

SMARTHINKING

Online Tutoring: Anywhere, Anytime

Math, Accounting, Statistics, Economics,
Writing, Finance, Spanish, Science

It's 8 p.m. the night before your final, and you're having a difficult time with a problem. You decide that it's too late to email your professor or call classmates. What do you do?

Tired of situations like this one? SMARTHINKING has the answer to your studying needs!

Quick Facts

What is SMARTHINKING?

SMARTHINKING is a FREE online tutoring service available to all Peirce College students. This academic support service can provide assistance 24 hours a day, 7 days a week.

What areas can students receive assistance in?

Students can receive assistance in math, micro and macro economics, statistics, accounting, finance, writing, Spanish and science (general chemistry, anatomy and physiology, physics). Valuable support is also available to ESL (English as a Second Language) students.

Who are the SMARTHINKING e-structors (online tutors)?

SMARTHINKING's E-structor® Certified tutors are seasoned educators, most with advanced degrees in their fields. Drawn from among college faculty, graduate students, high school teachers and retired educators, all e-structors must go through SMARTHINKING's online training program and are regularly evaluated for quality and consistency. Each academic area is led by one of SMARTHINKING's subject-area coordinators, all of whom are former college professors and experts in their disciplines.

How can students work with e-structors?

After students access the SMARTHINKING website, they can immediately drop into a real-time (live) tutoring session. Students can also utilize the SMARTHINKING "whiteboard" when interacting with an e-structor either in an online session or through submission of a question. Additionally, students can submit a writing assignment to the Online Writing Lab for review, pre-schedule a time to meet with an e-structor, or use various study resources.

With SMARTHINKING, you can:

- Connect with an e-structor (live tutor).
- Submit your writing assignments for any class to the Online Writing Lab.
- Submit a question and receive a reply from an e-structor within 24 hours.

Follow these steps to get started:

1. Log onto my.peirce.edu
2. Under My Classes tab, click on Access Your Online Classes.
3. Under the listing of Peirce Departments, click on SMARTHINKING Website.

NOTE: If this is your first time using SMARTHINKING, you may see an interim page before you reach your SMARTHINKING home page. Click the SKIP button to access your SMARTHINKING home page. You do not need a separate user name and password.

Technology Requirements

- Available memory for application
 - At least 256 MB
 - A Pentium 3 or faster processor
- Operating System
 - Windows XP, Vista or 7
 - Mac OS X 10.4 or higher
- Browser :
 - Firefox 3.0 or higher
 - Internet Explorer 7 or 8
 - Google Chrome
 - Safari
- Minimum 256 kbps or above.
- Cookies/Javascript should be enabled.
- Flash 9.0.28 or higher should be installed.
- Popup Blockers? Please disable all popup blockers for www.smarthinking.com.

Troubleshooting Tips:

- Make sure that your browser is set up to allow cookies and pop-up windows. SMARTHINKING uses both of these.
- Make sure that you have Java installed. If you need to install Java, go to www.java.com and follow the instructions for the free download.

Need help using SMARTHINKING?

Email Customer Support at support@smarthinking.com or complete the form at www.smarthinking.com/support/customer-service.





Is there a tutorial for SMARTHINKING?

Yes, students can log onto www.smarthinking.com/sample-tutorials to view various tutoring sessions in specific subject areas. In addition, students are invited to attend on-campus and virtual orientation sessions sponsored by Peirce College's Walker Center for Academic Excellence.

How does the Online Writing Lab work?

The SMARTHINKING Online Writing Lab provides assistance with all types of academic, technical and creative writing. Students can utilize SMARTHINKING's Online Writing Lab by submitting a paper to the Essay Center for feedback within 24 hours or schedule scheduling an appointment to meet with an e-structor. Writing assignments will be returned to a student's inbox on the student's SMARTHINKING homepage. The Online Writing Lab e-structors are ready to help students; however, they will not give answers or rewrite papers.

How many hours of tutoring do students receive?

Students have five hours of tutoring time available during the academic year. Students' accounts are charged when they have a live interaction (real time tutoring) or submit a writing assignment. Time is not charged to students when checking their accounts.

How do I schedule and cancel appointments?

Students must schedule and cancel appointments 48 hours in advance. Failure to cancel appointments 48 hours in advance will result in time charged to student accounts. Students can also drop in and receive "real time" tutoring with e-structors using the whiteboard. The whiteboard allows students and e-structors to enter text, symbols and drawings that identify and help resolve students' questions. If you would like to participate in live tutoring with an e-structor, please check tutoring hours of operation at www.smarthinking.com/hours-of-service.

Will on-campus tutoring still be available?

Yes, on-campus tutoring will still be available during evening and weekend hours. Please contact the Walker Center for Academic Excellence for more information or appointments at 888.467.3472, ext. 9251.

What if a student is having problems with the service?

Students should complete the Customer Service Request Form at www.smarthinking.com/customer-service. Customer support hours are Monday through Friday, from 8 a.m. to 9 p.m. ET. Students can also send an email to a representative at support@smarthinking.com.

Students who have general questions regarding this service can contact the Walker Center for Academic Excellence at 888.467.3472, ext. 9251

