



# Chapman Learning Commons

## 2020 - 2021 Impact Report

The COVID-19 pandemic ensured that 2020/21 was a unique year for the Chapman Learning Commons. Tutoring and writing support services moved online, workshop spaces closed, and our Help Desk shifted to providing both in-person and online support. The Irving K. Barber Learning Centre (IKBLC) was the only library space open on campus, and its operation was driven entirely by the Chapman Learning Commons team.

As always, the Chapman Learning Commons emphasized a learner and student-centered approach to services. This year, we added IKBLC Assistants to our complement of student support. These students helped us to open the IKBLC as a safe, registration-only space. They communicated guidelines and checked in patrons at the front doors so that IKBLC could remain an open and welcoming space for students to study.

Online programs and services in the Chapman Learning Commons are made possible through collaboration between UBC Library, the Centre for Student Involvement & Careers, and the Centre for Teaching, Learning and Technology. This report highlights the incredible work of our teams to support students during this unprecedented year.

### At a Glance

**Centre for Writing and Scholarly Communication**

**20** Student Leaders

**2,763** Writing Consultations

**AMS Tutoring**

**18** Student Leaders

**387** Patrons Served

**Chapman Learning Commons Assistants**

**12** Student Leaders

**Irving K. Barber Learning Centre Assistants**

**6** Student Leaders

**1,495** Questions Answered

## Program Highlights

### Chapman Learning Commons (CLC) Online Office

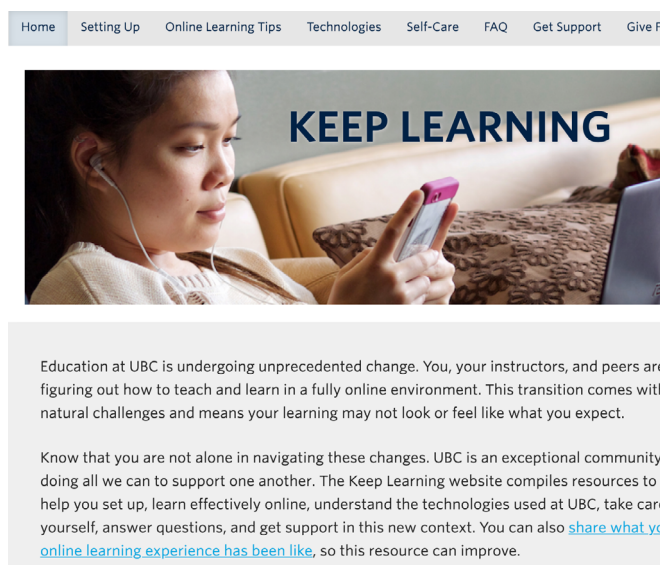
CLC Assistants provided technology and academic support to students via our online drop-in office throughout Summer 2020. 10 CLC Assistants worked in a hybrid role in Winter 2020-21, assisting users with online learning technologies and connecting students with key learning resources.

### Irving K. Barber Learning Centre (IKBLC) Assistants

6 IKBLC Assistants were introduced in November 2020. They checked patrons into our space, educated users on building safety policies, provided directions and referrals, and supported the print pick-up service.

### Keep Learning Website

The Keep Learning Website was developed in March 2020 by the Centre for Teaching, Learning and Technology (CTLT) and the CLC. This website compiles resources to help students learn effectively online, understand learning technologies, and access support services at UBC.



Home | Setting Up | Online Learning Tips | Technologies | Self-Care | FAQ | Get Support | Give Feedback

## KEEP LEARNING

Education at UBC is undergoing unprecedented change. You, your instructors, and peers are figuring out how to teach and learn in a fully online environment. This transition comes with natural challenges and means your learning may not look or feel like what you expect.

Know that you are not alone in navigating these changes. UBC is an exceptional community doing all we can to support one another. The Keep Learning website compiles resources to help you set up, learn effectively online, understand the technologies used at UBC, take care of yourself, answer questions, and get support in this new context. You can also [share what your online learning experience has been like](#), so this resource can improve.

[Keep Learning Website](#)


### GET SUPPORT

Mon-Fri | 9:00-4:00 — Chapman Learning Commons Online Assistants are trained peers ready to help answer your questions about academic support and UBC learning technologies (such as Canvas, Zoom, and more).

[Contact an Online Assistant](#)

Figuring out all aspects of your current online academic life can be challenging. Sometimes talking directly with a knowledgeable support person is the best way forward. UBC is here for you!

[Academic Support](#) | [Financial Support](#) | [Technology Support](#) | [Wellness Support](#)



### Academic Support

Your instructors and teaching assistants are your first contact point for questions about content, grades, or other course-specific issues. For support with broader academic questions, overcoming disability challenges, or tutoring, read on below.

### Learning Management System Resources: Canvas Commons Student Learning and Wellbeing Module

A partnership between the CLC, CTLT and UBC Health Promotion and Education, this resource was designed for instructors to embed in their Canvas courses giving students access to up-to-date information about learning, technology, Library support, and wellness support. The pilot program saw 38 instructors embed the module in over 50 courses. The module has been downloaded 236 times.

### CLC Exam Practice Course

This course provides a low-stakes environment for students to test out exam technologies, ranging from quiz types to proctoring technologies. 263 students enrolled in the course through the 2020/21 academic year.

## Project Work Highlights

In addition to supporting patrons, the CLC student staff developed projects to support students' academic success and to foster community. They played a large role in developing the written and video content for our website and social media, engaging projects in our space, and workshops. Highlights of student work include:

### Board of Thoughts

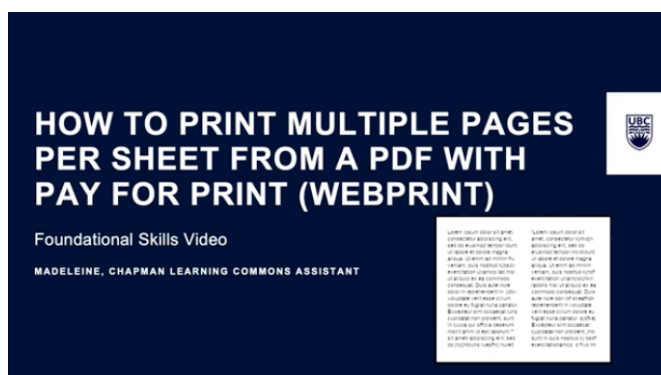
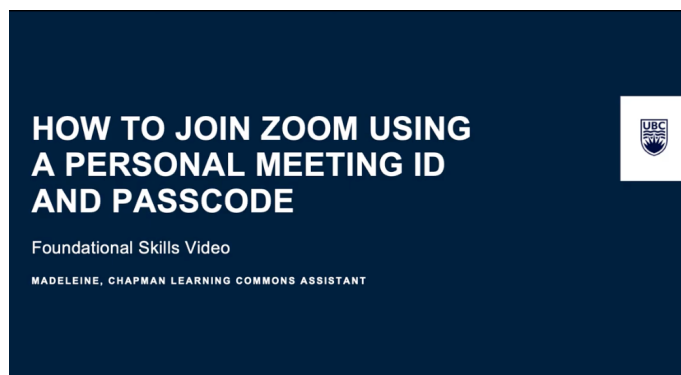
Designed to build connections and promote thought-provoking conversations in the IKBLC while maintaining physical distancing, CLC Assistant Tam posed weekly questions via the CLC's social media and printed students' answers on the board, with a total of 9 questions and 51 responses in Winter 2020-21 Term 2.



Board of Thoughts social media posts

### Foundational Skills Videos

CLC Assistants created 9 Foundational Skills Videos in Winter 2020-21 to support students in learning essential software skills to navigate the online learning environment. Instructions pertain to Canvas, Zoom, Pay for Print, Collaborate Ultra, and more. These videos have been viewed 739 times.



Foundational Skills Videos

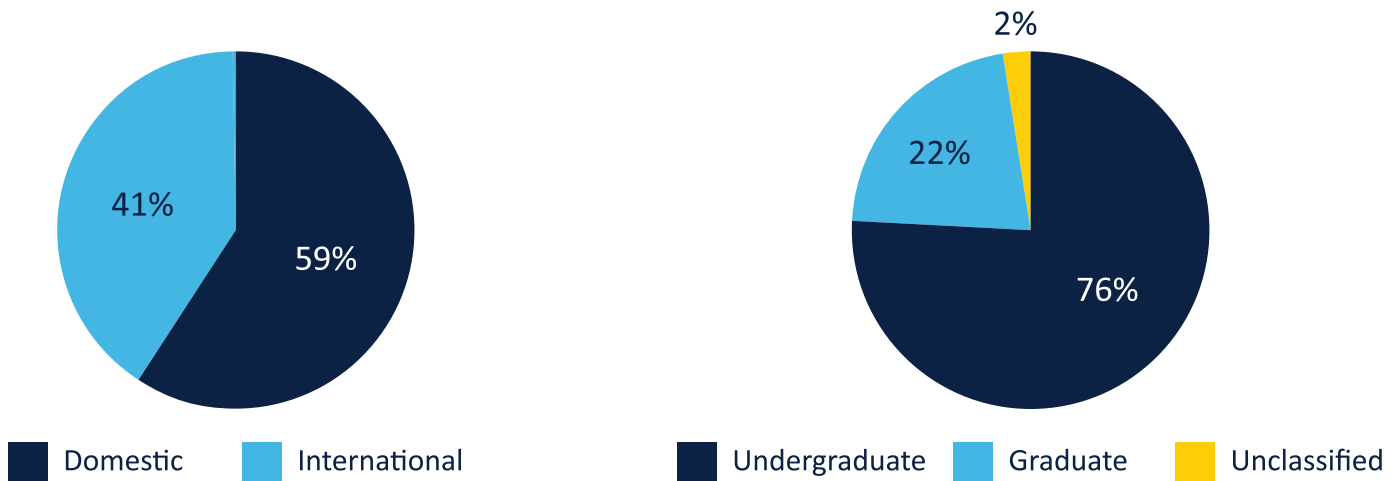
## Learning Skills Workshops

CLC Assistants debuted a series of 6 Learning Skills Workshops to help students develop essential online learning skills while enhancing community. Topics included: Balancing Life and Learning Online; Online Communication Skills; Time Management when Learning Online; How to Focus; Group Presentations Online; and Study With Me.

## Consultations and Tutoring

The Chapman Learning Commons Consultations and Tutoring Programs (Centre for Writing and Scholarly Communication, AMS Tutoring) served a total of 3,150 patrons in the 2020/21 academic year. The graphics below outline general demographics for our programs:

### Student Demographics

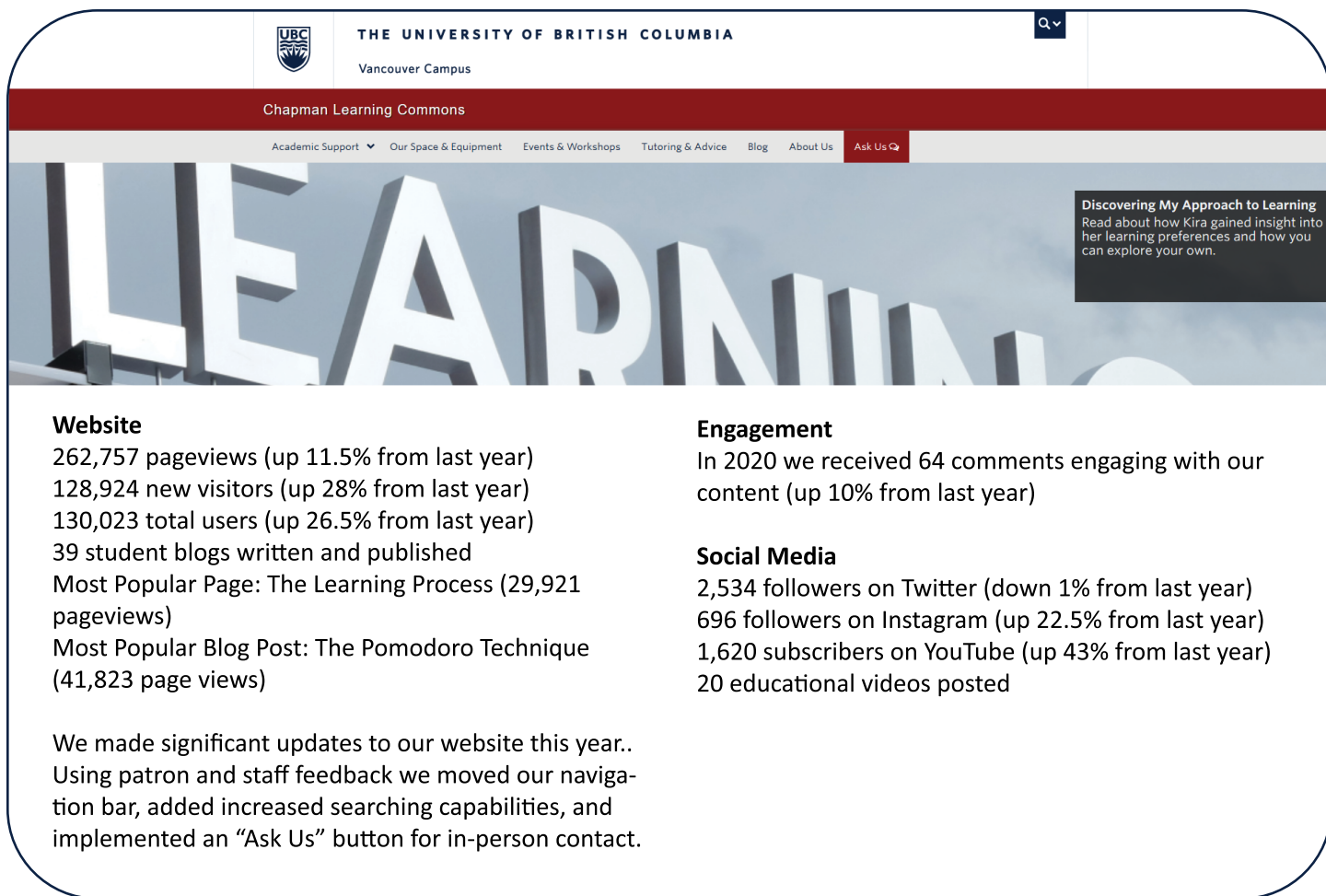


11 faculties and schools were served by our programs. Of those, the faculties with the highest number of users were from Science, Land and Food Systems, and Arts.

*“For someone like me, who came to the UBC in the midst of the pandemic, the IKBLC presented not only a reason to regularly visit the beautiful campus but it presented me with an opportunity to engage with the student community every day.”*

– Chapman Learning Commons Assistant, Winter 2021

# Website Statistics



The screenshot shows the top of the Chapman Learning Commons website. It features the UBC logo and 'THE UNIVERSITY OF BRITISH COLUMBIA Vancouver Campus' in the header. Below is a navigation bar with links for Academic Support, Our Space & Equipment, Events & Workshops, Tutoring & Advice, Blog, About Us, and Ask Us. A large graphic with the word 'LEARNING' in 3D letters is visible. A small text box on the right says 'Discovering My Approach to Learning' with a sub-headline 'Read about how Kira gained insight into her learning preferences and how you can explore your own.'

**Website**  
262,757 pageviews (up 11.5% from last year)  
128,924 new visitors (up 28% from last year)  
130,023 total users (up 26.5% from last year)  
39 student blogs written and published  
Most Popular Page: The Learning Process (29,921 pageviews)  
Most Popular Blog Post: The Pomodoro Technique (41,823 page views)

**Engagement**  
In 2020 we received 64 comments engaging with our content (up 10% from last year)

**Social Media**  
2,534 followers on Twitter (down 1% from last year)  
696 followers on Instagram (up 22.5% from last year)  
1,620 subscribers on YouTube (up 43% from last year)  
20 educational videos posted

We made significant updates to our website this year. Using patron and staff feedback we moved our navigation bar, added increased searching capabilities, and implemented an “Ask Us” button for in-person contact.

*“The position was such a warm reminder to me on how integral learning facilities such as the library are for students to connect and grow as members of the UBC community.”*

– Irving K. Barber Learning Centre Assistant, Winter 2021

*“My favourite part was interactions with the team and with patrons. Oftentimes, patrons smile when I remember and refer to them by their names. A patron once said I make them “feel at home” at IKB.”*

– Irving K. Barber Learning Centre Assistant, Winter 2021



## IKBLC Reopening

After a great deal of planning, organizing, and reinvention, The Irving K. Barber Learning Centre reopened to students, faculty and staff on a registration-only basis on September 8, 2020. In order to do so safely, we established rigorous cleaning and safety protocols, physical distancing measures, a mask requirement, and an active security presence. Occupancy was reduced to 365 patrons at one time, down from the typical 1400 seats in the public study areas. Different zones of the building could be open as needed to accommodate up to 466 students during peak time, such as final exams.



IKBLC Assistant checking-in a patron at the front entrance

In other years, students used IKBLC spaces to study between classes. That changed radically this year. IKBLC became an important destination not only to study, but also to attend online lectures and take exams. A total of 86% of students using IKBLC were exclusively attending online classes, and our highest occupancy rates occurred at the beginning of the exam period.

Shortly after opening, we identified printing as a significant need. Students were used to stopping in at IKBLC only to print a document and go. The need for printing remained strong, but it didn't make sense to students to register for study space to do so. In response, we set up a Printing Pick-Up Service, where students could send their print jobs remotely and pick them up at the front door without registering. Through the course of the year, the total 8,566 pages were printed from a total of 1,194 different printed document submissions.

From September 2020 to April 2021, we averaged 1500 bookings per week. Our peak attendance was December 9th, 2020, during final exams, with 404 patrons. At the start of the winter exam period we had our busiest day, April 20th, 2021, with a total of 601 bookings throughout the day. A more detailed breakdown of statistics can be found on this and the next page.

### Notable Figures

#### Busiest Day to Date

Tue <sup>Apr</sup> 20 **601 total bookings**

#### Peak Occupancy

Wed <sup>Dec</sup> 09 **404 patrons** (100% occupancy, at 4pm)

#### Average Number of Bookings

**6,163** per month  
**1,541** per week  
**257** per day

#### Average Occupancy

hours booked / total hours available

**40%**

#### Users not taking in-person courses

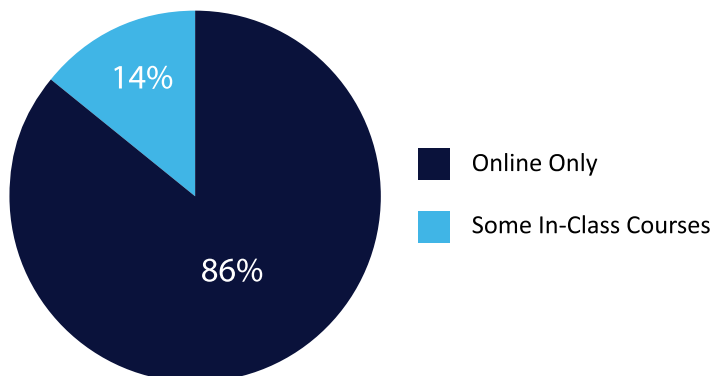
**86%**



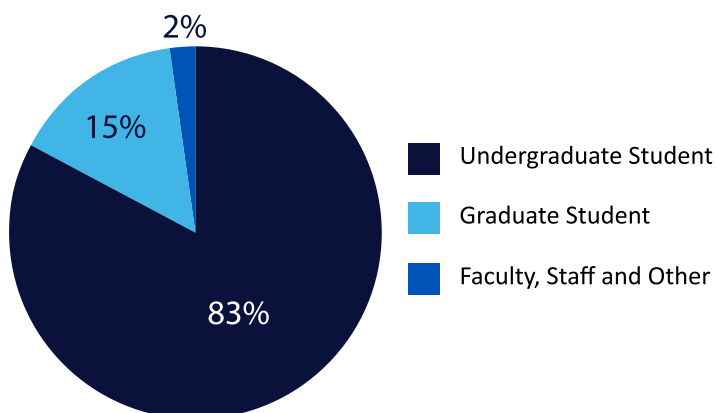
## IKBLC User Demographics

Datasets for the figures are drawn from October 10th, 2021 to March 31st, 2021, due to consistency of the survey format.

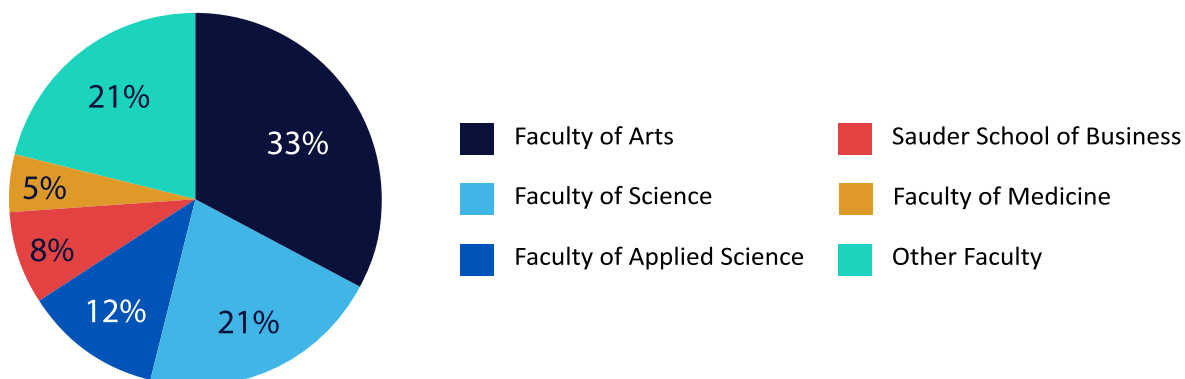
### Class Delivery



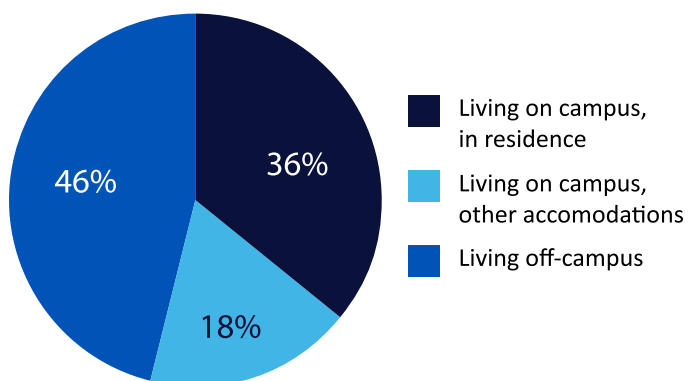
### UBC Status



### Faculty Breakdown



### Place of Residence



## Workshops and Events

Professional staff members and student staff from the Chapman Learning Commons team, including the Centre for Writing and Scholarly Communication, delivered a total of 180 workshops in 2020/2021, with 3911 total participants, including:

### Learning Skills Workshops

Develop and delivered by CLC Assistants to UBC students. 6 workshop topics included: Balancing Life and Learning Online; Online Communication Skills; Time Management when Learning Online; How to Focus; Group Presentations Online; and Study With Me. Learning Skills workshops were offered a total of 33 times to 600 participants.



Learning Skills workshop promotional graphics

### Profs-in-Commons: Pumpkin Spice Coffee Chat: Connecting with your Professors

Dr. Robyn Pitman hosted a Zoom coffee chat, with 22 student attendees. Topics included reaching out to professors about grad school applications, career advice, and time management.



Pumpkin Spice Coffee Chat promotional graphics



## **CTLT: Supporting Student Bandwidth in Online Learning Environments**

CLC Staff co-facilitated a session for the CTLT Institute in April and August 2020, considering student learning and instructor support in online learning environments. The session looked at mitigating stress through focusing on accessible activities for students within limitations of time, bandwidth, and devices. 61 faculty and staff members attended.

## **Digital Tattoo Project**

CLC staff co-facilitated 5 sessions for 1,028 students about professional digital identity for Faculty of Education students and Faculty of Pharmaceutical Sciences students.

## **Centre for Writing and Scholarly Communication**

The CWSC facilitated 37 workshops for 916 undergraduate, graduate and faculty participants.

*"I really loved the chats during each shift relief! It was always really nice to get to know everyone more. Becoming more familiar with patrons that regularly come into the library was also really sweet. I also really enjoyed getting to know members of UBC Security - they always made my shifts special!"*

– Irving K. Barber Learning Centre Assistant, Winter 2021

*"I have a set of favorite patrons who make me happy every time I see them. Having been socially isolated over the past year, it feels nice that I can still make friends."*

– Irving K. Barber Learning Centre Assistant, Winter 2021

For more information about our programs and services, please visit [learningcommons.ubc.ca](https://learningcommons.ubc.ca).

