

## Smarthinking Video Introduction: Administrators and Educators

Welcome to Smarthinking.

Smarthinking is an online, on-demand tutoring service with a proven impact on student success.

The service is not only accessible and effective: it is also extremely easy to use for both students and administrators.

Select **Start** to discover the different ways students can connect with expert tutors to receive help -- when, where, and how they need it.

### [The Student Experience]

Once a student signs in -- either from our website or through their LMS or campus portal -- they have a choice of four pathways to get the assistance they need.

Select **Submit My Writing** to learn about the first option.

The Writing Center allows students to submit a writing sample or essay for a detailed review by one of our writing experts.

To initiate a review, the student fills out a form to specify the subject of the composition, and the required type of help.

The student may also request to work with the first available tutor...

to work with a tutor who specializes in a particular writing need...

...or to get help in a group session.

The student then uploads a writing sample, and submits the request. Within 24 hours, the assigned tutor posts a markup file to the student's personal archive, found in **My Sessions and Submissions**.

The student receives an email, or SMS text alert, when the tutor response is posted.

All writing center feedback is posted in line with the student's original work, for easy reference. They also receive a response form with commentary on strengths, areas of improvement, and a summary of next steps.

When students require more immediate, on-demand feedback, they have the option to receive writing support in a live tutoring session. Live sessions for all subjects can either be dropped-in or scheduled in advance.

Select **Drop-In Session**. In a drop-in session, the student selects the subject for which help is desired, and launches a synchronous tutoring session in our interactive whiteboard.

The student enters a question in the whiteboard, initiating a request for the next appropriate tutor.

The timed session does not begin until the tutor engages with the student. The session concludes when the student has no more questions. And just as with the Writing Center, all of the student's feedback is maintained in the personal archive.

In this case, feedback is a record of the whiteboard that students can revisit at any time.

Students may prefer to schedule a live tutoring session in advance, to meet with a tutor at a time that works best.

Select **Schedule a Future Session**.

Scheduled sessions work much like drop-in sessions, but are scheduled in advance, typically two days prior to the session. Students can select a specific tutor if they have a preference.

On the day of the tutoring session, the student receives an email or text reminder, and the session is initiated on the whiteboard.

The fourth way for students to get help is for them to request asynchronous support.

Select **Ask a Question**. Offline support is best for non-urgent inquiries. Like the drop-in and scheduled sessions, the student enters a question on the whiteboard.

The student is always encouraged to show his or her work when submitting a question, which allows the tutor to focus the response on the solution process rather than providing an answer.

This is true for all our tutors in all paths to help. They will never do assignments for the students, but will instead use similar examples to help them develop problem-solving strategies and empower them to find the answers independently.

### **[The Administrator Experience]**

Now, let's look at the Administrator tools.

Designated campus administrators can log in at any time to view the Smarthinking dashboard. The dashboard summarizes online tutoring usage at the institutional level, and provides access to detailed reports.

Administrators can keep track of student satisfaction by reviewing survey responses...

...and they can monitor registration data and student usage. Usage reports can be filtered by interaction type, subject, time of day, and more.

With four possible pathways to receiving expert guidance, Smarthinking is an engaging online tutoring service that has the flexibility and efficacy to meet the needs of students and educators.

Explore **Smarthinking.com** to learn more.