2002 – 2003 PRICING[1]

TUTORING SERVICES

Schools purchase blocks of tutoring hours. Students receive a Username and Password to access the SMARTHINKING services and time is deducted from the school's master account based on the services used. Usage is reported regularly, and student accounts can be limited by time and/or subject area. Hours purchased must be used during the contract term.

# of Tutoring Hours Purchased	Per hour Price
Fewer than 1000	**$30**
1001 - 1500	**$28**
1500 +	**$27**

Time is deducted from the school's account according to the following:

Service Used	Charge to School Account
Real-time Interaction with e-Structor	**Metered to the minute plus 5 minutes for processing and archiving (as of July 1, 2002)**
Submission to Online Writing Lab	**30 minutes**
Pre-scheduled Sessions with e-Structor	**30 minute increments**
Submission of Asynchronous Questions	**20 minutes (as of July 1, 2002)**

The hourly price includes:

- Hosting of all technology on SMARTHINKING servers
- Account management and implementation assistance
- Technical support by phone and e-mail provided by SMARTHINKING
- Unlimited use of SMARTHINKING's Academic Resources
- Free faculty evaluation accounts
- Usage tracking and reporting
- Placement of log-in box on client's Web site

The SMARTstart!

First time clients may participate in an introductory program that includes 100 unlimited accounts for **$2,500**. Please talk to your SMARTHINKING representative for more information.

OPTIONAL SERVICES

1. **Training for Clients Purchasing Online Tutoring Services**
   - In-person: $1,500 per day (must have 2 weeks notice)
   - Phone: Free of Charge for campus contact or conference call arranged by client

2. **Private Labeling Using SMARTHINKING's Standard Template**
   - Tutoring interface includes client's logo and selection of colors
   - Cost: $1,500

3. **Custom Tutoring Site**
   - Custom Designed User-Interface to match client's Web site
   - Custom Client Login Page or direct form-based login from client's site
   - Cost: $3,000

[1] Valid Through July 1, 2002