

Highly recommended by students

94%
of in-service
survey respondents are
positive about the **feedback**
they've received from
smarthinking
tutors

Smarthinking in-service
feedback as of May 2020

"I feel it has improved my
writing as I have learnt and
remembered tips from it."

"Absolutely
brilliant!"

"Helped me improve
multiple areas of my work
and made me much **more**
considerate of my work."

"It helped me **feel**
more supported
in my degree."

"My dissertation
supervisor said he
would have **given the**
same feedback"

"It's a **really quick**
exchange which I'm
very pleased with."

"Very good! I
would recommend
this to **everyone**."

"I use it as **much**
as I can."



On average, more than
96% of users say
they'd **recommend**
smarthinking
to a **friend**.

"Smarthinking is an excellent
support. I've **thoroughly**
enjoyed receiving the
feedback in order to better
my academic writing. I will
certainly be using it again."

More than half of students
using the service have used
it multiple times and **86%**
say they would **use the**
service again.

Tackling confidence head on

"I believe there can be a **detrimental effect** in asking for too much help."

"I am **embarrassed**."

"...very helpful for those with **anxiety**."

"When you're going from A levels... it **bridges that gap**."

"English is not my **first language**..."

"...incredibly useful feedback, particularly as a **mature student**."

smarthinking supports those students who **aren't confident in reaching out** for help.

"**Fear** being seen as struggling."

"Around **1/3** of university students **don't realise** when there is a potential **problem** with their academic writing."

Pearson HE Learner Survey, March 2020

"I really appreciated having this tool available to me in **my final year** of university. It really helped finalise my work and ensure that it was of a **high standard**."

The majority of students say they feel **more confident** with their academic writing skills as a result of using

smarthinking