



# Online Academic Support Services



## WHAT IS SMARTHINKING?

**SMARTHINKING** gives students around the clock access to live, one-to-one assistance from qualified educators



# SMARTHINKING Provides



**Access to qualified and monitored tutors in core courses and skills from any Internet connection**






**An Online Writing Lab for all courses including career writing**



**Academic resources**



## **SMARTHINKING** Does Not

-  **Give answers or do the student's work for them**
-  **Rewrite and edit papers**
-  **Allow untrained or unmonitored tutors to work with our students**



## Academic Support Services available to our students:

### I. One-on-One Drop-in Tutoring

- 24/7 live tutoring for Math (Basic Math–Calculus II)
- Drop-in tutoring for other subjects during afternoon and evening hours:
  - Economics (macro & micro)
  - Accounting
  - Statistics
  - Writing
  - Chemistry
  - Physics
  - Biology



# SMARTHINKING Hours

## LIVE TUTORING:

- All Math Subjects: 24 hours a day, 7 days a week
- Chemistry, Economics, Accounting, Writing:  
Sun-Thurs 3PM-1AM EST  
Fri & Sat 12PM- 6PM EST
- Physics and Biology  
Sun-Thurs 9PM-1AM EST

## QUESTION SUBMITTAL

- All Subjects: 24 hours a day, 7 days a week

## ONLINE WRITING LAB

- All Subjects: 24 hours a day, 7 days a week

## ACADEMIC RESOURCES & STUDENT ARCHIVES

- 24 hours a day, 7 days a week



## **Academic Support Services available to our students cont.:**

### **II. Online Writing Lab**

- **Students submit papers for critique**
- **24-hour turn-around time**
- **Writing reviewed by specialists including:**
  - **ESL**
  - **General Writing**
  - **Business and Technical Writing**
  - **Creative Writing**
  - **Career Writing**



## **Academic Support Services available to our students cont.:**

### **III. Question Submittal – Anytime**

- **Students can submit questions to SMARTHINKING e-structors at any time**
- **24-hour turn-around time**

### **IV. Pre-scheduled Sessions**

- **Students can pre-schedule an online appointment with the tutor of their choice**



## **Academic Support Services available to our students cont.:**

### **V. Student Archives**

- **All tutoring sessions are saved in student accounts so they can refer to them at any time**

### **VI. Academic Resources – 24/7 Access**

- **SMARTHINKING's academic resources include online writing and study skills handbooks**



## SMARTHINKING "e-structors"



**SMARTHINKING's e-structors are seasoned educators, most with advanced degrees in their fields. Drawn from among college faculty, graduate students, high school teachers and retired educators all e-structors must go through SMARTHINKING's rigorous training process and are regularly evaluated for quality and consistency. Each academic area is led by one of SMARTHINKING's subject-area coordinator, all of whom are former college professors and experts in their disciplines.**



**Our e-structors' fundamental objectives are to engage and encourage students in active learning, as well as to enhance their motivation. SMARTHINKING's e-structors strive to help students develop successful learning skills, rather than simply "giving answers" or "doing homework" for them.**



## e-structors Continued

### E-structors will:

- Encourage students with constructive criticism
- Help students identify areas for improvement
- Involve students in discussion and problem-solving strategies
- Treat students with respect

### E-structors will not:

- Do assignments for the learner, give answers or write any portion of papers
- Review and correct errors without active participation of the learners
- Comment on grades or predict a possible grade



# Getting Started

- **Each school has been allocated a generic username and password to distribute to students**
- **Students will then log on and create their own unique username and password, which they will use from that point on to access the service**
- **After the student creates his / her account, a personal Academic Home Page will be created, which looks like this:**

Welcome Kim...

my home page



- my home page
- about me
- my account
- support & faq
- academic resources
- >> Log out



**connect with an e-structor now!**

Select an **active** subject and meet with an e-structor for a private session. [Live Hours](#) / [Tell Me How](#).



**schedule a personal session**

Pre-schedule a live session with an e-structor of your choice. [Tell Me How](#).



**submit your writing**

Submit your essays or career writing. Get the e-structor's comments from your inbox within 24 hours. [Tell Me How](#).



**submit a question**

Choose a subject below and submit your question. Get the e-structor's response from your inbox within 24 hours. [Tell Me How](#).



**search the schedule**

Search our database of e-structors to find the one who is right for you. [Tell Me How](#).



**academic resources**

Check out our study guides, study skills manuals, test preps, and self-assessment tools to help you study smarter.



**Essays, Questions & Sessions**

**Inbox** 1  
**Outbox** 0  
**Archives** 0

August Schedule at a Glance

[Take advantage of our Academic Resources!](#)

S M T W R E S

			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



## What do these icons mean?



- The “Connect with an e-structor now” icon enables the student to connect immediately with an e-structor and have a live tutorial session
- Students and tutors use an interactive whiteboard to communicate

Moses to factor a polynomial.

$$x^2 + 3x + 2$$

Hi, myname is Lia. What is your name?

Hi Moses. Let's factor this polynomial. Do you know how to start?

Moses

This is quadratic equation  $ax^2 + bx + c$ . Note that in our case  $a=1$ .

You can factor any quadratic equation by finding its zeroes. There is general formula that gives you

No not really!

the zeroes of quadratic equation . It's  $\frac{-b \pm \sqrt{b^2 - 4ac}}{2a}$  Are you familiar with this formula?

I would really like to factor this using the method

call completing the square.

OK Note that this formula always works. If you have integer coefficients then it's much easier to find the zeroes using your method. Let's try to find the numbers whose product is 2 and whose sum is 3.

A good candidates will be the factors of 2.

What about taking one half of three and squaring it and producing a perfect square and then moivne the 2 to the other side of the equation?

That's fine also but it's much easier to work with integers. We can do it that way if you prefer to do it that way. (note that in this case we will have integer solutions anyway).

OK It seems that you do know how to start after all :)

No I am looking at an exercise in my book that asks me to facotr using the method of

completing the square. OK Let's do it that way. The formula to keep in mind for this method is  $(a+b)^2 = a^2 + 2ab + b^2$

Now, let's look at  $x^2 + 3x$  and try to match it with  $a^2 + 2ab$ . In order to match them we must divide and multiply with 2 (note that we are missing double  $ab$ ).

Yes, let's rewrite  $3x$  as  $2 \cdot \frac{1}{2} \cdot 3x$  which is  $2 \cdot \frac{3}{2} x$  OK? So far so good? Great.

I get it. Isn't the procedure just to take 1/2 of 3 and then sqauare it and add that quantity

to both sides?

Remember that you don't want to change your quantities, just to rewrite them so that you can apply the formula for the square of the sum

OK,

We would like to solve  $x^2 + 3x + 2 = 0$

$$x^2 + 2 \cdot \frac{3}{2} x = -2$$

Now the left hand side is of the form  $a^2 + 2ab$  so, we are missing the  $b^2$  part (look at our formula for  $(a+b)^2$ ).

this part corresponds to double a b . Form that part we can see that we need to add  $b^2 = (\frac{3}{2})^2 = \frac{9}{4}$



## What do these icons mean?



- The “Submit your Writing” icon enables the student to submit a paper and receive a critique within 24 hours. The student will then log back into their account to retrieve the e-structor’s comments
- Students complete a submission form and attach their essay just as they would attach a document to an email

## submit your writing



- my home page
- about me
- my account
- support & faq
- academic resources
- >> Log out



*Note: The fields in **Red** are required.*

Name: Burck Smith  
Subject: Essay Center  
Institute: Smarthinking

**Course Level/Title:**

**If this is a career writing piece, add NA to the professor and institutional slots.**

**Professor's Name:**

**Due Date:**

**Draft Number:**

Submission Number: Submission 1

**Writing Title:**

**Provide a clear description of the assignment:**

**Describe the kind of help you would like**



## What do these icons mean?

- This next slide is an example of a response a student would receive after submitting a paper. The response includes extensive comments as well as embedded comments throughout the student's essay.

## E-structor's Response

E-structor: [Philip Gate](#)

Download the e-structor's markup of your essay

[Markup5032\\_841.doc](#)

### General Comments

Strengths of the paper: I really like the way you offer specific and detailed support for the points you are making in the paper. Not only do you tell your readers that parents are partially (completely?) responsible for their teen aged children listening to violent lyrics, but you give specific examples of groups to avoid, parents at concerts and in stores allowing the child access, and even of a television program that provides a parallel point about violent and graphic talk.

### Specific Markup Comments

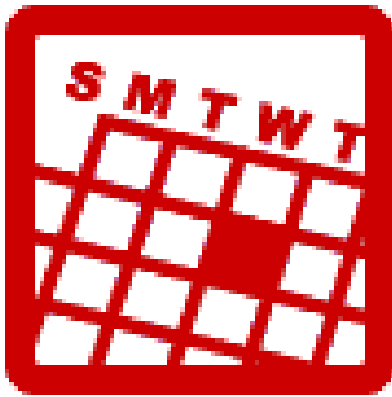
See above.

Estructor's response to your **Content Development**

**I miss a clear thesis early in the essay that tells me (your reader) what your main point is. Your essay would benefit both from a clearly stated thesis and from some organizational work to make the ideas that you've written clearer and stronger. First, your thesis appears to be: "But it is a parents responsibility to at least hold their kids off until they fully understand that the lyrics and shows that are out there today, are not messages of evil." This is the final sentence of the essay and, to be more effective, it should appear earlier in the paper; then, you need to make sure that every point you make really supports that thesis. When I write, I often find my true thesis most clearly stated in the end of an early draft and that is what I think is happening for you. Get the thesis up front; I suggest one place for the thesis with this symbol: [\*\*]. Then, revise each paragraph to have a clear point (topic sentence) that supports your thesis.**



## What do these icons mean?



- The “Search the Schedule” icon enables the student to search an e-structor’s schedule
- The “Schedule a Personal Session” icon allows the student to preschedule/reserve a private session with a preferred e-structor



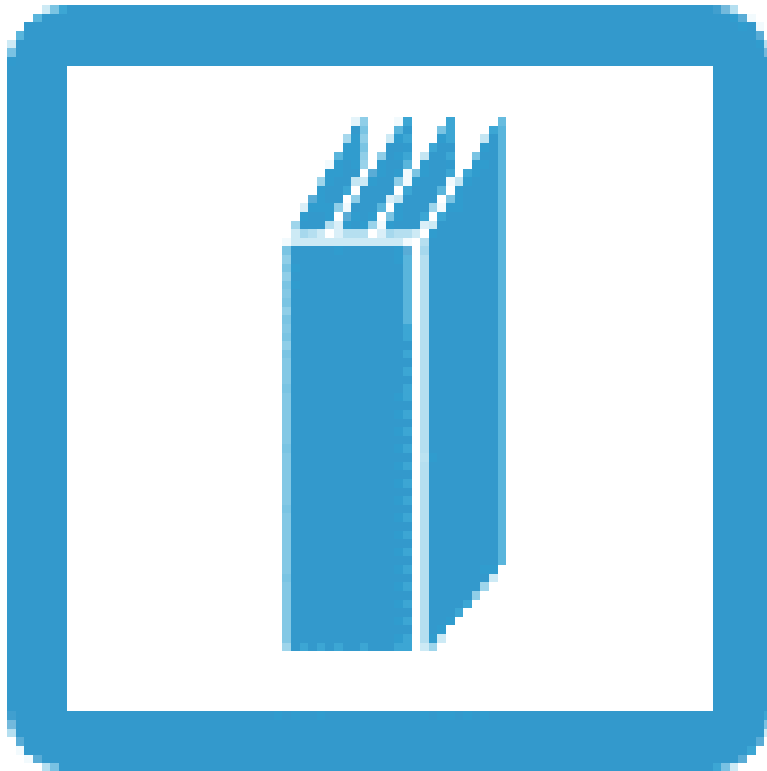
## What do these icons mean?



- The “Submit a Question” icon allows the student to submit a question and receive a response within 24 hours
- Students use the interactive whiteboard to submit their question



## What do these icons mean?



- The “Academic Resources” icon contains study resources and guides for students to access anytime.



## More about the Home Page

- **At the bottom of the screen there is a purple box. The left side of this box is the student's Filing Cabinet, where all sessions are saved. A student can reference past tutorials, questions and essays here. Students can also check their Outbox to see if an essay or question has been picked up by an e-structor**
- **The calendar on the right side of the purple box highlights dates for prescheduled personal sessions**

my home page  
 about me  
 my account  
 t. support & faq  
 academic resources  
 >> Log out

Welcome Kim... **my home page**



**connect with an e-structor now!**  
 Select an **active** subject and meet with an e-structor for a private session. [Live Hours](#) / [Tell Me How.](#)



**schedule a personal session**  
 Pre-schedule a live session with an e-structor of your choice. [Tell Me How.](#)



**submit your writing**  
 Submit your essays or career writing. Get the e-structor's comments from your inbox within 24 hours. [Tell Me How.](#)



**submit a question**  
 Choose a subject below and submit your question. Get the e-structor's response from your inbox within 24 hours. [Tell Me How.](#)



**search the schedule**  
 Search our database of e-structors to find the one who is right for you. [Tell Me How.](#)



**academic resources**  
 Check out our study guides, study skills manuals, test preps, and self-assessment tools to help you study smarter.

**SMARTHINKING!**

<b>Essays, Questions &amp; Sessions</b>  <b>Inbox</b> 1 <b>Outbox</b> 0 <b>Archives</b> 0	August Schedule at a Glance		S M T W T F S				
				1	2	3	4
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	26	27	28	29	30	31	
	Take advantage of our Academic Resources!						



# More about the Home Page

- To practice with the different options on the whiteboard, the student can scroll down to this white box:





## Getting Help

- **For more help or support with the whiteboard during a live session, a student can always ask the e-structor**
- **For other questions, click on the left side of the Home Page "Customer Support and FAQs." This will give a list of frequently asked questions and answers as well as an email address and toll-free number to contact SMARTHINKING**



## Contact Information

- **College Contact information:**
  - XXXXXXXXXX
  - Email: XXXXXXXXXXXX
  - Phone: XXXXXXXXXXXXX
- **Technical questions should be directed to the SMARTHINKING Tech Team at:**
  - Email: [support@smarthinking.com](mailto:support@smarthinking.com)
  - Phone: 1-888-430-7429



# Administrative Interface

- In addition, administrators will have access to usage reports.
- Under Reports there will be three options to choose from:
  1. Total Usage for Schools
  2. Who's Registered
  3. Usage by Student



*Welcome*

## Houston Community College

my home page

>> Log out



### Usage Reports

- [Usage Reports](#)
- [Registered Students](#)
- [Usage by Student](#)

### Profile

- [Edit Personal Profile](#)
- [Edit School Profile](#)

Copyright 2002 SMARTHINKING, Inc.  
By creating an account you agree to our [Terms of Use](#) and [Privacy Policy](#).



# Usage Reports

- **1. Total Usage for Schools - This data is broken down three ways, first by interaction type, then by subject and then again by student. To run these reports:**
  - 1. Choose which schools/packages you would like to run the report on, or choose all of them. If you only have one package set up for your school, you will only see your school.**
  - 2. Select the date you would like the data pulled from**
  - 3. Composite Data- click yes or no if you would like total cumulative data pulled for all schools. Does not apply to schools who have only one account/school set up with SMARTHINKING.**



[my home page](#)

[>> Log out](#)



[Report Menu](#)

## Affiliate / Package Usage Reporting

Select Affiliate

Select Package

\*All Packages  
Houston CC Package : HOUSTON COMMUNITY CO

And package (s). Hold **Ctrl** Key with Mouse Clicks to make multiple selections

From : Month  Day:  Year:

To : Month  Day:  Year:

Composite Data? Yes  No

B34

A	B	C	D	E	F	G
<b>Usage Report for University of XYZ</b>						
From Sep 05, 2001 to Sep 26,2001						
Distinct users during period:						
	9					
New registrations during period:						
	12					
<b>By Interaction type</b>						
Interaction Type	Sessions	Hours:Minutes				
Submitted Questions	12	3:00				
Live Sessions	4	1:29				
<b>Total</b>	<b>16</b>	<b>4:29</b>				
<b>By Subject</b>						
Subject	Sessions	Hours:Minutes				
ALGEBRA	4	1:42				
BASIC MATH SKILLS	1	0:02				
SPANISH	9	2:15				
<b>Total</b>	<b>16</b>	<b>4:29</b>				
<b>Student Usage Detail</b>						
<b>Student</b>	<b>Email Address</b>	<b>Usage Date (GMT)</b>	<b>Subject</b>	<b>Minutes</b>		
Chris Gergen	chrisgergen@yahoo.com	9/12/2001 17:40	Basic Math Skills	2		
Burck Smith	burcksmith@qwest.net	9/14/2001 15:20	Algebra	15		
Andrea Fuller	andreafuller@aol.com	9/17/2001 5:43	Algebra	23		
Neil Allison	Neil Allison@aol.com	9/17/2001 7:30	Algebra	29		
John Doe	jondoe@qwest.net	9/19/2001 5:55	Algebra	35		
Sarah Smith	sarahsmith@yahoo.com	9/12/2001 17:33	Grammar Center	15		
Andrea Fuller	andreafuller@aol.com	9/12/2001 17:38	Grammar Center	15		
Chris Gergen	chrisgergen@yahoo.com	9/12/2001 17:35	Spanish	15		
Neil Allison	Neil Allison@aol.com	9/12/2001 17:37	Spanish	15		
Andrea Fuller	andreafuller@aol.com	9/25/2001 0:40	Spanish	15		
David Cashwell	davidcashwell@yahoo.com	9/25/2001 0:46	Spanish	15		



## Usage Reports Cont.

- **2. Who's Registered-** This option will allow you to gather data for all students who have registered/created an account with SMARTHINKING. Please note that these students may have created accounts, but may not have used the service.
- **3. Usage by Student -** This option will allow you to pull cumulative data for each individual student. For example if a professor is requiring that each student use 30 minutes, you will be able to access the total student usage here.



**Online Academic Support:**

**Now that's SMARTHINKING!**

[www.smarthinking.com](http://www.smarthinking.com)