



Chapman Learning Commons

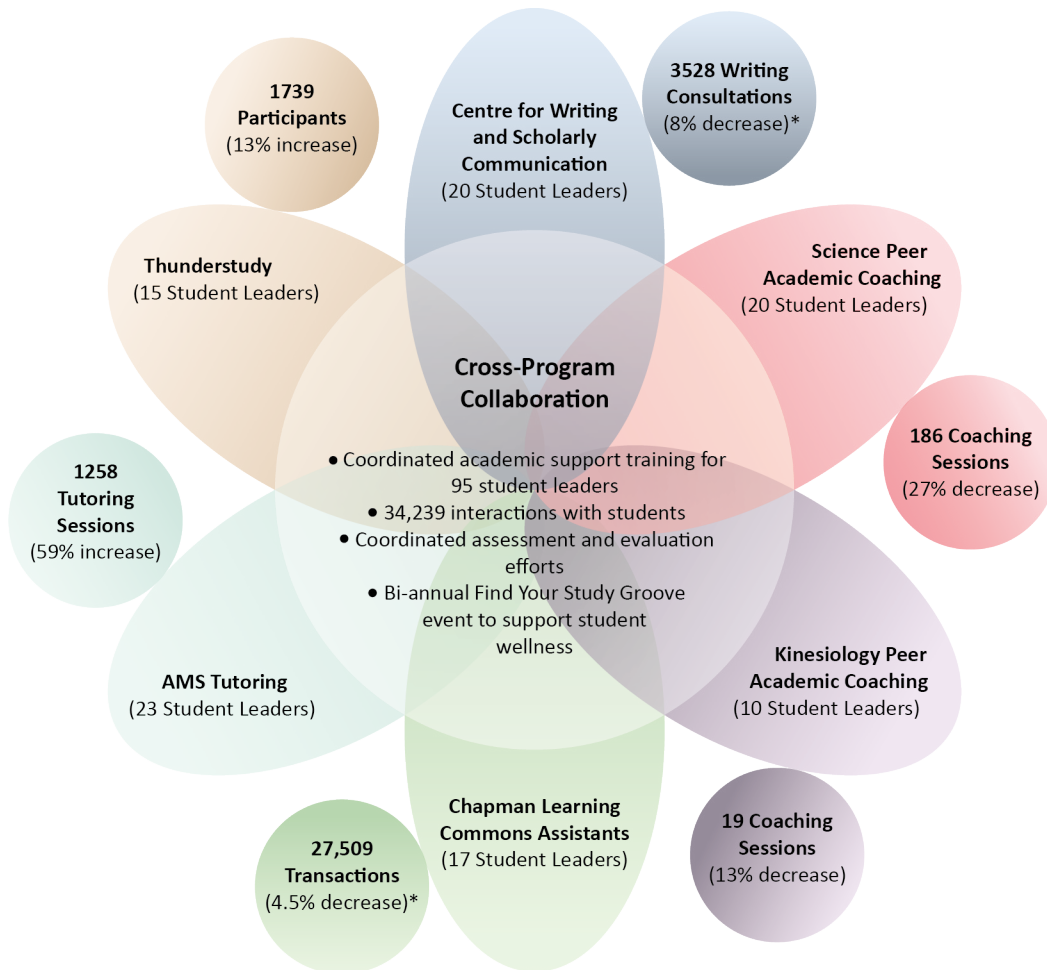
2019/2020 Annual Report

The Chapman Learning Commons (CLC) provides access to advanced technologies, collaborative work areas, workshop space and learning support. Home to the CLC Assistant Program, Centre for Writing and Scholarly Communication, Science Peer Academic Coaching, and Thunderstudy, the Chapman Learning Commons emphasizes a learner and student-centered approach to services.

Alma Mater Society (AMS) Tutoring was relocated to the NEST in 2018, however, data about the program

has been included in this report since AMS Tutoring continues to receive funding and staff support from the Learning Commons budget administered through the Centre for Student Involvement & Careers.

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.



*Decreases in loans for the Chapman Learning Commons can in part be attributed to the closure of our Heritage Core for refurbishment from April 2019 to August 2019 and the March 2020 closure due to COVID-19. The decrease in numbers for the CWSC can in part be attributed to the switch to online services due to COVID-19, which resulted in some March data being unavailable.

The Information Desk



Patrons Loaning Equipment: 6,563
(up 0.84% from last year)



Equipment Transactions: 20,946 Transactions
(down 9.4% from last year)*

Noted Loan Changes:
Piano headphones (24% increased loans)
Adaptors (30% increased loans)
Phone chargers (13% decreased loans)



Directional and Technology Support Questions: 4,693
(down 25% from last year)*

*Decreases in loans for the Chapman Learning Commons can in part be attributed to the closure of our Heritage Core for refurbishment from April 2019 to August 2019 and the March 2020 closure due to COVID-19.

Program Highlights

- **Quick Charging Station:** Installed a permanent and freely accessible charging station with 3 lightning chargers, 1 micro-USB charger, 1 USB-C charger. This installation has been popular, with the decision to decrease loaning chargers for sustainability and maintenance reasons.
- **Faster Extended Loans:** Instituted a streamlined process for requesting an extended loan period for our equipment via a web form. 113 extended loan requests processed.



Photo credit: UBC Library Communications



Photo credit: Chapman Learning Commons

- **Walk Station:** In partnership with UBC Recreation, a walkstation was added in the Chapman Learning Commons, adjacent to our stationary bikes which were added the previous year.
- **DIY Media Studio:** The sound buffered space opened to the public in November 2019, providing access to a bookable room with microphones, a mixing board, a video camera and a Mac computer with audio and video software. Booked 46 times.

Project Work Highlights

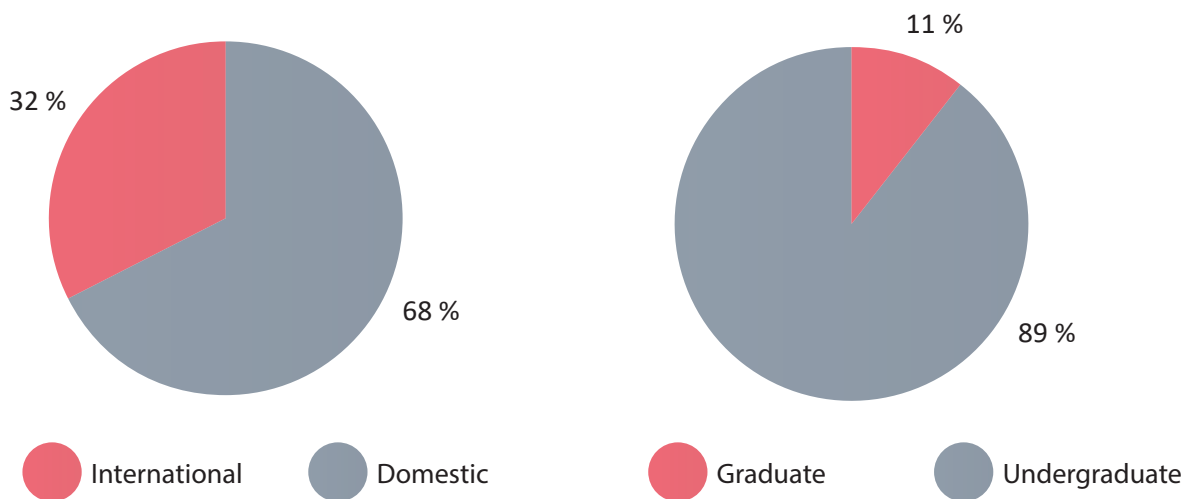
In addition to working on our Information Desk, our 15 Chapman Learning Commons Assistants (CLCAs) contributed up to two hours per week to project work, including video and written content creation for our website, and event planning. Highlights of student work include:

- **16 “Tech Talks”**: CLCAs prepare presentations for biweekly staff meetings about equipment loaned from the Information Desk. These “Tech Talks” have resulted in 13 equipment quick guide handouts (loaned out with equipment), 4 new user-guides accessible on our website, 3 video tutorials on using our equipment, and increased expertise within the student team about equipment features.
- **23 student blogs** written and published on the Learning Commons website.
- **1 video collaboration** with UBC Library Communications
- **3 videos created** and uploaded by CLCAs: CLC Information Video; Time Management toolkit video (569 views); Taking Notes toolkit video (608 views)

Coaching and Tutoring

The Chapman Learning Commons Tutoring and Coaching Programs (Centre for Writing and Scholarly Communication, AMS Tutoring, Thunderstudy, Kinesiology and Science Peer Academic Coaching) served a total of 6,351 patrons for much of 2019.** The graphics below outline general demographics for all of our programs:

Student Demographics

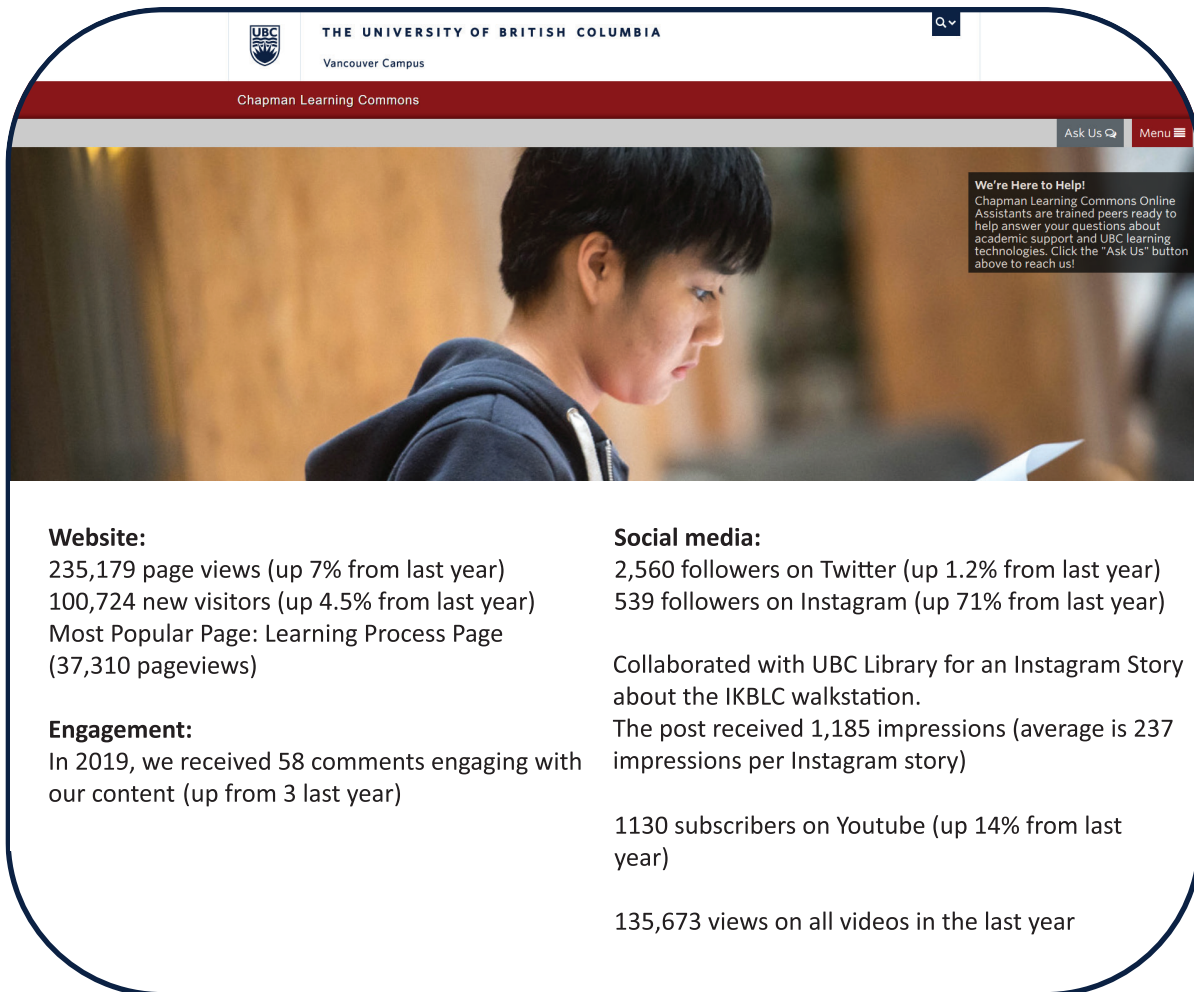


19 faculties and schools were served by our programs. Of those, the faculties with the highest number of users were from Arts, Science, and Kinesiology.

**Some data after the closure of campus in March of 2020 is not included.

Website Statistics

Our student team drives content on the Learning Commons website, supported by skilled staff on the Learning Commons Website Committee. Highlights of the website this year include:



Website:
235,179 page views (up 7% from last year)
100,724 new visitors (up 4.5% from last year)
Most Popular Page: Learning Process Page (37,310 pageviews)

Engagement:
In 2019, we received 58 comments engaging with our content (up from 3 last year)

Social media:
2,560 followers on Twitter (up 1.2% from last year)
539 followers on Instagram (up 71% from last year)

Collaborated with UBC Library for an Instagram Story about the IKBLC walkstation.
The post received 1,185 impressions (average is 237 impressions per Instagram story)

1130 subscribers on Youtube (up 14% from last year)

135,673 views on all videos in the last year

*“The staff who helped me at the CLC Help desk [...] were honestly **some of the kindest and most helpful staff I’ve ever encountered at UBC!!!** thank you for being fantastic!”*

- Information Desk Patron 2019

*“I rent Denon headphones everyday and love that I can do this. Music helps me study. I also use the headphones to play CDs from the music library in the CD player located in the 3rd floor. **It’s made my studying more productive and enjoyable.**”*

- Information Desk Patron 2019



Learning Commons Refurbishment

The Heritage Core is part of the heart of campus and centre for activity within the Learning Commons. It houses an elegant study area, computer terminals, and offers innovative spaces for students to collaborate. The space is often heavily trafficked by students and visitors to campus. During the academic term, those in the space will often find every seat occupied.

This space had been in high use since opening in 2002. In order to refresh the space, a refurbishment took place from April 2019 to August 2019. During that time this space was closed to the public. The refurbishment resulted in a 15% increase in seating for a total of 114 seats and an 87% increase in the number of Mac workstations for a total of 30 Macs and 10 PCs.



IKBLC heritage core prior to refurbishment.

Photo credit: Martin Dee / UBC Communications & Marketing



IKBLC heritage core after the refurbishment.

Photo credit: Chapman Learning Commons

Workshops and Events

Four professional staff members from the Chapman Learning Commons team delivered 94 workshops in 2019/2020, with 2281 total participants, including:

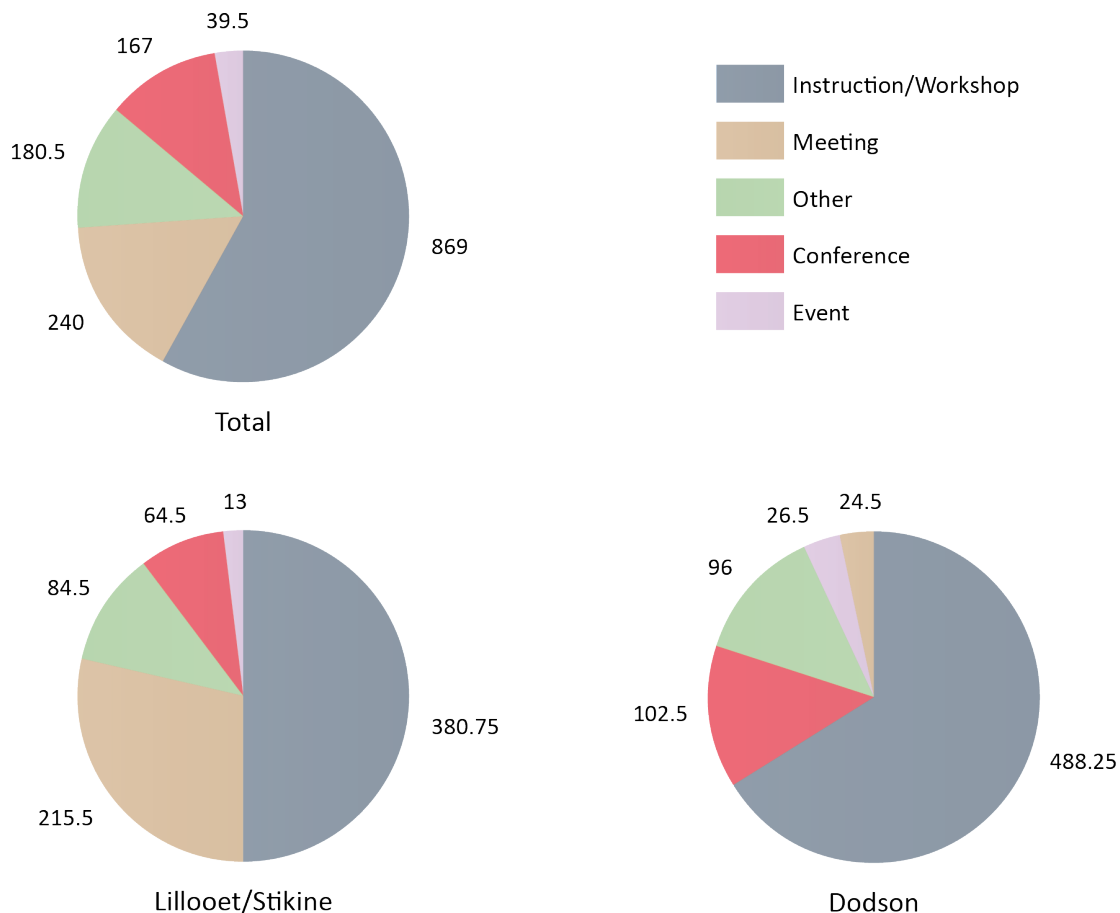
- 10 learning skills workshops, tours, and student staff training sessions by the Learning Commons Coordinator
- 5 peer partner programs began using the Online Coordinated Training Module co-developed by Learning Commons Coordinator. (Module used by AMS Tutoring, SPAC, KPAC, Thunderstudy, CWSC)
- 9 Digital Tattoo Workshops given to a total of 825 students by the Learning Services Librarian
- 37 workshops by the Centre for Writing & Scholarly Communications team

In addition to the workshops offered by the team, the Chapman Learning Commons manages popular workshop and event spaces — the Dodson, Lillooet, and Stikine Rooms.

Workshop space is offered to UBC affiliated programs and units free of charge, however, events must focus on student learning/support and be open to the campus community. The Chapman Learning Commons team invests significant staff time to ensure that bookings are well managed and that the event spaces are well maintained.

This year, there were 372 bookings in the Dodson, Lillooet, and Stikine Rooms, which equaled 1502 hours of workshops, conferences and other events. The types of bookings are summarized below:

Dodson, Lillooet, and Stikine Room Bookings
Type of Events by Number of Hours



Workshops & Events (Cont'd)

The table below highlights the top users of the Dodson, Lillooet, and Stikine Rooms based on the hours of their bookings:

| Department/Faculty | Lillooet/Stikine | Dodson | Total |
|--|------------------|--------|-------|
| Centre for Teaching, Learning and Technology | 249.5 | 141.5 | 391 |
| Centre for Writing and Scholarly Communication | 49 | 111.5 | 160.5 |
| Department for Athletics and Recreation | 132 | 3 | 135 |
| UBC Library | 53 | 35.5 | 88.5 |
| School of Nursing | 27.5 | 21 | 48.5 |
| Equity & Inclusion Office | 7 | 38 | 45 |
| Creative Writing Program | 4 | 27 | 31 |
| Faculty of Education | 0 | 30 | 30 |
| Centre for Student Involvement and Careers | 17 | 9 | 26 |

Selected workshop topics and themes include:

- Blockchain@UBC - Monthly Research Talk
- Foundations of Pedagogy
- Career Education Workshops
- Celebrate Learning Week
- Creative Writing Program - Visiting Writer Talks
- CWSC - Abstracts: Writing
- CTLT - Instructional Skills Workshop

The Chapman Learning Commons team is proud to support the efforts of diverse units across campus by hosting their impactful workshops and events in the Dodson and Lillooet Rooms.

For more information on our programs and services please visit learningcommons.ubc.ca



Selected Quotes

"The extension significantly helped our 4-day workshop. We were able to run the workshops twice thanks to the extended loan."

- Information Desk Patron 2019

*"I rented a Lavalier mic - **it made a huge difference** in being able to hear the person I was interviewing for my project and having usable audio for it."*

- Information Desk Patron 2019

"Good times pass by quickly. I wish to cherish this term, to enjoy and to grow together, and hope to contribute and leave CLC a better place."

- CLC Assistant, 2019

*"The CLC has most definitely had a **positive impact on my overall well being this term**. With the close-knit group of colleagues and friends, the CLC feels welcoming and more than supportive. The project work occupies my time productively, at the same time, being enjoyable and fun."*

- CLC Assistant, 2019

"Every person I've worked with at the Learning Commons has become a friend to me, and through this network of friends I feel that we're able to support each other academically (giving advice about academia to those who are in the lower years, for example) and professionally (endorsing each other on LinkedIn, telling each other about career opportunities after graduation, etc.)"

- CLC Assistant, 2019