Online Tutoring Services Description

SMARTHINKING provides people, technology and training to help schools offer outstanding academic support to their students.

SMARTHINKING provides:

- Online Tutoring and Learner Support Services fully staffed by Experienced,
- Trained and Monitored e-structors™(tutors)
- A Web-based Learner Support Management (LSM) ™ Technology Platform
- Training and Consulting Services

Why Provide Around-the-Clock Online Tutoring?

- To improve student performance
- To improve student retention and satisfaction
- To improve access to student services for non-traditional students
- To differentiate your institution from competitors
- To have an academic support solution for your distance education program
- To support your instructors
- To aggregate multi-campus academic support systems
- To provide more academic support options for your students

Who's Using SMARTHINKING?

- Over 200 higher education institutions
- 11 statewide distance education consortia
- The United States Army
- The United States Navy
- Online high schools and Advanced Placement programs
- Houghton Mifflin Publishing

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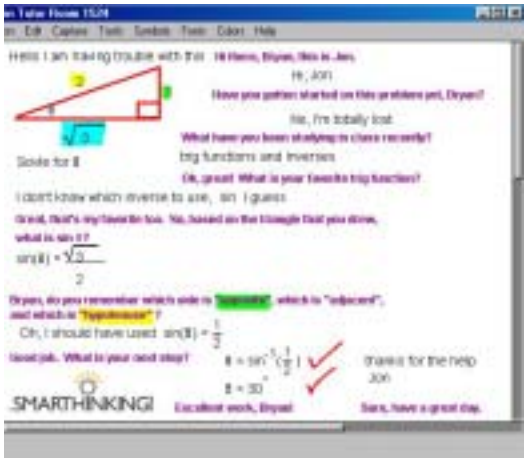
How SMARTHINKING Works

As anyone who gets in to the eLearning business quickly learns, putting an online course on your web server is only the beginning. Providing appropriate levels of student support is a far greater challenge- especially for students who are becoming more and more accustomed to receiving services 24/7. We see SMARTHINKING.com as another tool that helps us serve today's students. It's another resource for helping students succeed.

- Michael Comins, Director of Academic Technology Hillsborough Community College

SMARTHINKING's online academic support service is designed to allow students access to qualified human support from wherever they are, whenever they need help. SMARTHINKING delivers this service through www.smarthinking.com to anyone with an Internet connection. SMARTHINKING is designed to supplement on-campus tutoring and academic assistance services and is appropriate for a diverse population of students.





Live Online Collaborative Tools

Students communicate with instructors / tutors through virtual whiteboard technology, which enables real-time interaction online. Scientific and mathematical notation, symbols, geometric figures, graphing and freehand drawing can be rendered quickly and easily. Students can work in real-time with a tutor, submit questions asynchronously, or pre-schedule online appointments with a specific tutor.

Online Writing Lab (OWL)

Students submit essays for critique to SMARTHINKING's instructors through SMARTHINKING's Online Writing Lab (OWL) and use an online submission form to request feedback on particular issues. SMARTHINKING currently staffs the OWL with general writing, ESOL, business / technical, career, and creative writing specialists.



"[In a recent meeting] SMARTHINKING came up... I told [my colleague] that SMARTHINKING is by far the best company with which we have worked in CVC4, and described your commitment and strategies to make our program a success. Additionally I indicated that you are providing an invaluable service essential to student success in the online environment. "

- Paul Meyers, Project Director of California Virtual Campus, Region 4

Current Support Offerings

SMARTHINKING's qualified and trained e-structors currently support the following courses:

Mathematics (basic math - calculus II)	**Writing** (for all courses, including ESOL) through the **Online Writing Lab**
Statistics	**Grammar & Pre-writing Brainstorming**
Accounting	**Spanish**
Economics (macro and micro)	**Chemistry**

Create your Own Online Tutoring Center

For schools that wish to create their own online tutoring center using their tutors/instructors or using a combination of their staff and SMARTHINKING's e-structors, SMARTHINKING provides both technology and training to help schools develop their own service quickly and cost-effectively. Please contact one of SMARTHINKING's sales consultants for more information.

The SMARTHINKING Difference

Quality. SMARTHINKING e-structors are employees of SMARTHINKING and are not independent contractors. All e-structors have tutoring and/or teaching experience and undergo a rigorous selection process, a comprehensive training program and practicum, and ongoing performance assessments.

Experience. SMARTHINKING designed this service with educational institutions in mind. Students, faculty and administrators from more than 30 schools collaborated with SMARTHINKING to develop an academic support service that mirrors institutional pedagogy and serves institutional needs. SMARTHINKING continues to improve upon its services in partnership with its more than 200 education clients.

Accessibility. SMARTHINKING offers synchronous (live), asynchronous, and pre-scheduled learning assistance services, allowing students to get the appropriate type of help they need when they need it.

Oversight. SMARTHINKING's tracking of interactions allows its education staff to monitor tutoring sessions and provide a high level of quality control and professional development for our e-structors.

Contact Information

Please contact a SMARTHINKING sales consultant at 202-543-5034 x-224 or sales@smarthinking.com for more information.