



Chapman Learning Commons

April 2021-2022 Annual Report

The Irving K. Barber Learning Centre continued to support and open its doors and resources to patrons in an evolving pandemic. As restrictions were lifted, the Learning Centre consistently modified its services to meet changing needs. IKBLC Assistants, a position introduced in 2020/21 to ensure a safe space, continued to work until August 2021, providing guidelines to space users and answering questions. The Chapman Learning Commons continued to emphasize a learner and student-centred space and services. This included reintroducing equipment lending in the fall and moving towards more in-person assistance with 15 Chapman Learning Commons Assistant student staff.

To support online and hybrid learning, writing and tutoring support services took a hybrid approach with in-person and online services. Workshop spaces in the Irving K. Barber Learning Centre were reopened for in-person events. Online programs and services diversified and included partnerships between UBC Library, UBCO Library and Centre for Teaching Learning and Technology. This report highlights the work of our teams to support students in an evolving landscape.

CLC 2021-2022 At a Glance:

- **CLC Assistants:** 17 student leaders; 6,914 questions answered
- **IKBLC Assistants:** 7 student leaders
- **Centre for Writing and Scholarly Communication:** 14 student leaders; 3,233 writing consultations
- **AMS Tutoring:** 13 student leaders (funded by the CLC); 378 tutoring sessions
- **Varsity Team Academic Coaches:** 8 Student leaders; 97 coaching sessions.

"I loved sharing my thoughts with students. I was very astonished to hear when Alex mentioned the views we get for our website. I never knew there would be such a big audience and it feels nice to have the work be impactful for UBC community!"

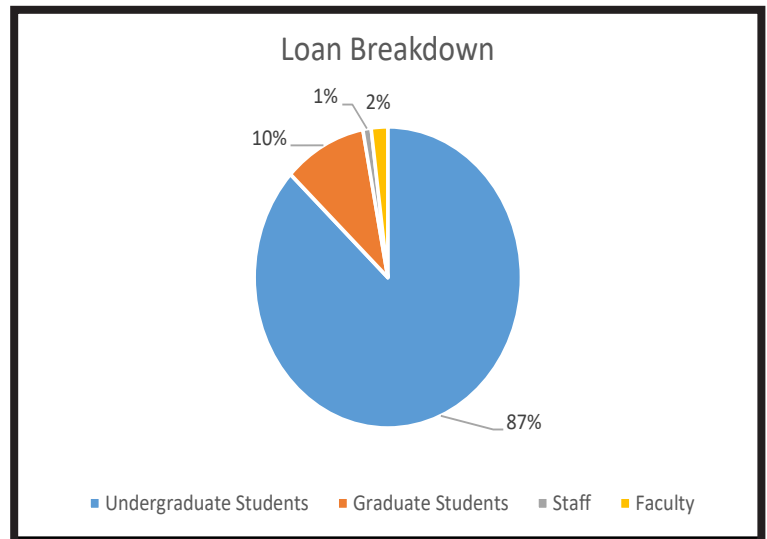
- Chapman Learning Commons Assistant

The Information Desk

- **Directional and Technology Support Questions:** 6,914 (47% increase from 2019)
- **Patrons Loaning Equipment:** 2,599
- **Equipment Transactions:** 13,339

Notable Loan Changes:

- After pausing equipment loans during the pandemic, our desk reimplemented our equipment loan service September 1, 2021.
- Expanded opportunities for students to request extended loans where needed through a web form. Extended loans were approved via this method over 150 times.



Program Highlights

- **Irving K. Barber Learning Centre (IKBLC) Assistants:** Our team of 7 IKBLC Assistants worked until the end of August 2021. They checked patrons into our space, educated users on building safety policies, provided directions and referrals, and supported the print pick-up service.
- **Chapman Learning Commons (CLC) Assistants:** Our CLC Assistant team of 15 returned to the pre-pandemic structure in September 2021. We focused our efforts to welcome incoming 'new to UBC' students, including first and second-year students. CLC Assistants staff our busy Help Desk and work on projects to support student learning and development at UBC. This includes lending equipment, providing technology support including support with our printers, computers, and software, and referring users to Library and learning support services across UBC campus.
- **Bookable Items:** Increased online advanced bookable equipment from 1 item to 18 items to create more accessibility for loaning both for zoom using items like microphones and cameras for hybrid presentations as well as for students who might require certain equipment pieces at specific times. Equipment was reserved 345 times items were booked by 217 users. The combined total of hours for all of these reservations was 39,877 hours.
- **Increased Laptop Loan Accessibility:** Collaborated with UBC IT to introduce 3 "extended loan" laptops, loanable for a week upon request, due to high student demand for the regular laptop loaning services, currently set to 4 hours per loan. Laptops were loaned 733 times, with 67 special requests for extended laptop loans.
- **Second Quick Charging Station Added:** Installed a second permanent and freely accessible charging station with 5 lightning chargers, 2 micro-USB charger, and 1 USB-C charger. The first installation has been popular, and with the decision to decrease loaning chargers for sustainability and maintenance reasons, adding a second station in a high use area on the 4th floor made sense.

Spaces and Services Highlights

Our study spaces reopened, proving very popular for patrons. Patrons booked our rooms for group work, exams, interviews and more.

We also reopened our DIY media studio, which continued to see increasing engagement both by individuals and as part of class assignments. Lastly, we added new computer programs to support hybrid learning for our patrons.



- **DIY Media Studio:** Coordinated with UBC instructors and UBC IT on updates to the DIY Media Studio. Through collaboration, we were able to modify the studio to install two new audio recording programs, in addition to enabling students to record via Google Chrome. In total, The DIY Media studio had 376 bookings.
- **Computer Programs Added:** Collaborated with UBC IT to install programs on CLC computers based directly on student needs and requests, including Zoom, MS Teams, VideoScribe, Github, and Lockdown Browser.
- **OpenAthens Computer and Library Resource Access:** The Library provides access to public workstations for students, staff, faculty, and community users. These workstations prompt users to authenticate using a CWL, barcode, or guest pass. The implementation of OpenAthens was an opportunity to rethink how the Library manages public workstations and provides computer and Library resource access. The Chapman Learning Commons piloted the implementation of OpenAthens in Summer 2021. Our team supported with testing guest logins and the development of procedures for granting patrons OpenAthens logins.

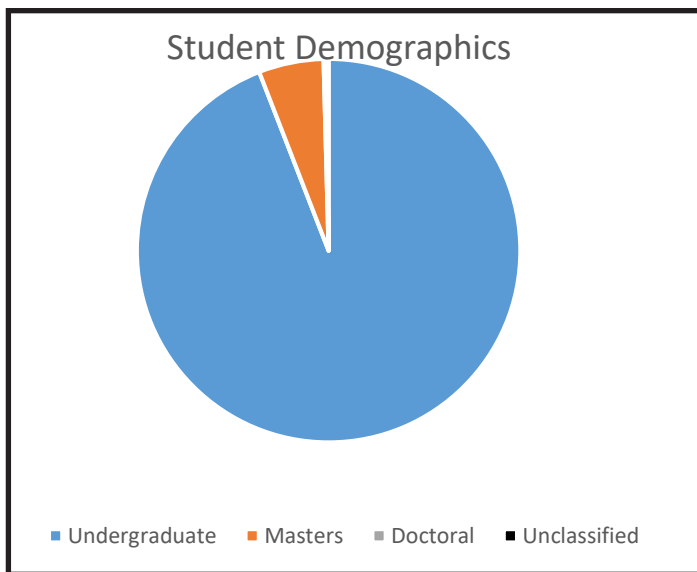
IKBLC Study Spaces:

Level 1 Study Rooms			
Date Range	Total Bookings	Unique Users	Hours Booked
April 2021-April 2022	5177	2439	7920
Level 2 Study Rooms			
Date Range	Total Bookings	Unique Users	Hours Booked
April 2021-April 2022	3016	1474	5297
DIY Media Room			
Date Range	Total Bookings	Unique Users	Hours Booked
April 2021-April 2022	376	130	759

Consultations, Coaching, and Tutoring

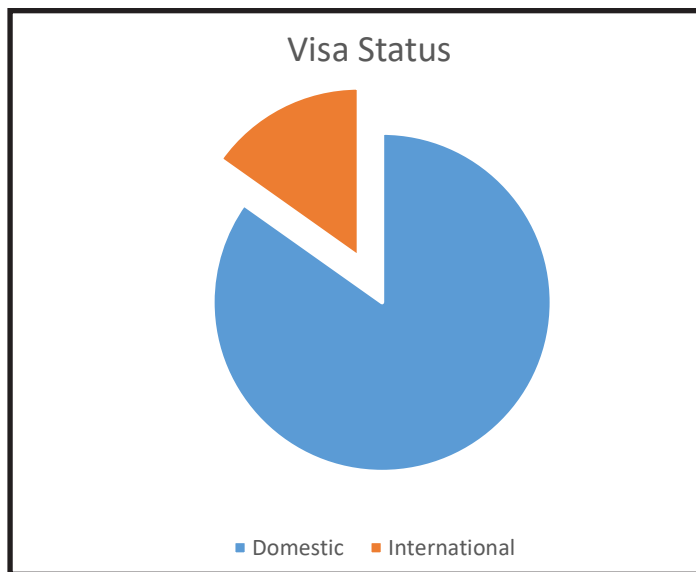
11 faculties and schools were served by our programs. Of those, the faculties with the highest number of users were from Science, Land and Food Systems, and Arts.

Peer Coaching Programs: AMS Tutoring and Varsity Team Academic Coaches



Peer Coaching Programs: Student Demographics

Category	# of Students
Undergraduate	447
Masters	26
Doctoral	1
Unclassified	1



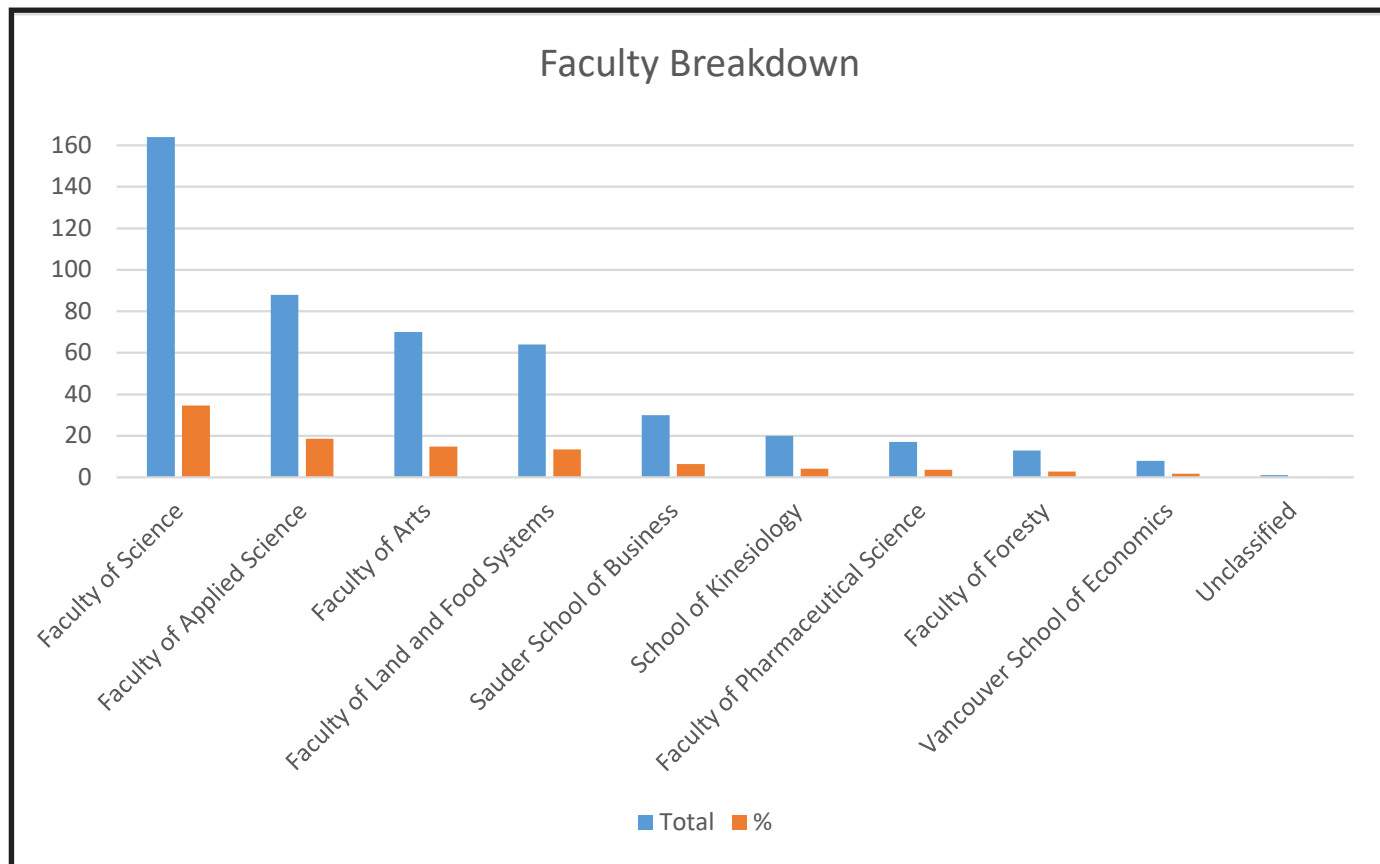
Domestic Vs. International

Category	# of Students
Domestic	402
International	72

Two peer coaching programs, AMS Tutoring and Varsity Team Academic Coaches, served a total of 475 students in the 2021-22 Fiscal Year:

- AMS Tutoring:** The AMS Tutoring program hosted tutoring sessions in five locations including the AMS Nest, three first-year residences (Totem Park, Place Vanier, and Orchard Commons), and online. Of these locations, the most popular was the AMS Nest (234 attendees), followed by Online (84) and Totem Park (24). The program was attended most by students pursuing a Bachelor of Science degree, followed by Bachelor of Applied Science and Land and Food Systems. The most popular tutoring subject was Chemistry, followed by Math and Physics.
- Varsity Team Academic Coaches (VTAC):** The VTAC program hosted coaching sessions in the Learning Lounge in Term 1 of 2021 (September – December). Throughout this time, undergraduate students attended 97 peer coaching sessions. The busiest month was November, with 52 coaching sessions.

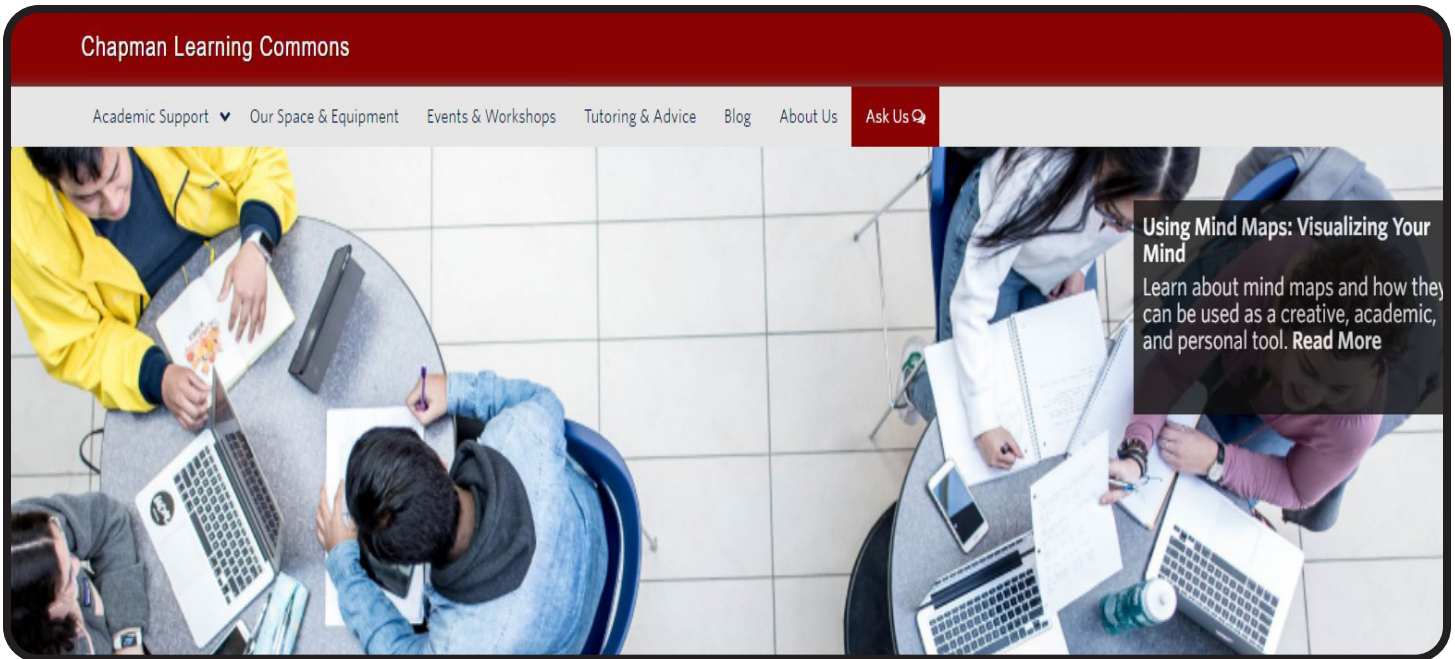
Peer Coaching Programs: Faculty Breakdown



- This data shows:** The combined program attendance by faculty for both AMS Tutoring and Varsity Team Academic coaching programs. The Faculty of science had the highest attendance, followed by the Faculty of Applied Science, and the Faculty of Arts.

Faculty	Total	%
Faculty of Science	164	34.53
Faculty of Applied Science	88	18.53
Faculty of Arts	70	14.74
Faculty of Land and Food Systems	64	13.47
Sauder School of Business	30	6.32
School of Kinesiology	20	4.21
Faculty of Pharmaceutical Science	17	3.58
Faculty of Forestry	13	2.74
Vancouver School of Economics	8	1.68
Unclassified	1	0.21

Interactions by the numbers



Website:

- 133,619 total users (up 3% from last year)
- 132,260 new visitors (up 2.5% from last year)
- 249,014 pageviews (down 5% from last year)
- Most Popular Page: The Pomodoro Technique (46,270 page views)

Student Feedback

Social Media:

- 2,526 followers on Twitter (equal to last year) with an average of 2,500+ impressions per month
- 779 followers on Instagram (up 11% from last year)
- 1,975 subscribers on YouTube (up 43% from last year)
- 38 educational videos posted
- 2,608 views on just videos posted in the last year

"I used IKB's resources a lot and I really appreciated the service. I do not think I could have passed some of my classes without a laptop rental option. Thanks for the excellent understanding and resources available to students"

- CLC Patron

"The equipment from the Chapman Learning Commons Help Desk is a great resource for students on campus. The staff is extremely helpful and knowledgeable. They were very accommodating and understanding in terms of loaning equipment for extended periods of time, their service was critical for me to complete my thesis."

- CLC Patron



Project Work Highlights

In addition to supporting patrons, the CLC student staff developed projects to support students' academic success and to foster community, including written and video content creation 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, CLC Assistant Rosemary collected advice related to study skills and wellness from UBC students and community members. She printed students' answers on the board, creating a popular interactive program in the Learning Commons.
- **19 Foundational Skills Videos:** CLC Assistants created 10 additional Foundational Skills Videos in 2021-22 to support students and community members to learn essential software skills, totaling 19 videos as of May 2022. Instructions pertain to Canvas, Zoom, Pay for Print, Mac and PC software, and more. 19 videos have been viewed 10,993 times.
- **62 Student Blogs:** Written and published on the Learning Commons website.
- **5 Self Assessment Quizzes:** Three new quizzes include *Transferable Skills*, *Course Registration*, and *Time Management*. All five of our quizzes were transferred to an interactive format using H5P.
- **New Toolkits and Resource Guides:** Our student staff developed toolkits and resource guides with topics supporting personal and professional development, including *Communicating Your Needs*, *Preparing for Interviews*, and *Cultivating Wellbeing*.



Graphics created by the CLC Webteam to advertise the Board of Thoughts Project

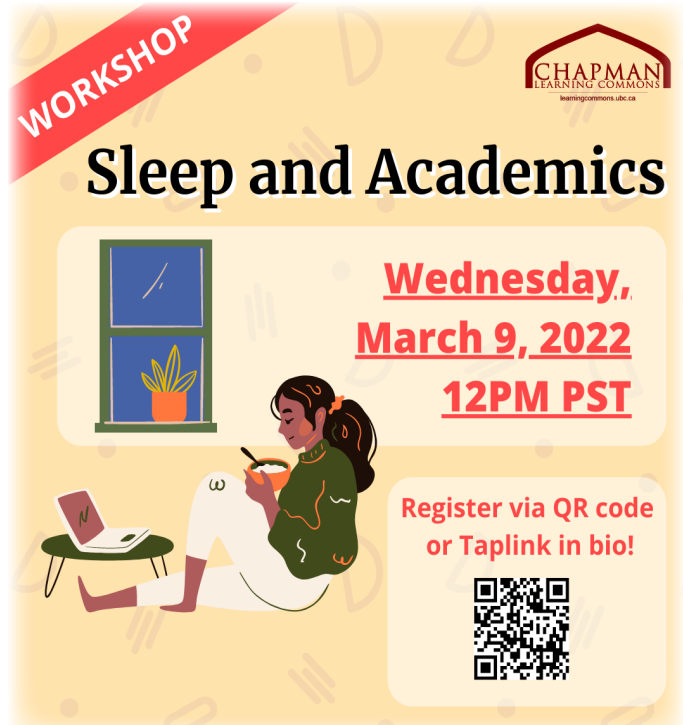
Workshops and Events

Professional staff members and student staff from the Chapman Learning Commons team, including the Centre for Writing and Scholarly Communication, delivered a total of 118 workshops in 2021/2022, with 3911 of total participants, including:

- **Learning Skills Workshops:** Developed and delivered by CLC Assistants to UBC students, our workshop series grew to 9 topics offered throughout the year. Popular workshops included: Time Management Skills, How to Focus, Sleep and Academics, and New To UBC: CLC Orientation. Two workshops were developed and delivered in partnership with UBC Residence: Finding Off-Campus Housing, and Study With Me. Learning Skills workshops were offered by CLC Assistants 32 times to 396 participants.
- **Centre for Writing and Scholarly Communication (CWSC):** The CWSC Program Manager and Program Coordinator delivered 47 evidence-based academic writing workshops for students, postdocs, faculty, and staff, including 11 inaugural workshops and 11 by request.
- **Digital Tattoo:** CLC staff co-facilitated 7 sessions for 975 students about professional digital identity for Faculty of Education students, Faculty of Pharmaceutical Sciences students, and select University of Toronto students.
- **Collegia Visits:** A CLC Assistant coordinated visits to UBC Collegia in March 2021, sharing about CLC resources and services to 103 students across 7 Collegia locations.
- **Dodson and Peña Rooms:** A total of 77 reservations were made for events hosted in the Dodson and Pena rooms (April 2021-April 2022).

“Someone who was at our workshop [Finding Off-Campus Housing] recognized me and let me know that she found the workshop very helpful as an international student and that she has since found a place she’s excited to rent!”

- CLC Assistant




WORKSHOP

CHAPMAN
LEARNING COMMONS
learningcommons.ubc.ca

Sleep and Academics

**Wednesday,
March 9, 2022
12PM PST**

Register via QR code
or Taplink in bio!



The poster features a woman sitting on the floor reading a book, with a laptop and a potted plant nearby. The background is a light yellow with faint icons of a book, a pencil, and a lightbulb.




WORKSHOP

CHAPMAN
LEARNING COMMONS
learningcommons.ubc.ca

Finding Off-Campus Housing: A Workshop In Residence

**Friday, 5PM PST
March 18, 2022
Totem Park**

Register via QR code
or Taplink in bio!



The poster features a green building with a white door and windows. The background is a light yellow with faint icons of a house, a key, and a map.

Selected Quotations from CLC Assistants



“This role helped me develop/pursue my interests and writing. It allowed me to practice facilitating workshops and organizing resources- it was a great opportunity for personal development!”

- CLC Assistant

“The flexibility of this job is impeccable! The team is always ready to swap shifts and help out. Managing studying at UBC and working part-time throughout undergrad could only be possible because of that... I am going to miss CLC and always remember this job with great fondness.”

- CLC Assistant

“...I loved all the people I worked with, had the sweetest supervisors and gained more than just customer service experience! Thank you for such an amazing ride.”

- CLC Assistant