



Shared Services Request
2011/2012

AskAway
Shared Services Request
2011/2012

February 2011

Table of Contents

I. Message from Our Advisory Committee Chair & Coordinator	4
II. Organizational Overview	5
Essential Partners	6
Governance	7
III. 2010 Achievements & Value Added	8
IV. Shared Services Benefits & Funding Request	10
2011/2012 Shared Services Benefit Summary	11
V. The Path Forward	14
Appendix A: 2010 Usage Statistics	15
2010 Usage by Institution	15
Patron Usage Over Time by Institution	16
AskAway Sessions per 1000 FTEs	17

I. Message from Our Advisory Committee Chair & Coordinator

Who benefits?

- Over 184,000 learners
- Over 13,000 educators and researchers
- 28 partner libraries

Wow! This has been by far the most useful resource I've come across. As a new student it's quite challenging and intimidating trying to find out so many things on my own! Way to go!! And, Thanks again!!!

Langara College Learner

2010 was an eventful year for AskAway, with the closure of the Public Library AskAway service, new libraries joining the service, and continued growth in usage. While much was accomplished throughout the year, the following key highlights demonstrate AskAway's flexibility in responding to change and transition.

In June 2010, the Public Library AskAway service closed its doors. Working in collaboration with public library colleagues, the AskAway Administrative Centre helped to ensure effective communication about the public library service closure and mitigate the effects of this unexpected development on the post-secondary service users and providers. In addition, the Administrative Centre successfully renegotiated the QuestionPoint software license on behalf of the post-secondary sector with a zero cost increase per site, despite a reduction in the number of sites and users.

For the first time since the service's inception in 2006, AskAway welcomed new partner libraries. The process of bringing Alexander College and Quest University Canada on board provided an opportunity for the AskAway Advisory Committee to clarify participating library benefits and responsibilities. This positive review process strengthened AskAway infrastructure and positioned the collaborative to respond effectively to the challenge of increasing usage.

In light of that increasing usage, AskAway partner libraries demonstrated their continuing commitment to the collaborative by supporting increased staffing levels and service maintenance costs. As demand for convenient library service increased, many AskAway libraries took advantage of the opportunity the AskAway software provides to embed chat widgets into subject guides, library catalogues, databases and learning management systems. Response from learners was overwhelmingly positive, as the many quotes throughout this document attest.

Despite the changes and transitions of 2010, the AskAway collaborative continued to thrive and respond to new opportunities. The Administrative Centre supported this success by keeping a provincial perspective in focus and leveraging existing resources to support world-class teaching, learning and research in BC.

In partnership with BCcampus and AskAway partner libraries, we look forward to continued success in the coming year!

Mary Anne Guenther
Chair, AskAway Advisory Committee

Sunni Nishimura
AskAway Coordinator



II. Organizational Overview

AskAway enables real-time, chat-based communication for learners when they need it. With a single click, students can connect with a librarian and receive expert research assistance. Staff from 28 post-secondary libraries across BC and the Yukon chat online with learners, providing convenient, timely access to province-wide reference resources beyond the limitations of library building and opening hours.

Through collaboration, cost-sharing, and coordination of existing infrastructure and resources, AskAway creates a service far beyond what any individual institution could provide on its own and with the potential to benefit over 184,000 BC and Yukon post-secondary learners. AskAway is a collaborative partnership between BCcampus and the BC Electronic Library Network consortium of BC post-secondary libraries.

As a province-wide collaborative virtual reference service, AskAway will:

- Facilitate equitable access to quality information for all post-secondary learners.
- Extend chat reference service to all British Columbia post-secondary libraries.
- Provide post-secondary learners with reference assistance online at point of need.
- Provide convenient, timely access to province-wide reference services, beyond the restrictions of library buildings and opening hours.
- Facilitate collaborative reference and referral



Downtown Vancouver Library, Alexander College

AskAway Partner Libraries

- Alexander College
- British Columbia Institute of Technology
- Camosun College
- Capilano University
- College of New Caledonia
- College of the Rockies
- Columbia College
- Douglas College
- Emily Carr University of Art + Design
- Justice Institute of British Columbia
- Kwantlen Polytechnic University
- Langara College
- North Island College
- Northern Lights College
- Northwest Community College
- Okanagan College
- Quest University Canada
- Royal Roads University
- Selkirk College
- Simon Fraser University
- Thompson Rivers University
- Trinity Western University
- University of British Columbia
- University of Northern British Columbia
- University of the Fraser Valley
- University of Victoria
- Vancouver Community College
- Vancouver Island University
- Yukon College

Foster and support the formation of collaborations and partnerships between institutions that leverage knowledge, reduce costs, and generate benefits for students.

*BCcampus Strategic Plan
2011-2014*

BC ELN's purpose is to develop, promote and maintain system-wide mechanisms that allow post-secondary libraries to meet the expanding information needs of the province's learners, educators, and researchers at the lowest possible cost.

BC ELN Purpose

British Columbians are able to fulfill their potential through regionally-accessible high quality education and training.

Ministry of Regional Economic and Skills Development Service Plan Objective

Essential Partners

A primary goal of BCcampus is to support institutional collaborations that leverage knowledge, generate benefits for students, and reduce costs.

AskAway is the epitome of a collaborative that does just these things.

BCcampus has supported AskAway through its Shared Services program since AskAway's inception in 2006, reflecting BCcampus' commitment to provide flexible, adaptable options that address the diversity of BC life-long learners. As a Shared Service,



AskAway creates equity across the province, giving students at even the smallest institutions access to 67 hours of reference service a week, learning support that those students would not otherwise have.

The BC Electronic Library Network (BC ELN) provides essential infrastructure for AskAway through its partner libraries and the BC ELN Office. BC ELN partner libraries provide over 220 staff hours per week to the AskAway service, making available 67 hours of reference service per week to AskAway users. The BC ELN Office provides critical support and expertise for coordination of the service. Through its partnership with BC ELN, AskAway leverages BC ELN expertise, maximizing the efficiency, benefits and cost-effectiveness of the service.



As part of its commitment to expanding library access and services to British Columbians across the province, the Ministry of Advanced Education and Labour Market Development (ALMD) provided seed funding for AskAway in the 2006/2007 and 2007/2008 fiscals. This foundational support was critical to AskAway's transition to a sustainable funding model, ensuring its continuity as part of a larger cradle-to-grave continuum of library services for British Columbians. Access to innovative library services such as AskAway delivers on the BC Government's promise to make BC "the best-educated, most literate jurisdiction on the continent."



Governance

The BC ELN AskAway Advisory Committee oversees AskAway policy development, planning and operations, and reports to the BC ELN Steering Committee. The Advisory Committee reflects the diversity of BC post-secondary libraries, representing a cross-section of BC ELN partner libraries based on type and geographic location. BCcampus has a permanent seat on the Advisory Committee, along with the BC ELN Executive Director. This governance structure ensures that the service remains attuned to the needs of BC learners and libraries.

The AskAway Advisory Committee:

- advises on policy issues.
- represents the interests & concerns of regions and institutions.
- carries out research to support service and brings forward recommendations.
- communicates internally and externally on the AskAway service.
- oversees the work of the AskAway Coordinator.

Renewing the Advisory Committee Terms of Reference

2010 was a time of significant change for AskAway. The closure of the Public Library AskAway service and changes to the BC ELN Steering Committee Terms of Reference motivated the Advisory Committee to review its own Terms of Reference. Changes included the addition of a third member-at-large, ensuring balanced representation of AskAway administrators and service providers on the committee. This renewal of its Terms of Reference ensures the Committee is well positioned to take advantage of new opportunities in the changing BC post-secondary landscape.



New Westminster Library, Douglas College

AskAway Advisory Committee members (as of December 2010):

Sheryl Adams
University of British Columbia

Gohar Ashougian
University of Northern BC
(*Small Universities*)

Jennifer Brownlow
Vancouver Island University
(*Member-at-large*)

Christina de Castell
Vancouver Public Library
(*Public Library AskAway*)

Anita Cocchia
BC Electronic Library Network

Debra Flewelling
Douglas College
(*Member-at-large*)

Mary Anne Guenther,
Chair
North Island College
(*Rural Colleges*)

Sybil Harrison
Camosun College
(*Urban Colleges*)

Leva Lee
BCcampus

Cathy MacDonald
Kwantlen Polytechnic University
(*Regional Universities*)

Todd Mundle
Simon Fraser University

Sunni Nishimura
AskAway Coordinator

Tracie Smith
University of Victoria

III. 2010 Achievements & Value Added

I just wanted to express my gratitude and extreme appreciation for the Library's live "AskAway" service. We were working on a special work-related project after work hours tonight and realized we needed some last minute resources in the form of archived newspaper articles - but alas, we had no idea where to begin.

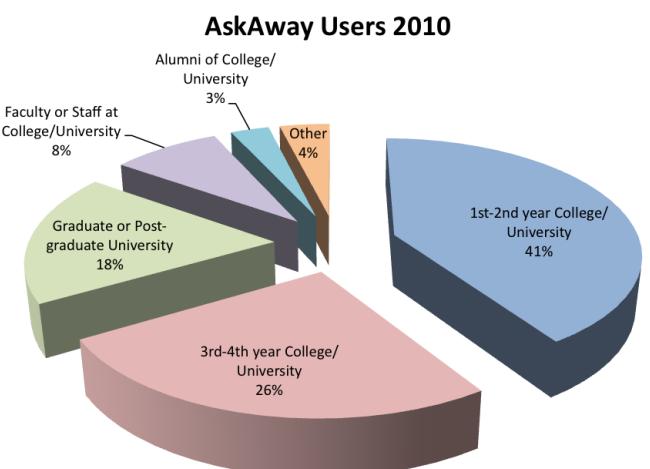
After logging into the "AskAway" system, the very knowledgeable online [librarian], provided me with great tips, links, and even helped me troubleshoot one of the issues I was experiencing with a database. I was thoroughly impressed with his knowledge and customer service, which added to the positive online chat experience.

If your inbox is similar to ours, you may not receive a large number of compliments from your numerous happy customers, so I wanted to ensure that this one made it to your desk.

Simon Fraser University
Alumni Relations

As a province-wide collaborative service, AskAway creates efficiencies and cost-reductions that support world-class teaching, learning and research in BC. Collaborating on AskAway also builds productive partnerships and connections among post-secondary libraries and their institutions. Following are highlights of this year's achievements and AskAway's value-added for learners, libraries and the post-secondary system in BC.

- **Reduced costs:** In 2010, AskAway achieved a cost per transaction of \$5.02, a 10% reduction from 2009. As a centrally coordinated service, AskAway achieves avoided system costs of approximately \$3 million. (In a non-collaborative scenario, it is estimated that only 18 out of 28 libraries could feasibly consider a stand-alone chat reference service, leaving 10 libraries with no chat reference service.) As the AskAway service continues to mature and achieve greater efficiencies, costs savings will increase.
- **Managed change:** Ensured effective communication about the Public Library AskAway service closure to mitigate the effects of this unexpected development on post-secondary service users and providers.
- **Kept costs stable:** Renegotiated the Questionpoint software license on behalf of the post-secondary sector with a zero cost increase per site, despite a reduction in the number of sites and users.
- **Increased integration of AskAway with educational technology tools:** Promoted use of AskAway as a way to insert library services into learning management systems, following successful implementation of AskAway as a Moodle block at Kwantlen Polytechnic University.
- **Improved point-of-need user experience:** Increased numbers of libraries embedding the AskAway chat widget into more pages on their websites, meeting user demand for help anywhere they are.
- **Expanded to meet increased demand:** Expanded service in response to 14% usage increase in 2010 through additional partner library staffing contributions.



- **Improved service provider experience:** Launched Campfire, a group chat tool sharpening service provider's abilities to manage user traffic and share expertise.
- **Strengthened membership:** Developed Participating Library Benefits & Responsibilities pages for new and existing participants; welcomed 2 new libraries to AskAway: Quest University Canada and Alexander College.
- **Ensured service continuity:** Advanced the AskAway Service Continuity Plan to address risk avoidance in the event of service interruption.
- **Maintained service quality:** Provided both in-person and virtual training for service providers across BC and the Yukon.
- **Streamlined technical support:** Collated service support updates and bug reports, facilitating better communication between service providers and QuestionPoint.
- **Fostered international recognition of BC post-secondary collaborations:** AskAway was featured alongside US statewide collaborative chat reference services at the international Washington Library Association/Pacific Northwest Library Association 2010 conference.

AskAway Quick Facts

- 100% of institutions participating
- 227 staff hours of reference service per week for BC's post-secondary learners, educators and researchers
- \$5.02 cost per transaction for AskAway, a 10% reduction from 2009
- 21,008 questions answered, a 14% increase over the same period in 2009
- 96% user satisfaction rate

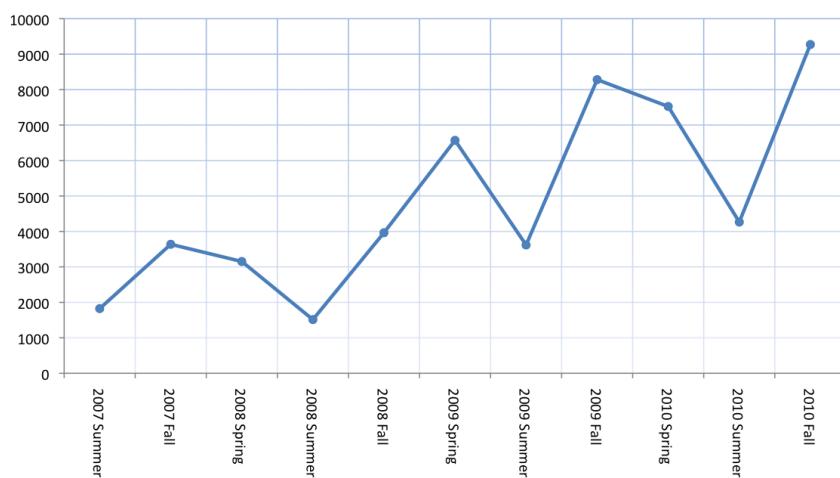
It is very convenient and more comfortable for me because I get nervous around people. Asking online allows me to form a question that asks exactly what I want to know.

University of Victoria Learner

I was stumped in trying to find a resource, and your service found it for me in under two minutes. Very impressive - thanks!

Capilano University Faculty

AskAway: Total Sessions per Term Trend



IV. Shared Services Benefits & Funding Request

Phenomenal service,
whoever gives you money
don't let them stop! If
you need a reference use
this message!!

*Simon Fraser University
Post-Graduate Learner*

BC ELN Staff

Anita Cocchia,
Executive Director

Gordon Coleman,
Project Coordinator

Korinne Hamakawa,
Client Support

Heather Morrison,
Project Coordinator

Limited Term

Sunni Nishimura,
AskAway Coordinator

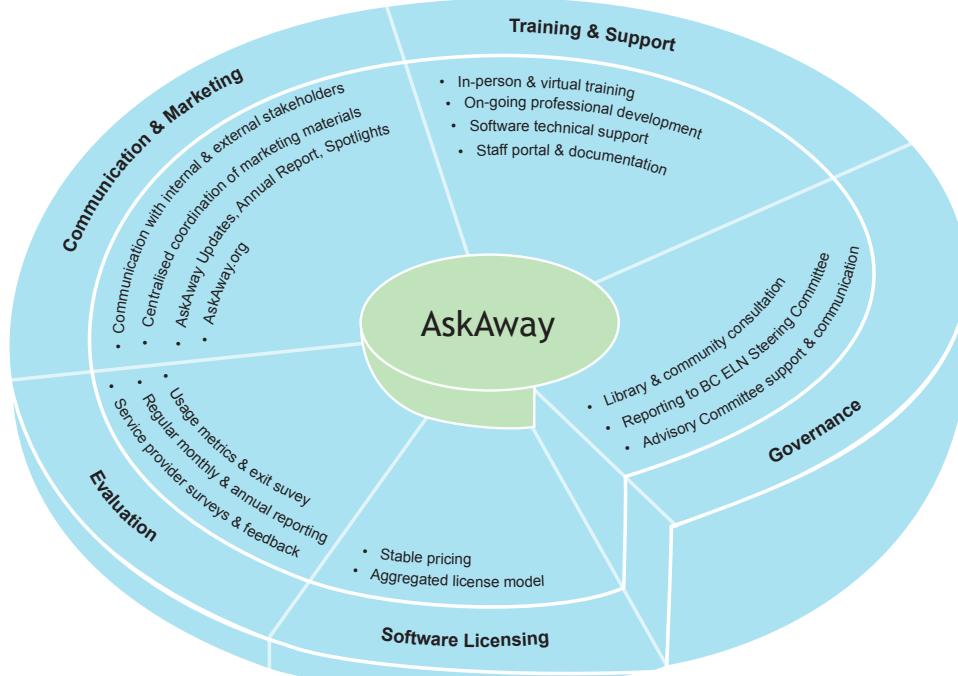
Leigh Anne Palmer,
e-HLbc Coordinator

Reece Steinberg
Contractor

For 2011/2012, BC ELN is requesting \$69,500 through the BCcampus Shared Services program to support AskAway coordination, technical infrastructure, and service costs.

BCcampus supported AskAway in 2010/2011 with \$66,000 through the Shared Services program. This year's request has increased approximately 5% to offset salary and inflationary increases.

Benefits of the Shared Services approach for AskAway include:



BC ELN responsibilities:

- Centralised coordination of scheduling, support, training, marketing, & communication
- Support a unified experience for BC learners, educators & researchers through common policies, training & marketing
- Negotiate software licenses & maintain stable costs over course of license term
- Provide quick, responsive technical support & vendor liaison
- Manage & facilitate participating library cost-sharing
- Bring coordination & licensing expertise to the service
- Provide communication & governance infrastructure
- Demonstrate & communicate value of the service to new & current participants
- Create system efficiencies to keep costs as low as possible
- Liaise with provincial & out-of-province groups
- Leverage specialised skill sets across the entire post-secondary system
- Support networking & communication between institutions, BCcampus & stakeholders
- Track usage, gather feedback, measure & report effectiveness
- Support post-secondary libraries in addressing system-wide needs & moving forward with emerging new opportunities

2011/2012 Shared Services Benefit Summary

AskAway Provincial Post-secondary Virtual Reference Service

What is it?

AskAway, BC's provincial post-secondary virtual reference service, allows BC learners, educators and researchers to chat with librarians and get research help from wherever they are. OCLC's QuestionPoint software connects users with AskAway staff from 28 post-secondary institutions across BC, while allowing institutions to collect statistics, run reports, and share expertise.

Why should BCcampus consider this service?

AskAway creates equitable access for BC learners. The software and staffing costs required to run a virtual reference service puts it beyond the reach of all but the largest institutions. As a Shared Service, this project creates equity across the province, giving students at even the smallest institutions access to 67 hours of reference service a week, learning support that those students would not have otherwise.

What data, research or trend would BCcampus be addressing in initiating this project?

In the trend towards learner-centered higher education, institutions and government are responding to learner preferences for increasingly flexible, adaptable learning options such as weekend learning, asynchronous 24/7 instruction, and "just in time" teaching. Providing flexible, online access to library services supports a learner-centered approach to higher education.

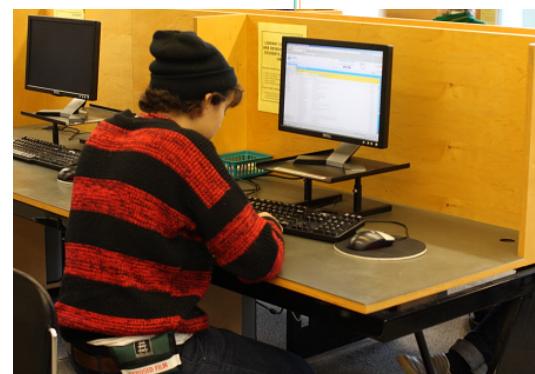
What will the project accomplish?

Benefits for Post-secondary Institutions

- Leverages existing infrastructure and resources e.g. libraries contribute 3-5 staff hours in return for 67 hours per week of virtual reference service for their learners.
- More cost-effective than a single institution implementation:
 - » As a **collaborative** service, virtual reference costs the system **\$120,000/yr**
 - » For a single institution, providing an equivalent number of service hours and including staffing costs, support, and infrastructure would cost \$192,000/yr, with a resulting **system cost** of close to **\$3.5 million** for 18 institutions
 - » The above bullet assumes that only 18 institutions could feasibly consider a stand-alone virtual reference service, leaving 10 BC institutions with no virtual reference service at all

This was a screaming delight. I was chatting with [the librarian], and I feel it's important that she receive a raise (or at the very least a high five). My project was rapidly circling the drain and this service may have very well saved it. Thanks!

University of BC Learner



Library, Emily Carr University of Art + Design

- Encourages innovation in addressing the diverse needs of life-long learners within a supported environment.
- Builds expertise and knowledge base within the post-secondary system in terms of system support and professional development.
- Builds productive partnerships and affiliations between post-secondary institutions.

I love this idea. Since I started I was always to scared to ask for help. This way it makes it much easier and less time consuming to go in and have to wait to ask an expert. Librarians are amazing and they deserve every ounce of students respect. keep up the good work.

Douglas College Learner

Benefits for Post-secondary Learners

- Learners, educators, and researchers can access help anytime, anywhere.
- Increases capacity and enhances access at BC post-secondary institutions.
- Helps to provide a high-quality learning environment for BC learners.

What are the objectives and are they measurable?

Objectives:

- Cost-sharing and leveraging of existing infrastructure.
- Facilitate institutional collaboration and building of productive partnerships.
- Provide an opportunity to promote the positive and productive partnership between BC ELN, its partner institutions and BCcampus.
- Provide a context within which other BCcampus Shared Services can be marketed and demonstrated e.g. use of Adobe Connect for AskAway brown bag sessions.
- Provide BCcampus with another method of supporting institutions in their development of innovative online learner services and instructional technologies.

Measures:

- Demonstrate cost-effectiveness over a single institutional implementation.
- Quantify the use of AskAway service with number of user sessions over time.
- Positive feedback from end users and institutions.
- Quantify interest in and uptake of other Shared Services e.g. Adobe Connect.

Promotion of the BCcampus Shared Services support for AskAway:

- Learner chat screen; this page received over 6,200 hits in 2010
- AskAway Staff Portal; used daily by over 180 library staff at 28 post-secondary institutions
<http://www.eln.bc.ca/askaway>
- AskAway About Page (Staff Portal)
<http://www.eln.bc.ca/askaway/index.php?page=about>
- BC ELN AskAway Project Overview page
<http://www.eln.bc.ca/view.php?id=1324>
- BC ELN Innovation & Success Reports 2008, 2009 & 2010
<http://www.eln.bc.ca/view.php?id=1793>
- BC ELN biannual Progress Reports:
<http://www.eln.bc.ca/view.php?id=128>
- BC ELN's quarterly newsletter The BC ELN Connect
<http://www.eln.bc.ca/view.php?id=75>

How will the project be resourced?

Coordination/Project Management: BC ELN/AskAway Coordinator

What are our internal measures of success?

- The service is operational with minimal downtime.
- Timely responses and good feedback from the institutional administrators.
- Maintenance of or increase in user base of institutions.

What are the end user satisfaction measures?

- The service is operational with minimal downtime.
- Ease of use.
- Quality of service & response times.
- Number of repeat users, number of sessions.
- Positive user feedback.

What are the potential challenges or complications?

Software has almost unlimited capacity for end user sessions, making staffing levels a challenge.

Who does what, when and how? Outline general areas of responsibility.

BC ELN: Project Lead & licensing; coordination, promotion, training, & support.

I found this service to be very helpful, and very useful. The librarian assisted me, helped me find what I was looking for and I did it all from the comfort of my home. I will use this service many times to come. Thanks!!

Okanagan College Learner



Library, Justice Institute of BC

V. The Path Forward

Top trends for academic libraries include new and emerging library services driven by the explosive growth of mobile devices and applications, and increasing collaboration expanding the role of the library within the institution and beyond. In the coming year, AskAway will continue to be innovative and respond to change in user needs, and provide opportunities for collaborations beyond the library.

greatly appreciated the help and so do the students in the affected course

Thompson Rivers University Faculty

Ask Away is really helpful and clear. It saves time when searching information because the librarians guide you through. I really like using Ask Away because its quick and useful. It narrows the information and saves you time when searching for journals and articles. I would recommend everyone to use Askaway. Thank you for the service.

Kwantlen Polytechnic University Learner

- **Growing with user demand for mobile services:** As libraries bring their mobile websites online, AskAway is a key strategy for bringing library services to mobile users. In response to user demand, the Emerging Technologies Committee will work towards integrating SMS/text reference into the AskAway service.
- **Embedded library services:** As part of the trend towards embedded library services, 2011 will see increasing instances of the AskAway chat widget embedded into learning applications (e.g. Moodle, Blackboard, etc.).
- **Model for other collaborative learning support services:** As a highly successful example of a collaborative learning support service, AskAway will provide a model and expertise for proposed services such as WriteAway and a BC public legal information service.

Emerging Technologies Subcommittee

In response to interest from participating libraries, the Advisory Committee has struck an Emerging Technologies Subcommittee. Made up of post-secondary library community members from around the province, the Subcommittee's purpose is to stay abreast of current reference technologies and advise the Advisory Committee on their feasibility for AskAway.

Initial topics of exploration will be reaching out to mobile users with SMS reference and QR Codes. Look for exciting ideas from this committee that will keep AskAway connected to the changing needs of learners, educators and researchers in the coming year!

BCcampus support is essential to the continued growth and development of AskAway. The ability to expand the service to meet user needs is dependent on stable support from our partners. The AskAway team looks forward to our ongoing collaboration with BCcampus as we nourish and grow this core service for BC post-secondary learners, educators and researchers.

Appendix A

2010 AskAway Usage

Institution Name	Our Patrons' Questions			Sessions With Other Institutions' Patrons	Total Sessions/ Institution
	Answered by Us	Answered by Others	Total		
Alexander College	2	49	51	210	212
British Columbia Institute of Technology	17	301	318	563	580
Camosun College	86	1256	1342	568	654
Capilano University	15	301	316	208	223
College of New Caledonia	0	24	24	344	344
College of the Rockies	11	78	89	208	219
Douglas College	143	1921	2064	894	1037
Emily Carr University Art + Design	3	174	177	108	111
Justice Institute of British Columbia	2	27	29	257	259
Kwantlen Polytechnic University	85	1614	1699	868	953
Langara College	23	530	553	469	492
North Island College	9	248	257	286	295
Northern Lights College	0	63	63	115	115
Northwest Community College	0	52	52	396	396
Okanagan College	27	507	534	450	477
Quest University Canada	0	20	20	130	130
Royal Roads University	4	149	153	282	286
Selkirk College	2	65	67	173	175
Simon Fraser University	454	3669	4123	1793	2247
Thompson Rivers University	25	435	460	536	561
Trinity Western University	1	24	25	435	436
University of British Columbia	876	2696	3572	3037	3913
University of Northern British Columbia	38	771	809	498	536
University of the Fraser Valley	69	1042	1111	472	541
University of Victoria	132	1198	1330	1305	1437
Vancouver Community College	7	136	143	305	312
Vancouver Island University	39	922	961	562	601
Yukon College	0	35	35	170	170
Auxiliary Staffing	3	0	3	3293	3296
TOTALS	2073	18307	20380	18935	21008

NB: Totals differ because of the way the QuestionPoint software counts calls transferred between librarians.

AskAway Patron Usage Over Time By Institution Sept 2007 – Dec 2010

Institution Name	Sept-Dec 2007	Jan-Apr 2008	May-Aug 2008	Sept-Dec 2008	Jan-Apr 2009	May-Aug 2009	Sept-Dec 2009	Jan-Apr 2010	May-Aug 2010	Sept-Dec 2010
Alexander College	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12	18	21
BC Institute of Technology	88	99	54	147	218	105	130	117	60	141
Camosun College	62	40	14	78	219	114	620	553	145	644
Capilano University	17	15	3	13	105	33	143	105	23	188
College of New Caledonia	36	16	2	7	10	8	17	15	2	7
College of the Rockies	29	20	6	51	26	0	32	10	17	62
Douglas College	249	243	110	585	597	256	651	783	368	913
Emily Carr University Art + Design	9	8	1	6	7	7	33	37	40	100
Justice Institute of BC	5	11	4	3	8	8	0	3	10	16
Kwantlen Polytechnic University	122	95	52	105	642	331	543	557	455	687
Langara College	107	110	33	148	150	70	161	177	98	278
North Island College	95	42	6	98	107	38	105	71	26	160
Northern Lights College	20	16	7	25	29	5	9	31	10	22
Northwest Community College	34	10	0	42	37	50	77	29	11	12
Okanagan College	93	74	15	127	165	84	296	252	75	207
Quest University Canada	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6	8	6
Royal Roads University	43	23	26	44	54	53	37	77	30	46
Selkirk College	11	10	4	25	19	24	52	23	6	38
Simon Fraser University	1048	1006	665	1112	1436	901	1694	1389	1095	1639
Thompson Rivers University	49	23	14	51	96	111	260	220	67	173
Trinity Western University	47	45	14	22	18	99	49	9	4	12
University of BC	740	650	267	567	1295	627	1472	1211	674	1687
University of Northern BC	53	26	6	36	31	165	339	360	77	372
University of the Fraser Valley	76	101	31	130	514	137	491	378	156	577
University of Victoria	342	255	118	290	365	269	453	545	255	530
Vancouver Community College	78	107	15	24	28	13	54	39	18	86
Vancouver Island University	119	67	19	157	216	67	418	419	85	457
Yukon College	5	2	0	7	8	2	19	22	4	9
TOTALS	3577	3114	1486	3900	6400	3577	8155	7450	3837	9091

AskAway Sessions per FTE

The following sessions per 1000 FTEs table gives a sense of AskAway usage at each institution in proportion to population, as opposed to a simple total of AskAway sessions.

