



Helping you succeed with  
24/7 Online Academic Support



## Student Handbook





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## Getting Started with SMARTHINKING

### Technology Requirements and Troubleshooting Tips

#### Technology Requirements

- **OS:** Windows 98 +, Mac OS9 +
  - **Browser:** Windows: Netscape 6 +, Internet Explorer 5. +, Firefox 1.0.4+  
Apple Mac: Safari 1.3+, , Firefox 1.0.4+, Internet Explorer 5.1+
- **Connection:** 28.8K min. / 56K+ preferred
  - **Cookies/Javascript** should be enabled.
  - **Popup Blockers?** Should be disabled for [www.SMARTHINKING.com](http://www.SMARTHINKING.com)

Please visit the Customer Support section of the SMARTHINKING website at <http://www.smarthinking.com> for the latest technical specifications for this service.

#### Troubleshooting Tips:

- Make sure that your browser is set up to allow cookies and pop-up windows. SMARTHINKING uses both of these.
  - Make sure that you have Java installed. If you need to install Java, go to <http://www.java.com>, and follow the instructions for the free download.
- Make sure that you have Flash™ version 7.0.19+of for Windows or 7.0.24+ for Mac OS X installed. If you need to install Flash™, go to <http://www.macromedia.com>, and follow the instructions.

### Technical Support

The SMARTHINKING Technical Support team is available to assist you via phone or email:

- Call SMARTHINKING customer support toll-free: **(888) 430-7429, ext. 1 M-F 8 AM – 6 PM ET**
- Email [support@SMARTHINKING.com](mailto:support@SMARTHINKING.com), and receive a response within 24-48 hours.

### SMARTHINKING Hours of Service 2007

Live Sessions are metered to the minute + five minutes for archiving.

	Regular Schedule	Summer Schedule
<b>Basic Math -Calculus</b>	24 hours a day, 7 days a week	Sunday-Thursday: 9AM to 1AM ET Friday-Saturday: 9AM to 6PM ET
<b>Writing, Accounting, Statistics, Chemistry, Physics, Bi-lingual Math</b>	Sunday – Thursday: 3 PM to 1 AM ET Friday & Saturday: 12 PM to 6PM ET <b>Hours Expanding on Sept. 4, 2007:</b> Sunday – Thursday: 12 PM to 2 AM ET Friday & Saturday: 12 PM to 6PM ET	Sunday-Thursday: 6PM to 1AM ET
<b>Economics</b>	Sunday – Thursday: 3 PM to 1 AM ET Friday & Saturday: 12 PM to 6PM ET	Sunday-Thursday: 6PM to 1AM ET
<b>Intro Human A &amp; P, Biology, Organic Chemistry, Introductory Finance</b>	Sunday-Thursday: 9PM to 1AM ET	Sunday-Thursday: 9PM to 1AM ET
<b>Spanish</b>	Available via Submit Your Question, the Spanish Essay Center, Prescheduled Sessions	Available upon request via Prescheduled Sessions

**Submit a Question**-metered at 20 minutes per question; available 24 hours a day, 7 days a week.

**Submit Your Writing**-metered at 35 minutes per essay; available 24 hours a day, 7 days a week..

Service hours are subject to change. Please visit [http://www.smarthinking.com/static/pub\\_common/hours.cfm](http://www.smarthinking.com/static/pub_common/hours.cfm) for an up-to-date schedule of service hours and for a list of observed holidays. **No tutoring will be available during holiday closures.** Academic Resources and Archives are available 24 hours a day, 7 days a week at no charge to you.

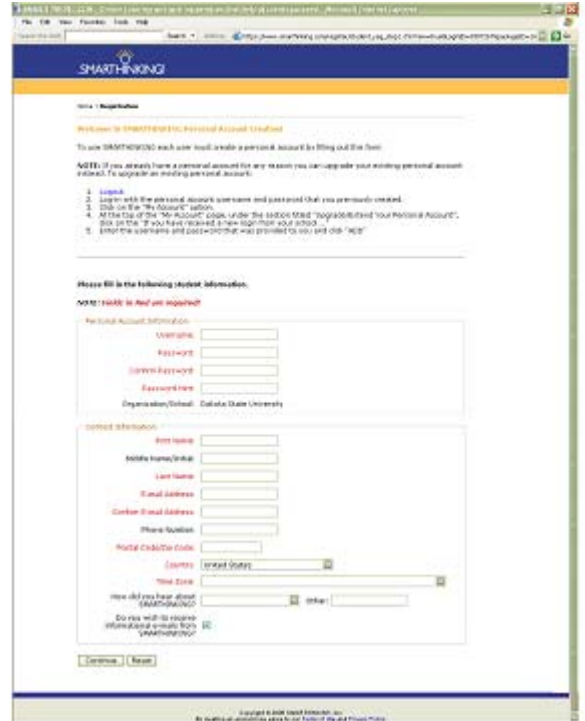
## An Overview of SMARTHINKING

### Creating an Account

In most cases, your school will create your SMARTHINKING account for you, and will provide you with the information you need to access your account and begin using the tutoring services. In some cases, students will be required to create their own SMARTHINKING account before proceeding. In this case, you will see a form like the one shown here.

In addition to asking you how you learned about SMARTHINKING, this form asks for the information listed below. Except where labeled *Optional*, all information is required as part of your account setup.

- Username
- Password
- Confirm Password
- Password
- First Name
- Middle Name/Initial (Optional)
- Last Name
- Email Address
- Confirm Email Address
- Phone Number (Optional)
- Postal Code/Zip Code
- Country
- Time Zone

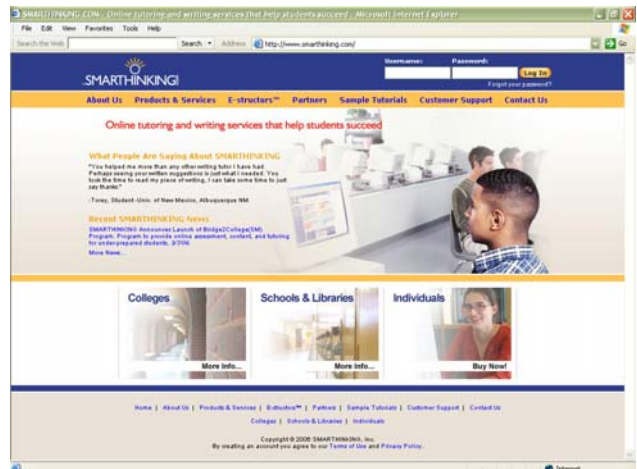


### Logging On

Each school determines the process students will follow when using SMARTHINKING, and there will be differences in the procedures you will follow as a result. At some schools, students are able to access SMARTHINKING from within their online course. If that is the case at your school, please follow the instructions provided to you for SMARTHINKING access, and skip the remainder of this section.

Most students will logon to use SMARTHINKING by entering the username and password they have been provided by their school in the boxes that appear at the top of the page at <http://www.smarthinking.com>.

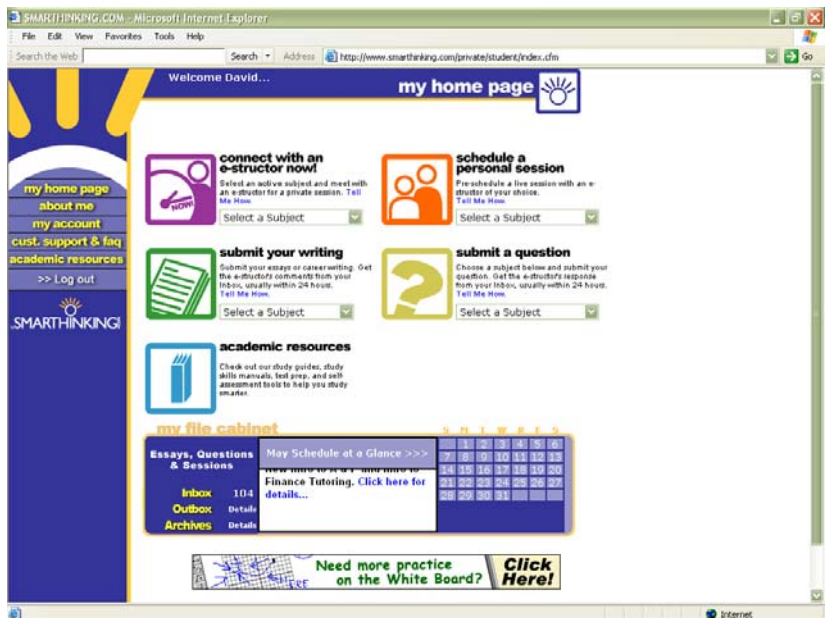
Once you have logged on, you will be taken directly to your SMARTHINKING Home Page.



## The SMARTHINKING Home Page

Each school determines the process students will follow when using SMARTHINKING, and there will be differences in the procedures you will follow as a result. At some schools, students are able to access SMARTHINKING from within their online course. If that is the case at your school, please follow the instructions provided to you for SMARTHINKING access, and skip the remainder of this section.

Most students will logon to use SMARTHINKING by entering the username and password they have been provided by their school in the boxes that appear at the top of the page at <http://www.smarthinking.com>.



Once you have logged on, you will be taken directly to your SMARTHINKING Home Page where you can begin getting the assistance you need.

On the left hand side of the screen, you will find hot links to the following:

- **my home page**-brings you back to your SMARTHINKING home page.
- **about me**-opens the form completed at registration and allows you to change your personal information
- **my account**-provides access to information about your use of SMARTHINKING
- **cust. support & FAQ**-provides access to information that will help you solve any problems that arise when you are using SMARTHINKING
- **academic resources**-provides access to the SMARTHINKING Writer's and ESL Writer's Handbooks, an Accounting Glossary, a Study Guide Handbook, and links to other sites that provide support for students studying mathematics.
- **Log out**-allows you to log out of your account when you are finished using SMARTHINKING.



In the center of the screen, your options for tutoring are displayed:

- **connect with an e-structor now!** Is used when you want live tutoring right away.
- **submit your writing** is used to send an essay or paper draft to an e-structor for review.
- **schedule a personal session** is used when you want to make an appointment for future tutoring.
- **submit a question** is used when you would rather wait for a response to your question then take the time for a live session.



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



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



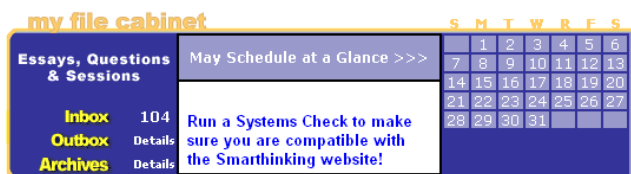
**submit your writing**  
Submit your essays or career writing. Get the e-structor's comments from your Inbox, usually within 24 hours. [Tell Me How.](#)  
Select a Subject



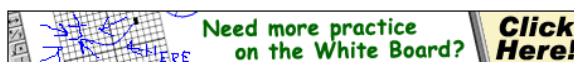
**submit a question**  
Choose a subject below and submit your question. Get the e-structor's response from your Inbox, usually within 24 hours. [Tell Me How.](#)  
Select a Subject

Near the bottom of the screen, you will find **my file cabinet**. Your SMARTHINKING file cabinet contains transcripts of your online sessions, copies of responses to questions you have submitted, and reviews/critiques of papers and essays submitted to the Essay Center.

- **Inbox**-Responses to Questions and Essays submitted to the e-structors are returned here.
- **Outbox**- Question and Essay submissions are listed here until a response is received.
- **Archives**-Responses to Questions and Essays are placed in your **Archives** once you have looked at them. Transcripts of online sessions are also kept here.
- **Marquee**- The center of the file cabinet contains a scrolling marquee that provides information about SMARTHINKING's services, including schedules and any changes in the availability of tutoring services (e.g. the addition of new subjects).
- **Calendar**-The current month's calendar is displayed. If you have pre-scheduled any personal sessions, hot links will appear for those dates that will allow you to determine what you have planned.



Finally, at the bottom of the screen, you will find the **White Board practice** icon. This icon provides a link to a practice whiteboard where you can refine your skills.



## connect with an e-structor now!

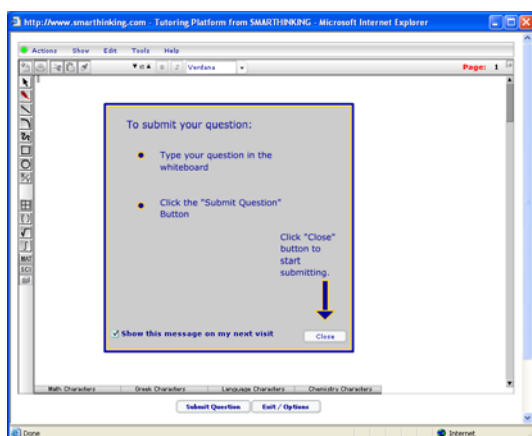
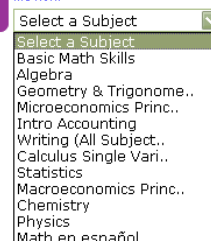
Follow these steps to connect with an e-structor and start a live session. Sessions are metered to the minute plus 5 minutes for archiving.

- Select a subject from the drop-down list that appears. If you do not see the subject you need, follow the link in the **marquee** area of the **file cabinet** to see when that subject will be available.



### connect with an e-structor now!

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



- The SMARTHINKING Whiteboard will appear with a message telling you to type your question on the whiteboard and click "Submit Question" when you are ready to work with a tutor. Click the **Close** button to proceed to the whiteboard.
- Write your question on the whiteboard, and click **Submit Question** when you are ready to connect with a tutor. Detailed instructions on the use of the whiteboard are provided in a separate document.

## submit your writing

This option is used when you want to submit an essay or paper for review and critique by a SMARTHINKING e-structor. You will typically receive a response in your **Inbox** within 24 hours (certain holiday periods excepted). Essays are metered at a flat rate of 35 minutes.

Follow these steps to **submit your writing**.

- Select the subject that corresponds to your assignment. In most cases, this will be the **Essay Center**, but you also have the option of using our **Career Writing** center and our **Spanish Essay Center** (for assignments written in Spanish).
- The form shown to the right appears asking you to provide information about your assignment and about the kinds of help you would like to receive from the e-structor.
- Choose the type of tutor you would like to have reviewing your writing. Choices include **First Available**, **ESL Specialist**, **Business/Technical Writing Specialist**, and **Creative Writing Specialist**.
- Browse to find and upload your writing assignment. Assignments must be in .doc, .rtf, or .txt format.
- Click **Submit Your Writing** to send your assignment to the SMARTHINKING e-structor.



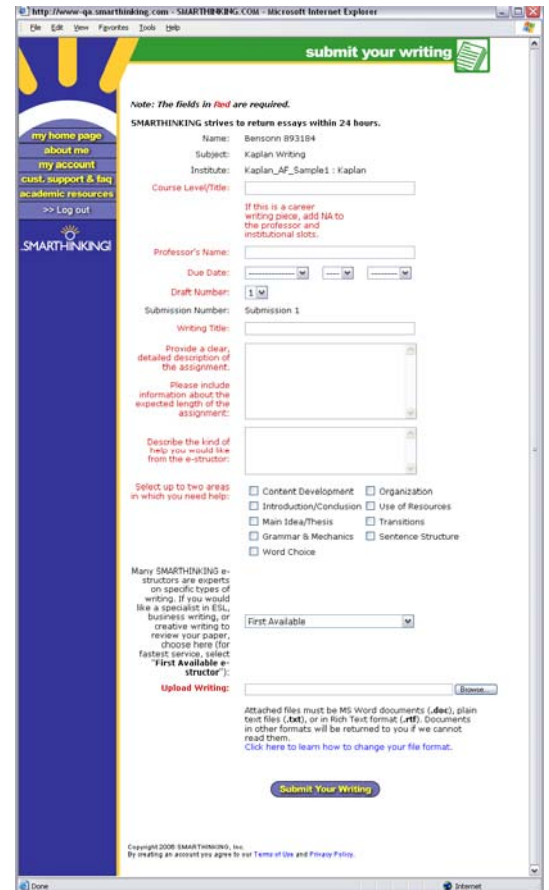

### submit your writing

Submit your essays or career writing. Get the e-structor's comments from your **Inbox**, usually within 24 hours.

[Tell Me How.](#)

Select a Subject

Essay Center  
Career Writing  
Spanish Essay Center

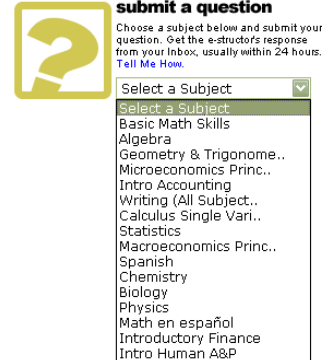


- The form at left will appear. Click **Continue** and you will receive confirmation that your submission has been accepted.
- Your reviewed essay will be sent to your **Inbox**, typically within about 24 hours.

## submit a question

Follow these steps to submit a question to a SMARTHINKING e-structor. You will typically receive a response within 24 hours (certain holiday periods excepted). The process is essentially identical to the one followed when you are starting a live session. The only difference is that you will receive a response in your **Inbox** in about 24 hours instead of working in a live session. Questions are metered at a flat rate of 20 minutes.

- Select a subject from the drop-down list that appears.
- The SMARTHINKING Whiteboard will appear with a message telling you to type your question on the whiteboard and click “Submit Question” when you are ready to work with a tutor. Click the **Close** button to proceed to the whiteboard.



Write your question on the whiteboard, and click **Submit Question** when you are ready to connect with a tutor. Detailed instructions on the use of the whiteboard are provided in a separate document.

## submit a paragraph

SMARTHINKING’s **Paragraph Submission** option allows you to submit a full paragraph for review through the **submit a question** option. E-structors provide feedback for one higher-order concern and one lower-order concern for this paragraph in a way that offers suggestions and models revisions that students can apply to entire essay drafts.

To use this option, do the following:

- Select **Paragraph Submission** from the drop-down menu under **submit a question**.
- Enter the following information on the whiteboard. You can copy and paste it from another document or type it directly into the whiteboard:
  - Describe your assignment. A word-for-word description of the assignment as provided by your instructor will work best here.
  - Describe the type of help you need with your writing. Possible areas include the following:
 

▪ Grammar and Mechanics	▪ Content Development
▪ Word Choice	▪ Transitions
▪ Sentence Structure	▪ Organization
▪ Introduction/Conclusion	▪ Use of Resources
▪ Main Idea/Thesis	
  - Use the **Paste Text** tool under the tools menu to paste your writing on the whiteboard:
    - Copy your writing to the clipboard within your word processor.
    - Choose **Paste Text** from the tools menu within the whiteboard.
    - Place your cursor inside the text box that appears, and use CTRL V to paste the contents of the clipboard in this box.
    - Click the **Paste** button to bring this text to the whiteboard.
- Click **Submit Question** to send your writing to an e-structor for review. You will receive a response typically in about 24 hours.

## schedule a personal session

Follow these steps to pre-schedule a personal session with a SMARTHINKING tutor. Sessions must be scheduled at least 48 hours in advance, and must be cancelled 48 hours in advance in order to avoid being assessed the 35 minute time charge for these sessions. submit a question to a SMARTHINKING e-structor.

**Note:** Time reported for your pre-scheduled session will reflect the time zone listed in your account information. Before using this feature, it is recommended that you click on **about me** and verify that the correct time zone is listed.

Follow these steps to pre-schedule a session.

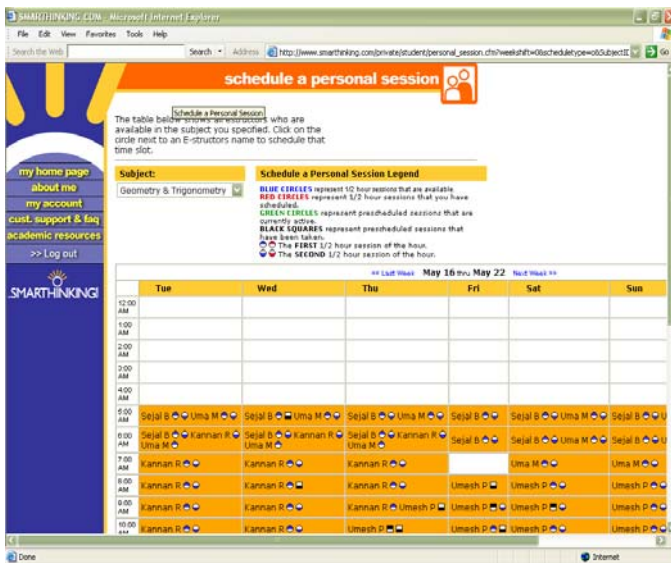


### schedule a personal session

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

Select a Subject

- Select a Subject
- Basic Math Skills
- Algebra
- Geometry & Trigonome..
- Microeconomics Princ..
- Intro Accounting
- Writing (All Subject..
- Calculus Single Vari..
- Statistics
- Macroeconomics Princ..
- Spanish
- Chemistry
- Biology
- Physics
- Math en español
- Introductory Finance
- Intro Human A&P



- Select a subject from the drop-down list that appears. The screen shown below will be displayed.
- Choose the time and tutor you would like to work with, following the instructions that appear onscreen.
- You will receive an email confirmation of your scheduled session. At the time of your session, scroll down and locate the calendar in the file cabinet of your home page. The session date will be highlighted. Click on the date and a pop-up screen will appear containing information about your session. Click on **join the session** to open a whiteboard and begin your session. A gong will sound when the e-structor arrives for your session.

## academic resources

Academic resources provide access to the SMARTHINKING Writer's and ESL Writer's Handbooks, an Accounting Glossary, a Study Guide Handbook, and links to other sites that provide support for students studying mathematics.

Academic resources can be accessed via the icon provided in the central portion of the home page or by clicking on the hot link that appears on the left side of the screen. There is never a charge for using these resources.



### academic resources

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

## update your **SMARTHINKING** account

There are two situations in which you may need to update your SMARTHINKING account:

- You created your account using a login provided to you by your school last term and have been given a new username/password to use this term.
- You are using a textbook that includes a username and password for SMARTHINKING services and want to add these to your account.

In both of these cases, you will need to do the following in order to update your SMARTHINKING account:



- Click on **My Account**
- Click on the picture of the schoolhouse under the heading **Your Account.**
- Enter the username and password provided to you.



**Extend**

## The Whiteboard

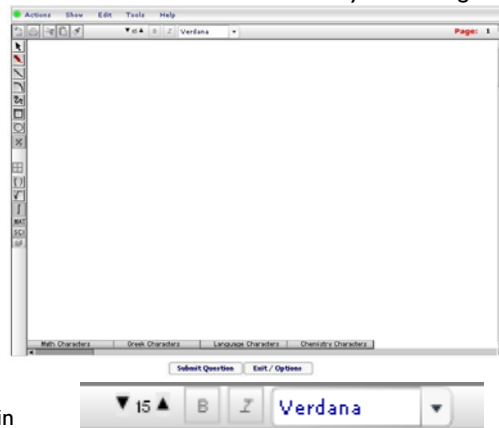
Students use the SMARTHINKING whiteboard to interact with an e-structor either in an online session or by submitting a question. The whiteboard allows you and the tutor to enter text, symbols, and drawings that identify and help resolve your questions.

### Entering Text

- Right click with your mouse and type at the point where you want text to appear on the whiteboard.
- To delete text, place your cursor to the right of the letter (or word) you want to delete and hit the backspace key until you have removed all of the letters/words you want to remove. Each time you hit the backspace key, you will delete the letter to the left of the cursor.

### Setting Text Properties

Use the property bar at the top of the whiteboard to establish the characteristics of your text. You must set the properties **before** you begin typing. Changes cannot be made to text after it is entered.



You can set the **FONT** and **POINT SIZE** of your text, and you can determine whether it will appear as standard, **BOLD**, or **ITALIC**.

- Available **FONTS** include verdana, serif, and symbol. Click on the arrow to the right of the font name and select the one you want from the list.
- **POINT SIZES** between 8 and 30 may be used. To adjust point size, click on the up or down arrow on the left side of the properties bar.
- Click on the **B** to make your text **BOLD**, click on **I** to use **ITALICS**.

**Note:** Your text will always be **red**, and your tutor's text will always be **blue**; these colors cannot be changed. This way, you will always be able to tell who typed what on the whiteboard, even when you come back later to review a session.

### Entering Exponents

- Use the up arrow key on your keyboard to move the cursor up to enter an exponent.
- Use the down arrow key on your keyboard to move the cursor back to the text field.

### Pasting Text from Other Applications

- Choose **TOOLS** from the top menu bar.
- Select **PASTE TEXT**.
- Use **CTRL V** to insert the text you want to paste on the whiteboard
- Click **PASTE** to place the text on the whiteboard.

### Using Special Language Characters

In addition to standard text, the whiteboard includes four special character sets: Math, Greek, Language, and Chemistry. These can be used whenever you use the whiteboard. Just click on the name of the character set you want and a pop-up menu will appear, listing the available characters from the selected set. These menus can be moved around on the whiteboard so that they are available for use during a tutoring session. Click on the character you want to use, and it will appear on the whiteboard.



### Special Tools

The tools listed below are found at the top of the whiteboard, and are used to change the whiteboard's contents.



**Clear Board:** Deletes all content on the current whiteboard page.



**Copy:** Copies a drawing to the clipboard.



**Print:** Prints the contents of the whiteboard.



**Paste:** Places a copy of your drawing on the whiteboard.




**Cut:** Cuts/deletes drawings from the whiteboard.

**Note:** The cut/copy and paste functions only apply to drawings. A separate function (select) is used to move text around on the whiteboard. See below for information on moving text.

These tools are found along the left side of the whiteboard.



Use **Select** to mark text or drawings that you want to move, or drawings whose properties you want to change. Selected items will be placed in a yellow box . You can move items around on the whiteboard by holding and dragging the yellow box. When selected, you can resize drawn items (but not text) and you can change their properties (weight or thickness and color).



**Note:** Leave at least 4 spaces around the perimeter of the work you want to move to ensure that text and objects are moved together.



Use the **Highlighter Tool** to draw attention to drawings and text. You can change the weight (thickness) and color of the highlighting by using the properties menu.



Use the **Line, Curve and Freehand Drawing Tools** to create lines, curves, and freehand drawings. Use the properties menu to change the weight (thickness) and color of these drawings.



Use the **Rectangle and Oval Tools** to create basic shapes. Select these items to reshape or resize them. Use the properties menu to change the weight (thickness) and color of these drawings.



Use this tool to **Draw Fractions** on the whiteboard. Select the tool and then click on the whiteboard. Enter the numerator of your fraction and

hit enter to move to the denominator. Enter the denominator. Hit enter again to complete the fraction and move to the next step.



Use this tool to **Draw Rectangular Graph Paper** on the whiteboard.



Use the **Parentheses, Root and Integral** tools to place these symbols on the whiteboard.



Use the **MATH** button to choose one of the available math symbols.



Use the **SCIENCE** button to choose one of the available scientific symbols.



Use the layer button to change the order of items that have been placed on top of each other on the whiteboard.



## The SMARTHINKING Image Capture Tool

The SMARTHINKING whiteboard includes an Image Capture Tool that allows you to bring images or text to the tutoring session. Anything that you can display on your computer can be captured and sent to the whiteboard quickly and easily.

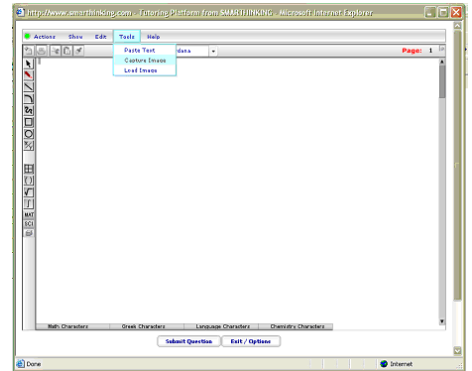
The image capture tool is found under the tools menu within the whiteboard. Click on **TOOLS** and then **IMAGE CAPTURE** to access this option.

Once you access the **IMAGE CAPTURE TOOL**, you will have three options available:



Use of each is described below, and complete instructions are provided for each of these options

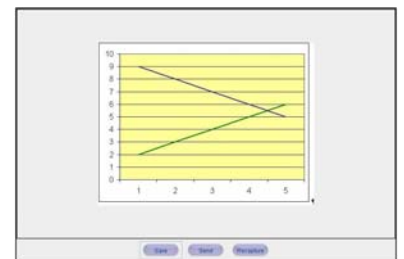
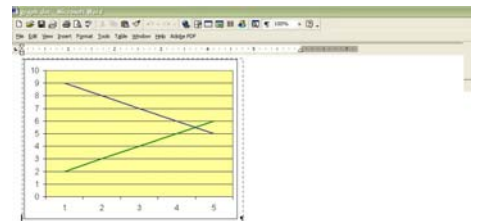
within the **IMAGE CAPTURE TOOL** window.



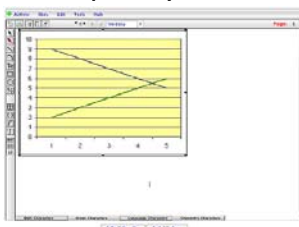
### SELECTED AREA

With this option, you select a portion of the image or document to display on the whiteboard.

- Open the document or image you want to bring to the whiteboard, and position it directly behind the **IMAGE CAPTURE TOOL** window.
- Click **CAPTURE**. The **IMAGE CAPTURE TOOL** window will be minimized and the window directly behind it will be displayed. In addition, your cursor will turn to cross hairs - hold down the left mouse button and drag the cross hairs across the screen to select the desired capture area. In the picture below, the selected area is enclosed in dashed lines.
- Once you release the mouse button, the **IMAGE CAPTURE TOOL** window will appear again; however, this time the image you have captured will be displayed.



At this point, you have three options available to you.



- SAVE**- Save the image you have captured to your hard drive in either .jpg or .png format. Files in .jpg or .swf formats may be uploaded directly to the whiteboard using the **LOAD IMAGE** option on the **TOOLS** menu.
- SEND**- Send the item to the whiteboard.
- RECAPTURE**- Re-start the capture process.

### **WINDOW**

With this option, you select a window to display. Its entire contents will be moved to the whiteboard.

- Open the document or image you want to bring to the whiteboard, and position it. Once you release the mouse button, the **IMAGE CAPTURE TOOL** window will reappear.
- Click **CAPTURE**.
- Click the icon on the Windows taskbar that corresponds to the window you want to capture. Click **OK** when prompted.
- The contents of the selected window will now appear in the **IMAGE CAPTURE TOOL** window, where your choices are the same as they were when the **SELECTED AREA** option was used: **SAVE, SEND, or RECAPTURE**.

### **FULL SCREEN**

With this option you can send the entire contents of your desktop to the whiteboard.

- Arrange your desktop so that the information you wish to send to the whiteboard is displayed. You may need to move the **IMAGE CAPTURE TOOL** window or other windows to the side in order to accomplish this.
- Click **CAPTURE**.
- The contents of the selected window will now appear in the **IMAGE CAPTURE TOOL** window, where your choices are the same as they were when the **SELECTED AREA** option was used: **SAVE, SEND, or RECAPTURE**.



## Sample Essay Return

### SMARTHINKING's E-structor Response Form (Your marked-up essay is below this form.)

**HOW THIS WORKS:** Your e-structor has written overview comments about your essay in the form below. Your e-structor has also embedded comments [in bold and in brackets] throughout your essay. Thank you for choosing SMARTHINKING's OWL; best wishes with revising your paper!

**\*Strengths of the essay:** Hi Irina. Welcome to Smarthinking! I'm Melanie, and I'll be reading your essay today. You'll find my comments in bold and [brackets] in the form below and in the body of your essay. This really is a very funny story. Your sister is right; it could happen to anyone. You've done a good job of letting us know not only what happened at the restaurant, but also how this experience affected you in a larger sense. We learn both that you are the sort of person who can laugh at a misunderstanding and that you are the sort of person who took that potentially embarrassing experience and used it to help yourself gain more confidence in talking to Americans. Good for you! The most interesting stories, like yours, include a message or idea larger than just the events in the story.

**\*Irina has requested that you respond to the Introduction/Conclusion:** As I mention above, you do a good job of telling us why this story matters. You give us that information through your introduction and conclusion. Your introduction lets us know what your experience of English was before the super salad and that you learned something from the experience. The conclusion lets us know what you learned.

**\*Irina has requested that you respond to the Organization:** You have also done a good job of organizing your essay. You give us necessary background information in the introduction. Then, you move through the events in chronological (time based) order in the body of the essay. Then, your conclusion tells us what you learned from the events. That sort of organization is quite clear. There are a couple of small places where I wasn't sure about the order of information. I have included notes about those in the body of your essay.

**Transitions:** You use dialogue well in your essay. There are some rules for presenting dialogue that you will want to pay attention to.

- 1) Each time you switch speakers, start a new paragraph.
- 2) Use commas to join dialogue to clauses like "she said" and "I replied."
- 3) Commas and periods always go inside of quotation marks.

So, let's look at some sample dialogue:

*Joe walked into the room. As he threw himself into a chair, he said, "Man, I had a rough day."  
"Oh?" replied Mary, continuing to stare at the television.  
"Yeah, you wouldn't believe what my boss did. I think I'll quit this job."  
"Mhmm," said Mary. She'd heard it all before.*

Take a look at this dialogue. How might you use it as a model to help you restructure your dialogue?

**Word Choice:** Make sure that you proofread your essay carefully. There are a few places where you replace a word with one that is close to the same spelling: for example, "though" with "tough." Try reading your essay out loud slowly to listen for these kinds of errors. Keep an eye out for other grammatical issues as well.

**Summary of Next Steps:** Irina, You've done a very nice job of giving your essay a clear structure and of telling us both this specific funny story and how it affected you. Now, as you revise, pay attention to the following issues:

- 1) Look at the places where I have asked some questions about organization.
- 2) Restructure your dialogue so that it follows the normal rules for presenting dialogue.
- 3) Proofread carefully for the grammar issues I mention and other ones.

Thanks for sending in your essay! It was a pleasure to get to read it.

Melanie

**Please look for more comments in your essay below. Thank you for using our service, and we encourage you to submit future essays.**

### SOUP OR SALAD?

One year ago, when I moved from Germany to America, I had a really hard time to understand the American culture because I didn't speak English so well and I also had problems to understand people. **[When we want to refer to a particular action in a noun-like way, we use the -ing form of the verb. So, I might say, "I love running," or "She likes talking to me." Here, you want "understanding.]"** I often avoided face to face conversation with people because I was scared of misunderstanding, and I never answered a phone. I thought that I would never learn how to speak to people and not to be afraid of misunderstanding. However, when my sister came to visit me last summer, I learned that speaking to people in English can be extremely funny.

Last summer, before my sister visited me, I thought that I would never learn how to speak English. On the day my sister arrived from Colorado in San Jose, California, we decided to go to a nice Italian restaurant in a nice area of Los Gatos. In the restaurant, I wanted to impress my sister, so I decided to order food for her and myself. I thought today is a day where I won't be scared to speak to people because my sister is with me. My sister could speak English very well, so I wasn't afraid of misunderstanding, and I knew she would help me out if I have some problems with speaking. **[Here, you want a past tense. You might have "had some problems." "If I have" suggests that you are discussing something that might happen in the future.]**

When a waitress came to our table, I was ready to order food and to have a little conversation in English. The waitress asked me if we would like to have a soup or salad for an appetizer. I understood *super salad*. So in my mind, I pictured a huge super salad with a lot of lettuce, tomatoes, onions, and a blue cheese dressing. This imagination made my mouth watering and my stomach started to make noises. **["Imagination" is our ability to think of things. "Image" is something that we might see in our minds or with our eyes.]** So, I said to her: "Yes, we would like to have a super salad. The waitress looked at me very confused and asked me again: "So, would you like to have a soup or salad?" Now, I was very confused and I felt very stupid. So, I told her that we would like to have the *super salad* with some lettuce, tomatoes, and onions. "So, you want the salad", she said. "No, I don't really want salad, but you actually asked me if we would like to have the *super salad*": I replied. **[Using a comma after a quotation is correct. A colon can introduce a quotation sometimes, but it can't follow one.]** At this moment, my sister helped me out and I felt very embarrassed, but the waitress and my sister were laughing and having a good time.

At the end, even though, I felt embarrassed, I thought that this misunderstanding is the funniest misunderstanding I ever had in America. My sister tried to make me feel better when she said that this could happen to anybody. I couldn't believe that I misunderstood something simple like soup or salad. I tried to forget this soup or salad moment but it was too funny to forget. On this day, we enjoyed our dinner together more than ever. **[The first part of this paragraph sounds like you are stepping back and reflecting on the experience from a distance, but the last sentence sounds like you are still telling us what happened in the experience. Shifting from showing us the experience up close to reflecting on it from a distance and back to showing it up close can be confusing. Could you stay focused on the details of the experience until you are ready to completely shift to discussing it? How might you change the order or wording of your ideas so that they seem clearer?]**

This soup or salad misunderstanding in the restaurant showed me that I shouldn't be afraid of any conversation with people. I started to meet American people and I started to speak better English. I was glad that I had experienced a funny misunderstanding because it gave me an interest in going out and meeting American people. When I go out to eat with my husband and we order an appetizer, I often think about my funny soup or salad moment and it makes me laugh. **[You do a good job in this conclusion of letting us know how the super salad moment has affected you. That's exactly the kind of information we want in a conclusion.]**

## Sample Math Interaction

Hi I have a question. Can you help me?

Hello Tammy! welcome back - Jim here, so what will be the question today

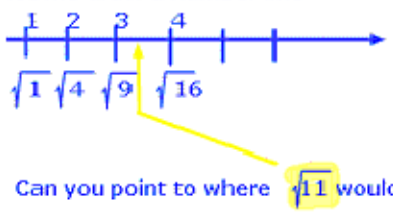
Between what two whole numbers is the value of the radical expression  $\sqrt{23}$  What do they mean by between two whole numbers?

The set of whole numbers is:  $\{0, 1, 2, 3, 4, 5, \dots\}$   
 or you could say the non-negative integers (or non-negative integers) so we want to find two whole numbers,  $w_1$  &  $w_2$  so that

$w_1 < \sqrt{23} < w_2$

Let's look at a similar example...

let me draw a number line



Here, we note that  $\sqrt{4} = 2$   
etc...

Can you point to where  $\sqrt{11}$  would lie on this number line?  
 would it go between the 9 and 16?

That's close Tammy, but to clarify, our number line doesn't contain, 9 and 16, it contains, 3 & 4, which are the positive square roots of 9 & 16 respectively.

yeah, that's what I was trying to say :-)

Ok, I'll draw an arrow to locate  $\sqrt{11}$

ok Tammy, so let's look back at your original question.

$\sqrt{23}$  what is a perfect square, that is just a little larger than 23?

hmmm thinking, 25 good job

and how about a perfect square that is smaller than 23?  $16 = 4^2$

so I would say  $4 < \sqrt{23} < 5$  yes, that is correct Tammy.

Do you understand how to approach this problem now?

yeah - it's not too bad after all - thanks Jim, bye Bye for now.