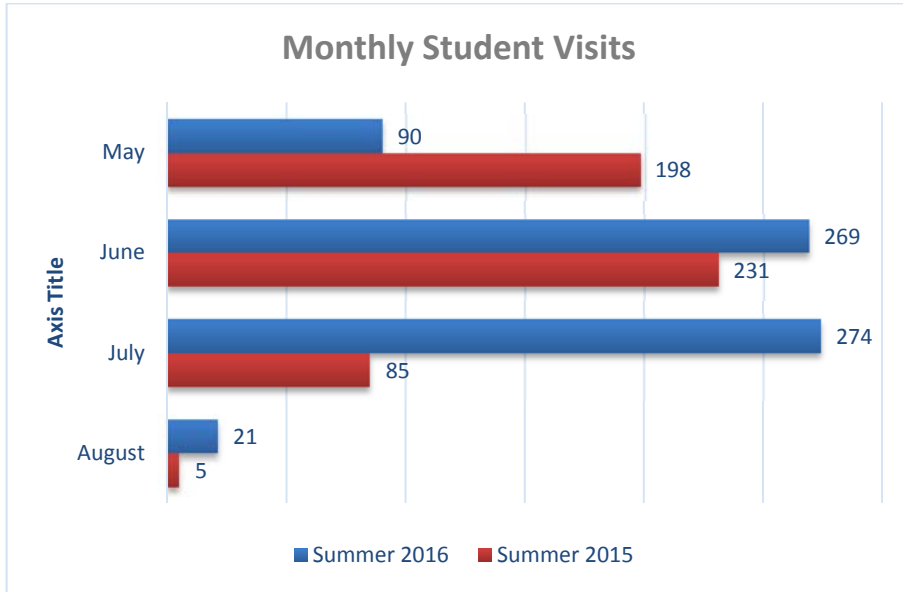
- Request funding to employ two Coop students to conduct a Website refresh
- Work with BCAP Coordinator to set up Microsoft Office and D2L tutors in the Learning Commons
- Review tutor training D2L tutorial

Learning Commons: Summer Semester 2016 Update in Brief

Subject Tutoring Summer 2016

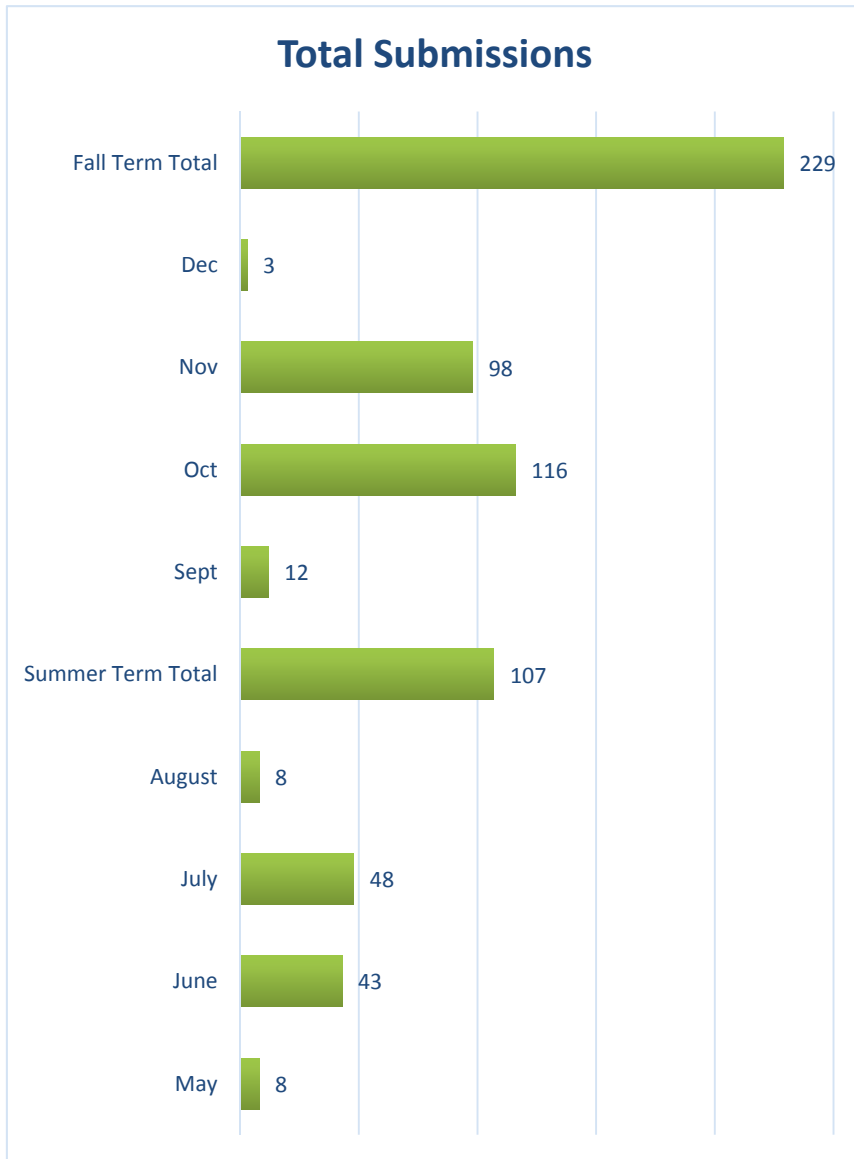


Writing Centre Summer 2016

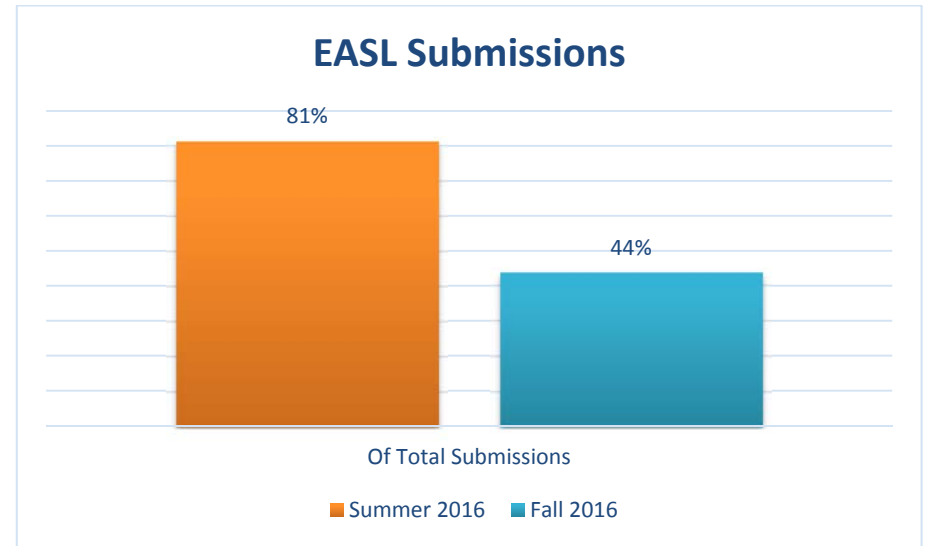


Writeaway

Writeaway is a collaborative writing help service made up of post-secondary institutions province wide. Langara students can submit writing and receive feedback within 48 to 72 hours.



EASL Users

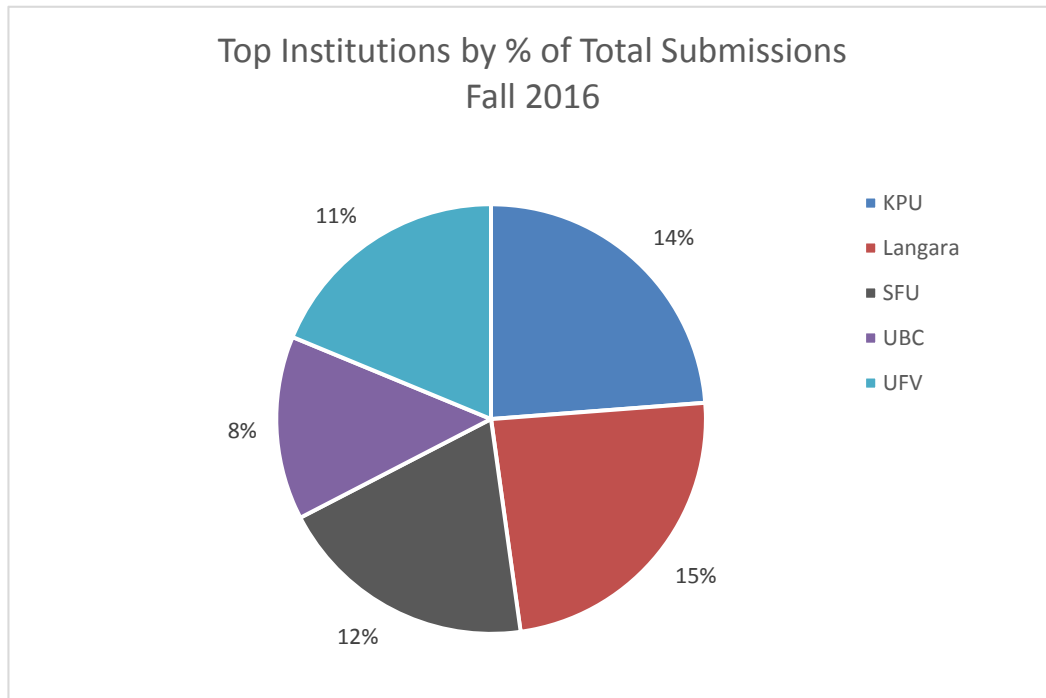


Repeat Usage

Number of Students submitting	1 paper	2-3 papers	4-6 papers	7-9 papers
Summer 2016	34	15	8	0
Spring 2016	113	42	5	1

Langara Usage and Other Service Partners: a Comparison

Langara students continue to be one of the heaviest users of the service especially when compared to larger institutions such as SFU and UBC.

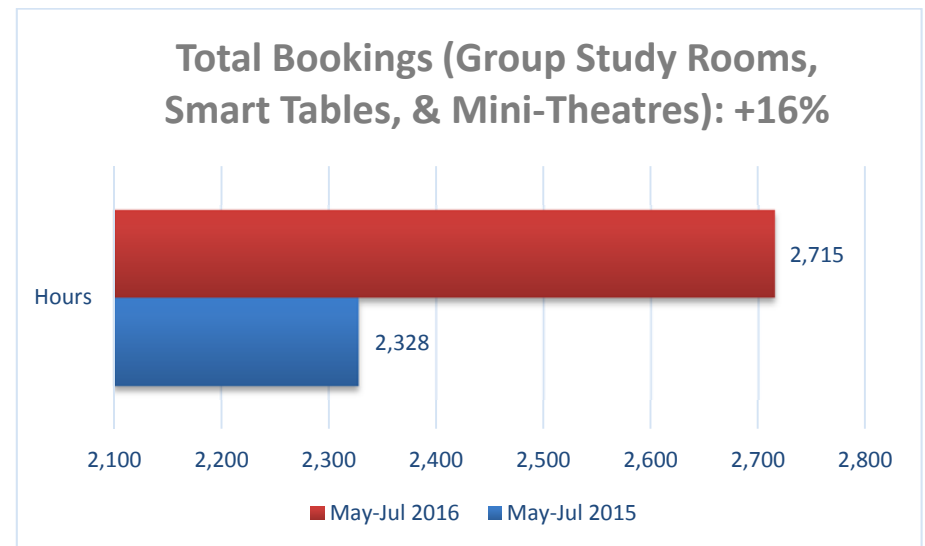
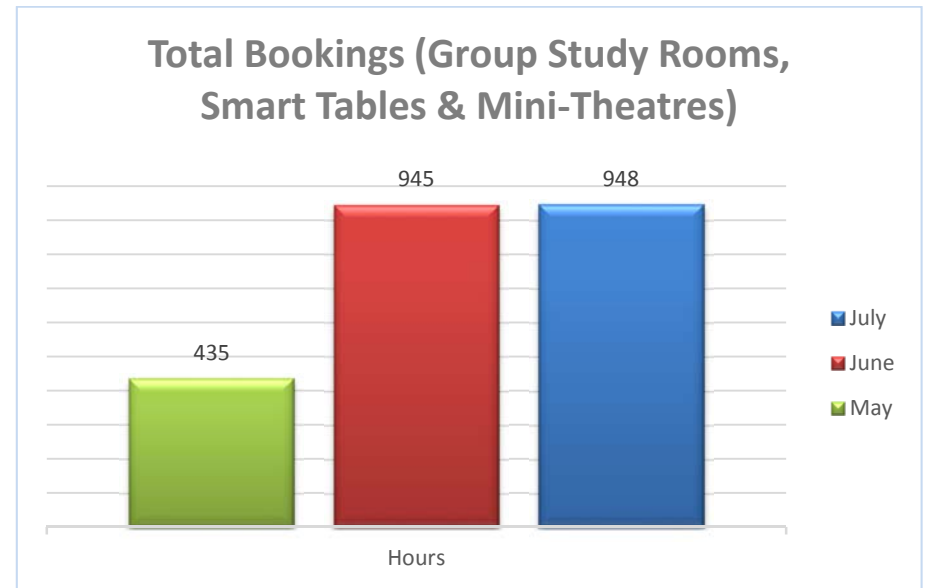


Information and Research Help Summer 2016

Questions answered at the Reference and Borrower Service Desk	Total
Application Software	28
Citation	174
Copyright	20
Guest Login	1741
Facilitative <i>Examples: directional, hours</i>	3765
Known Item <i>Example: do you have my textbook</i>	1041
Basic Research <i>Example: how do I find books on anorexia</i>	415
Intermediate Research <i>Example: I need write to an essay on Canadian immigration policies. How do I start my research</i>	116
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>	157
Library Related Tech Help <i>Example: I need help with the photocopier</i>	161
Login Problems* <i>Example: how do I log into a computer</i>	226
Printer* <i>Example: the printer ate my money and nothing comes out</i>	334
Reference Referral to other departments	86
Wireless*	39
Total	8303

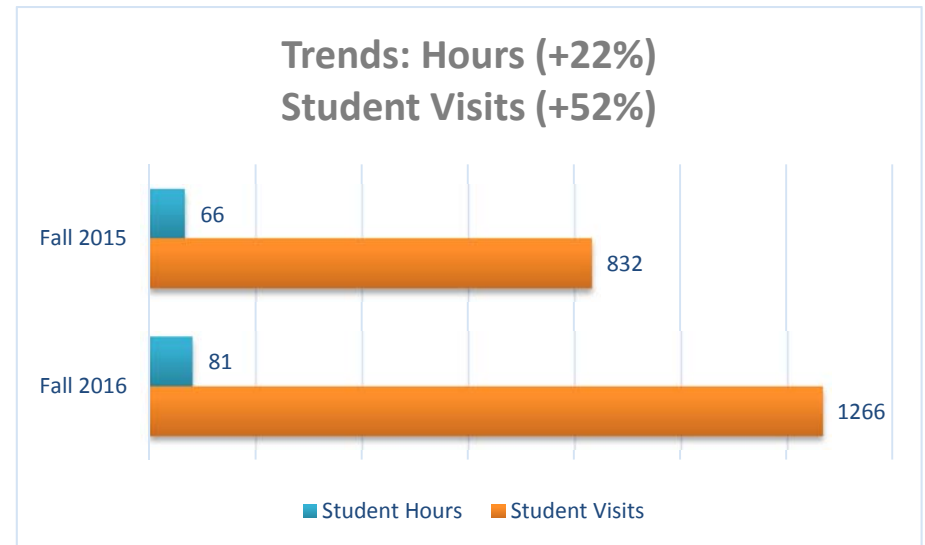
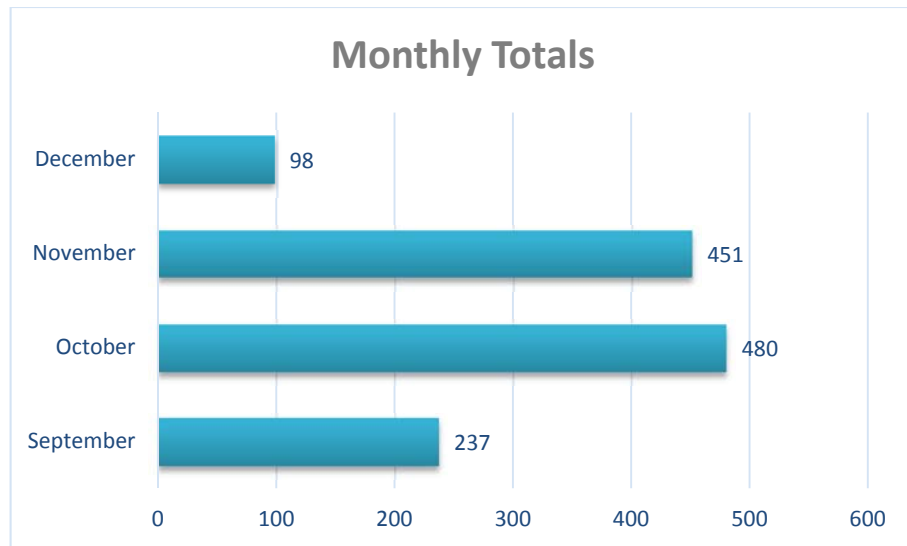
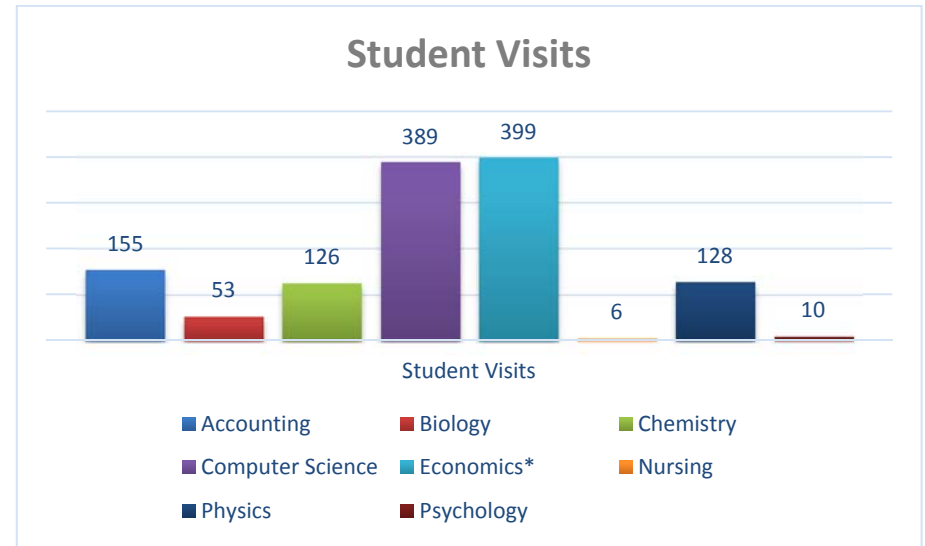
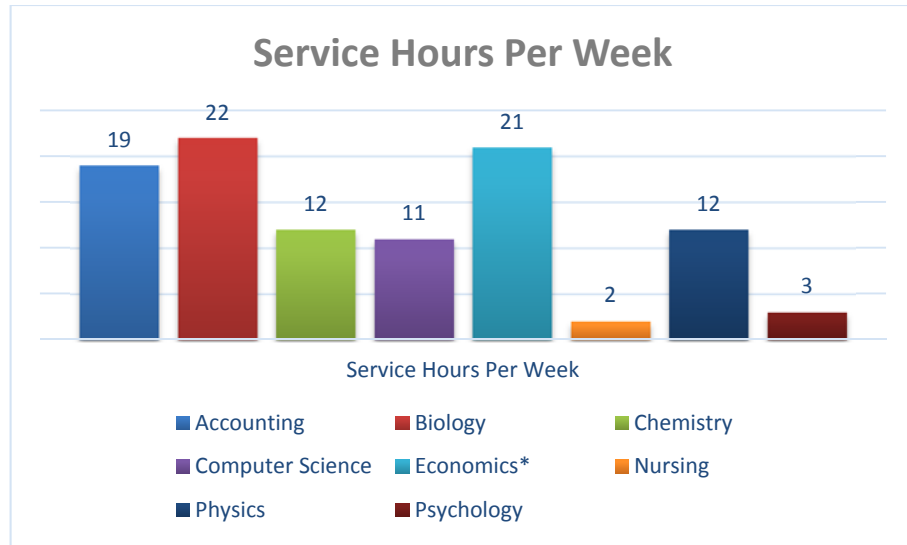
* Library staff provide basic how to information but refer all problems to IT Support.

Group Study Spaces Summer 2016

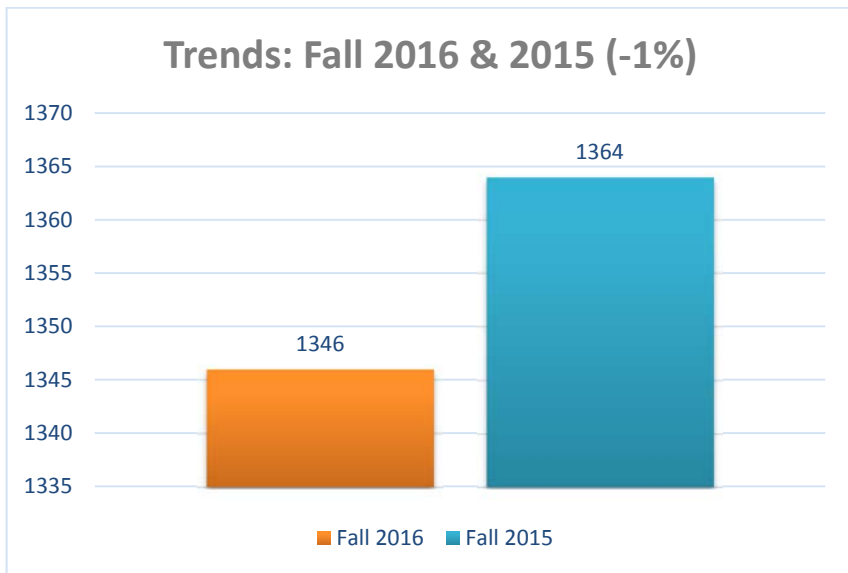
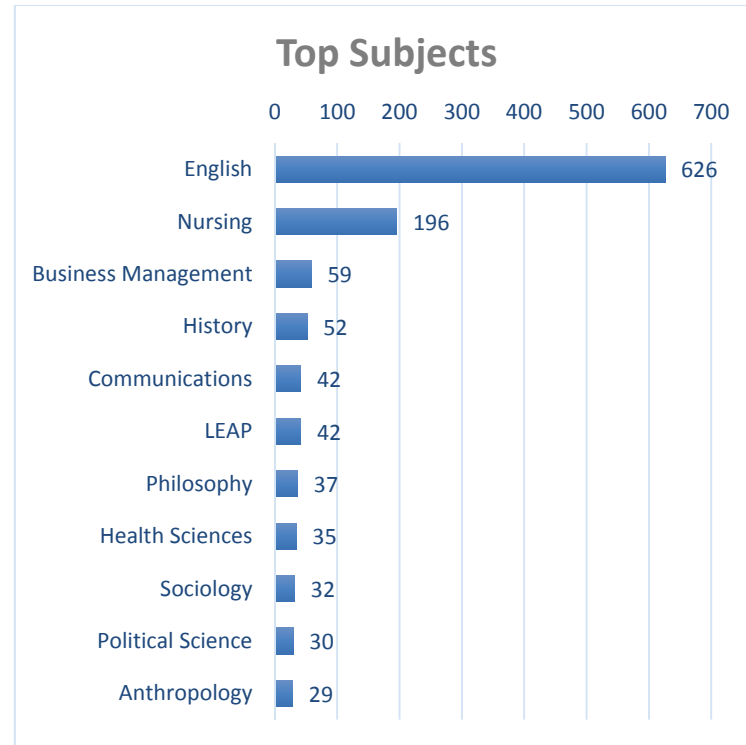
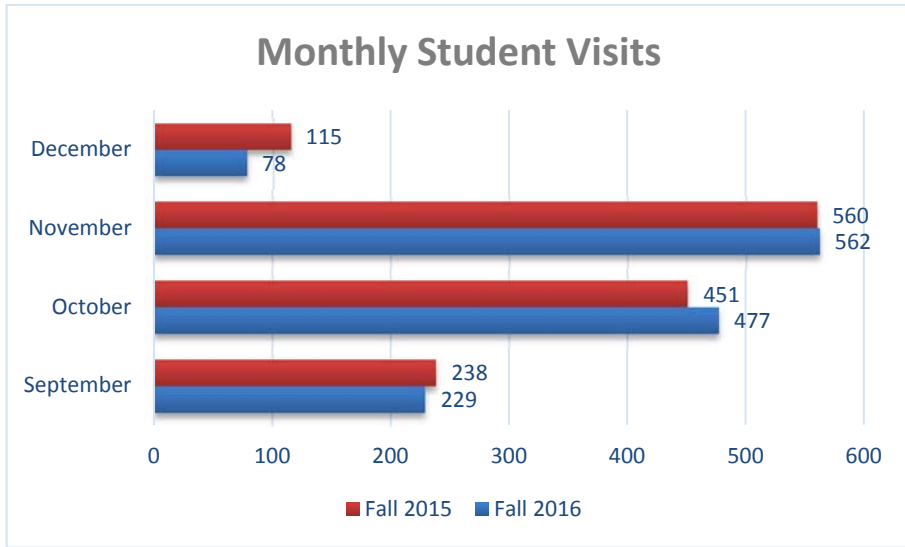


Learning Commons: Fall Semester 2016 Update in Brief

Subject Tutoring



Writing Centre: Fall 2016



Writing Centre Workshops

Fall 2016 Workshops	Attendees
<i>Thesis and Outlines (2 sessions)</i>	35
<i>Essay Writing (2 sessions)</i>	20
<i>Avoiding Plagiarism Clinic (1 session)</i>	6
<i>Total</i>	61

Information and Research Help Fall 2016

Questions answered at the Reference and Borrower Service Desk	
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Guest Login	57
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Group Study Spaces Fall 2016

