smarthinking The leader in on-demand student support

ONLINE TUTORING BY EXPERT EDUCATORS TO
help you succeed

> "The essay center is fantastic. I have received succinct and valuable feedback. No matter what a student's level of writing is the essay center will improve it."
>
> ⁑ Dina M.
> Student, TN

> "Thank you, Merci beaucoup, Danke, Arigato, Grazie, M goi, Spasibo and my favorite QA TLHO' (Klingon). If I knew how to say thank you any other way it would be here too."
>
> ⁑ Donald J.
> Student

> "Awesome service you feel like you are not alone."
>
> ⁑ H.H.
> Student

IMPROVING STUDENT SUCCESS

Students like you experience constant demands on their time, both in school and outside of it. Ensuring that all students have the support they need to succeed is an enormous challenge for educators. If you are juggling school with work and family or taking classes part-time or online, on-campus tutoring services and faculty office hours may not be enough.

Smarthinking helps by providing 24/7 access to highly trained online tutors who help students improve their problem-solving and writing skills and help them strengthen their content mastery. As a result, Smarthinking helps students improve their success and reach their educational goals.

YOUR INSTITUTION HAS SELECTED THE BEST

Smarthinking is the leader in on-demand student support, having successfully completed more than 4.5 million online tutoring sessions with students at more than 1,000 institutions around the globe. While there are other online tutoring services, Smarthinking is the best—as demonstrated by the impact our service provides for students like you.
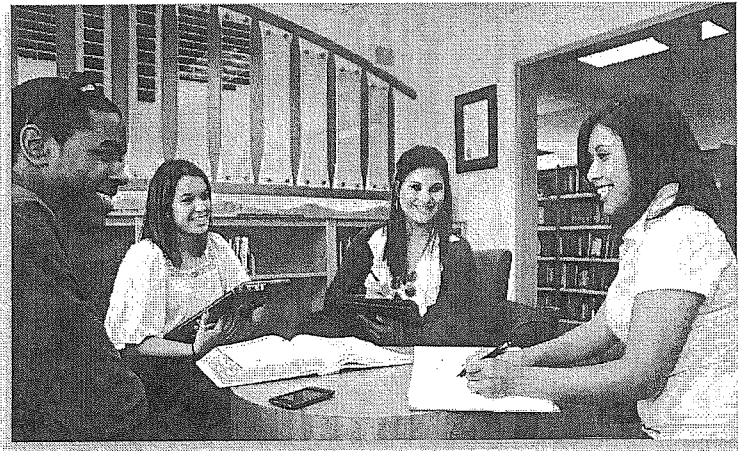
EXPERIENCED TUTORS

The success of Smarthinking begins with how our tutors work with students, which focuses on using the online tutoring process to help them think through problems, examine your ideas, and improve performance. Our tutors are experienced educators, 90% with advanced degrees in their specialty, who can relate to students personally and who have direct experience with classroom and online instruction.

STUDENTS SUPPORT SMARTHINKING

Institutional research also demonstrates that student adoption and engagement with Smarthinking is high. In short, students love the service. In a Smarthinking survey of over 1,400 student users, 75% said that Smarthinking helped them improve their grades, 92% said they would recommend the service to a friend, and 93% concluded that they would use Smarthinking again.

What can Smarthinking help you with?

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Smarthinking began in 1999 as an innovator in connecting students with highly qualified educators via the Internet. Since that time, Smarthinking has grown to become the premier provider of research based, research proven online tutoring to help institutions of higher education increase student achievement, boost retention, and enhance learning. Students in over 1,000 colleges and universities use Smarthinking's services every year.

Smarthinking, a member of the Pearson family, is committed to providing personalized learning solutions that improve success and retention for all students. The combined expertise of Smarthinking and Pearson Education gives us the ability to grow and expand our services, and provide more students with rich and rewarding learning experiences.

Institutions of higher education in the United States and around the world use Smarthinking's online tutoring service to increase student achievement and improve student retention. Focusing on the unique needs of each student, Smarthinking provides student-centered, active learning to students at over 1,000 institutions. Tutors and students work together on Smarthinking's proprietary interactive whiteboard in an encouraging and collaborative learning environment. After using Smarthinking, students get higher grades, pass their classes, and continue their studies. Smarthinking not only helps students, but helps instructors, too. Many instructors consider Smarthinking as their "virtual teaching assistant" by offering academic support when they can't – after school, at night, or on the weekend. Smarthinking also covers a wide range and depth of subjects – from basic math to calc II, from general chemistry to physics, from accounting to statistics. Math, writing, science, business, or ESOL— Smarthinking's expert tutors handle it all. And Smarthinking gives instructors the tools and reports to monitor and assess student usage. Administrators find that Smarthinking helps their institutions meet accreditation standards requiring educational institutions to offer services for off-campus students, including online, distance learning, or evening students, that are equivalent to those offered to on-campus students. Smarthinking is also easily integrated into an institution's existing online platforms.

Convenient: Available up to 24/7, accessible from any Internet-connected computer, Smarthinking's on-demand tutoring reaches students at the moment of need—"the teachable moment."

Individualized: Tutors address the individual needs of each student. By following the Socratic method of teaching, Smarthinking's online tutors are experts in teaching as well as in the content area they tutor. Smarthinking's tutors do not give students answers, but rather guide students through a collaborative learning process

Responsive: Smarthinking has spent years developing a delivery system that ensures short wait times for tutoring and fast turnaround on written papers. As demand goes up, Smarthinking increases the number of tutors available. And we monitor our services carefully to provide the highest level of quality.

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Smarthinking provides a full suite of tutoring options in **Writing** that are designed to serve the needs of both undergraduate and graduate level students.

- **Writing Practice** provides students with an immediate, automated evaluation of their writing that includes feedback on conventions, sentence fluency, ideas, organization, voice, word choice, spelling, and grammar errors. Smarthinking provides thirteen prompts covering four genres for use with this service.

- **Paragraph Submission** provides nascent writers with the option to have a paragraph of up to 200 words reviewed and critiqued. Students use this option to assist them with introductory paragraphs for longer essays as well as with shorter assignments.

- **Grammar and Documentation Review** provides students with an opportunity to receive feedback on lower order concerns including grammar & mechanics, sentence structure, word choice, and use of resources.

- **Essay Center/Essay Center – 1 hr Review** provide students with a higher order review of their written work addressing areas of concern including main idea/thesis, content development, organization, introduction/conclusion, and transitions. Where needed, tutors may also comment on lower order concerns with these submissions. Standard (30 minute) and one hour reviews are available with the latter being well suited for longer papers. The standard Essay Center is typically used by undergraduate students, while the 1 hr Review is commonly used by graduate students.,

- **Essay Center – Live Review** will be added in fall 2013. With this service, students preschedule a thirty minute session with a tutor to review their writing in real time. This service will include audio support to facilitate this conversation.

- **Offline Questions**. Students can submit a question about any aspect of their writing including grammar, word choice, main idea/thesis, use of resources, etc.. and receive a response within 24 hours.

- **Drop-In Tutoring for Writing.** Sessions are delivered synchronously over a whiteboard. Two subjects are currently available: The general **Writing** subject can be used to ask specific questions, to brainstorm essay topics, to review essay feedback, or to address any other writing concern students may have. A general writing subject is available. The **APA Formatting** subject is specifically designed for questions about **APA** style and documentation. An additional service will be provided in fall 2013 focused on the documentation and use of resources.

- **Writing Assessment** is a grading service delivered by our team of professional writing tutors. Any prompt may be used with this service. In addition, the service is available with and without feedback on the writing itself for use in formative and summative evaluation. Scores are provided for seven writing traits: main idea/thesis, introduction/conclusion, content development, organization, word choice, sentence structure, and grammar/mechanics.

- **Custom Services** may also be created to address specific Client needs.