GETTING TO KNOW YOUR CGCC SMARThINKING OPTIONS

To get started using Smarthinking, the first step is to log-in from this “Online Tutoring” page, using the provided link.

When prompted, use your MEID and corresponding password (the same you use to log in to campus computers, Blackboard, or Canvas).
Your Smarthinking homepage will look like this, and you have three general options to choose from that can help with a wide variety of subjects: the Writing Center (not live, approximately 24-hour turnaround), Drop-in Tutoring (live), Offline Questions (not live, approximately 24-hour turnaround).

- Writing Center (starts on page 3)
- Drop-In Tutoring and Offline Questions with the whiteboard (starts on page 9)
- Academic Resources (starts on page 15)

These are archives where previous sessions are stored.

These are all links to your variety of writing support options, which include paragraph and essay help (not live) and drop-in writing question help (live). You can use these services for writing assignments in any class.

Smarthinking also has an Accounting Glossary, Math Study Guides, Writing and ESL Handbooks, study skill guides, and a practice whiteboard you can refer to any time.

The next sections will show more detail about using the different parts of Smarthinking:
Using any of the Writing Center links, go to the Writing Center main menu. You may use the Smarthinking Writing Center for writing assignments in any of your CGCC classes.

The Essay Center is where you can submit your draft of a full paper. When you submit, you will provide details about the assignment and your concerns. Then, a tutor will read this paper and respond, usually highlighting three ideas for revising as well as providing a few comments within your text itself. Due to Smarthinking’s protocols, tutors may only be able to help with the first 5-6 pages of longer papers. Please note that this service is not live; it takes about 24 hours for your paper to be returned, and there is not an opportunity to communicate with the tutor to ask questions or follow up about the feedback (but you can always bring your Smarthinking feedback to a CGCC tutor for some face-to-face, live help).

Paragraph Submission is for getting help with single paragraphs (up to 200 words). You will submit your paragraph along with a description of the assignment and your questions. Please note that this service is not live; it takes about 24 hours for your paper to be returned, and there is not an opportunity to communicate with the tutor to ask questions or follow up about the feedback (but you can always bring your Smarthinking feedback to a CGCC tutor for some face-to-face, live help).
This is the submission page for the Essay Center. Be sure to be as detailed and complete as possible; remember, since the service is not live, the tutors cannot ask you about your assignment or concerns.

<table>
<thead>
<tr>
<th>Writing Center (What’s This?)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing Center: Essay Center</td>
</tr>
</tbody>
</table>

Note: The fields in red are required. Smarthinking strives to return essays within 24 hours.

Include your course abbreviation (e.g., ENG101). You can also include a one or two word title to clarify the course content (e.g., AJS101 – Intro Criminal Justice).

Include your instructor’s name here.

Include the due date of the paper here.

Depending how many drafts you have written, change the draft number as appropriate to reflect your stage in the writing process.

Include the title of your paper here.

Provide the assignment instructions from your teacher here. It is highly recommended that you **COPY and PASTE the complete assignment sheet** your teacher gave you into this box to provide your tutor with the clearest expectations possible. You cannot provide a separate attachment for the assignment, but you could also copy and paste it to the beginning of your paper document.

Use this space and the check boxes to indicate what areas of concern you have with your writing. If you’ve gotten feedback from your teacher or classmates on this or previous assignments that you’d like help with, include that information here.

You cannot pick a specific person, but you can indicate if you would like a tutor who is a specialist in ESL, business writing, or creative writing. Otherwise, you can just request the first available tutor.

Browse your computer to upload your essay document, which must be in an editable format (.doc, .docx, .rtf, or .txt). You may also copy and paste the assignment sheet into the beginning of your paper document.

When you have completely filled out the form with as much detail as possible and have uploaded your essay, then hit submit.
Below is an example of a paper ready to be submitted to the Essay Center. Note that the text boxes may look small, but they can hold a lot of information.

<table>
<thead>
<tr>
<th>Writing Center</th>
<th>Drop-In Tutoring</th>
<th>Offline Questions</th>
<th>Academic Resources</th>
</tr>
</thead>
</table>

**Note:** The fields in red are required. Smarthinking strives to return essays within 24 hours.

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Karin</td>
</tr>
<tr>
<td>Subject</td>
<td>Essay Center</td>
</tr>
<tr>
<td>Institute</td>
<td>Chandler-Gilbert Community College</td>
</tr>
<tr>
<td>Course Level/Title</td>
<td>AJS101 (Intro Criminal Ju</td>
</tr>
<tr>
<td>If this is a career writing piece, add NA to the professor and institutional slots.</td>
<td></td>
</tr>
<tr>
<td>Professor's Name</td>
<td>Smith</td>
</tr>
<tr>
<td>Date</td>
<td>05-31-2013</td>
</tr>
<tr>
<td>Draft Number</td>
<td>1</td>
</tr>
<tr>
<td>Submission Number</td>
<td>Submission 1</td>
</tr>
<tr>
<td>Writing Title</td>
<td>My Criminal Past</td>
</tr>
<tr>
<td>Provide a clear, detailed description of the assignment. Please include information about the expected length of the assignment.</td>
<td>This paper requires you to apply the criminological theories identified in the text and discussed in class to your own experiences or those of someone you know. Using one or more theories below, explain why you have or have not engaged in criminal behavior. If you do not feel comfortable revealing your behavior to me, then choose someone you know very well and apply these theories to his/her criminal or noncriminal behavior.</td>
</tr>
<tr>
<td>Describe the kind of help you would like from the instructor</td>
<td>Not sure if I always stay on topic or if I add too many unnecessary details. I want help with organization and focus, please.</td>
</tr>
<tr>
<td>Select up to two areas in which you need help</td>
<td>Main idea/Thesis, Content Development</td>
</tr>
<tr>
<td>Many SMART THINKING e-structors are experts on specific types of writing. If you would like a specialist in ESL, business writing, or creative writing to review your paper, choose here (for fastest service, select “First Available e-structor”).</td>
<td>First Available</td>
</tr>
</tbody>
</table>

Upload Writing

Attached files must be MS Word documents (.doc or .docx), plain text files (.txt), or Rich Text Format (.rtf). Documents in other formats will be returned to you if we cannot read them.

Click here to learn how to change your file format.
Immediately after submitting an essay to the Essay Center, you will get an email along the following lines:

**Dear Karin,**

Smarthinking has received your submission to the online writing lab. Our tutors strive to return essays within 24 hours, but at peak times we may take a bit longer to ensure that you get helpful and complete comments.

You will receive email notification when our review has been completed. Please log-in and check your Inbox to retrieve your marked-up paper.

Thank you,
The Smarthinking Team

Then when your paper has been looked over and returned, you will get another email to notify you:

**Dear Karin,**

The following essay has been processed by Smarthinking and is ready for your review:

**Title:** My Criminal Past  
**Due Date:** May 31, 2013

Here is how you can check the Tutor's response:

» Return to your Smarthinking homepage.  
» Click on 'Personal Archive' to the top right hand side of your Smarthinking homepage.  
» Select appropriate Filters from the left hand side to view the results.  
» Click on the title of your essay, scroll down the page and click on 'Download Tutor Response' for Tutor Response.  
» Save the file in a location of your choice and refer to it from that location.

The Smarthinking Team
This is the page for the Paragraph Submission. Be sure to be as detailed and complete as possible; remember, since the service is not live, the tutors cannot ask you about your assignment or concerns.

You cannot pick a specific person, but you can indicate if you would like a tutor who is a specialist in ESL, business writing, or creative writing. Otherwise, you can just request the first available tutor.

This space should include both the description of your questions and concerns as well as the description of your assignment. Remember to be as thorough, detailed, and complete as possible. It is recommended that you **COPY and PASTE the teacher’s complete assignment instructions**.

Include your paper or paragraph title here. If you are submitting one paragraph from a larger paper, you may want to indicate what kind of paragraph it is (introduction, body, conclusion).

Type or copy and paste your paragraph (up to 200 words) here. If you submit more than one paragraph, the tutor will only read and respond to the first one.

When you have completely filled out the form with as much detail as possible and have included your paragraph, then hit submit.
Below is an example of a paragraph ready to be submitted to the Paragraph Center. Note that the text boxes may look small, but they can hold quite a bit of information.

You should receive emails both when your paragraph submission is originally received as well as when the tutor’s review is complete and you can. The review with comments will include discussion of a “Higher-Order Concern” (bigger stuff such as thesis, topic sentence, development) and a “Lower-Order Concern” (smaller details such as commas, transition words, spelling) as well as a brief notes within the paragraph itself.
SMARTHINKING TOUR: DROP-IN TUTORING AND OFFLINE QUESTIONS USING THE WHITEBOARD

Submitting questions through Drop-In Tutoring and Offline Questions uses the same tools. The difference between Drop-In Tutoring and Offline Questions is that Drop-In Tutoring is live so that you can interact with a tutor in real time whereas Offline Questions are not live and a tutor simply sends a response to your submission (usually within 24 hours).

To work with a tutor live, use any of the Drop-In links to go to the Drop-In main menu.

Select the subject in which you want help.

Not all topics are available for a live, drop-in tutor’s help at all times of day, which is why some of the subjects may be greyed-out and unavailable to select (for hours of availability by subject, look here, keeping in mind date ranges and time zone difference).

When your subject is not live to work with a tutor in real time, you can still submit an offline question and should receive a response within 24 hours.
To send a question to a tutor for a response within 24 hours, use any of the Offline Question links to go to the Offline Question main menu.

Select the subject in which you want help.
Both Drop-In Tutoring and Offline Questions use a whiteboard format for you to submit your question.

There are many tools available to allow you to use this screen like you could with a real whiteboard with text, symbols, drawing, and more in any part of the screen.

You can experiment with these tools and practice using the white board [here](#) (this practice tool is in your Smarthinking Academic Resources).

When using the whiteboard for a live Drop-In session and once you have put your questions, formulas, drawings, etc. on the board and are ready for a response, it can be useful to type “done” to signal the tutor that you are done writing on the whiteboard for the moment and waiting for their feedback.
First, let’s look at the tools at the top of the whiteboard.

- **Add a new whiteboard page** to continue the session with more space or go back to a previous page.
- **Move back and forth between multiple whiteboard pages.**
- **Insert a pointer arrow** for emphasis:
  
  ![Pointer Arrow](image)
  
  *This is the important part*

- **Insert math symbols** for entering equations:

  ![Math Symbols](image)

- **Undo and redo** previous action(s)

- **Share a document or image** with your tutor (must be gif, png, jpg, jpeg, or pdf files)

- **Create a screenshot** of the whiteboard
Next, let’s look at the tools to the right of the whiteboard.

- **Change the line thickness of graphics, text, and the eraser**
- **Type text with this tool, which you can start anywhere on the whiteboard. The arrow above the text box can be expanded to show special text options like subscript, superscript, math symbols, and Greek letters.**
- **This tool is like using a marker to freehand draw or write on the whiteboard.**
- **This tool will allow you to select parts of images or text to move or delete.**
- **The eraser works like a real eraser, only removing exactly the area you click it over.**
- **The line tool will draw straight lines in any direction.**
- **The outline tool will draw outlines of various shapes.**
- **The solid tool will draw various solid shapes.**
- **The grid tool provides several chart options, which you can combine with lines or free-hand drawings to create graphs.**
- **Emoticons**
Below is an example of part of a live Drop-in Tutoring math session (the student’s typing is in red and the tutor’s is in blue).

Hi, my name is Dave. I am taking an intermediate algebra course, and we are studying systems of linear and nonlinear equations. I don’t understand how to solve these problems using elimination.

Here is an example from my homework assignment.

\[ y = x^2 - 4 \]
\[ y = x - 2 \]

Hi Dave. Welcome to SMARTHINKING. Brian here.

Hi Brian. I can figure out that -1, -3, and 2 are the solutions on the graph, but can’t remember how to do this without the graph.

Suggestions?

Just to clarify. The solutions are ordered pairs which we write as \((x, y)\)

Ok \((-1, -3)\) and \((2, 0)\) Great
Smarthinking’s Academic Resources are available for you to use at any time.

To get more familiar with the Whiteboard before starting a Drop-in Tutoring or Offline Question session, feel free to plan around on the practice whiteboard.

The “Subject-specific Study Guides” include
1. An accounting glossary (important accounting terms and definitions)
2. Math study resources (links to useful math sites)
3. Writing and ESL handbooks (covering purpose, audience, development, style, grammar, and punctuation)