ABAC’s SMARTHINKING Guide

To get started using Smarthinking, the first step is to log-into D2L from “My ABAC”.

When prompted, use your Username and corresponding password (Lookup your Username). Then click on the Smarthinking Link:
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-inTutoring (live), Offline Questions (not live, approximately 24-hour turnaround).

Smarthinking provides an Accounting Glossary, Math Study Guides, Writing and ESL Handbooks, and a practice Whiteboard you can refer to any time.

These are archives where previous sessions are stored.

These are all of the ABAC courses for which you can receive help, both live and not live. You can click the course name to see the tutoring options.

These are the links to your tutoring services.
The Writing Center is where you can submit your draft of a full or partial paper (Even just a paragraph). When you submit, you will provide details about the assignment and your concerns. A tutor will read the paper and respond, usually highlighting three ideas for revising as well as providing a few comments within your paper. Please note that this service takes about 24 hours. You can always bring your paper and Smarthinking feedback to an AAC tutor for some face-to-face tutoring, if you still need assistance.
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.

- Provide the title of the assignment, a description of the assignment, and what you need help with.
- Indicate if you would like a tutor who is a specialist in ESL, business, or creative writing. Otherwise, you can just request the first available tutor.
- Attach your paper, which must be an editable format (.doc, .docx, .rtf, or .txt). Then you can submit.
Below is an example of a paper ready to be submitted to the Essay Center.
Immediately after submitting an essay to the Essay Center, you will get an email along the following lines:

**Dear Nicholas,**

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 Nicholas,**

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

**Title:** Surviving a Zombie Attack  
**Due Date:** October 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
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 you need help with.

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 grayed-out and unavailable to select (for hours of availability click on “Why are some subjects grayed out?”).

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 you want help with.
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 under the Academic Resources tab.

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.

1. Add a new whiteboard page to continue the session with more space or go back to a previous page.
2. Move back and forth between multiple whiteboard pages.
3. Insert a pointer arrow for emphasis.
   ![Pointer Arrow Example](image)
   - This is the important part
4. Insert math symbols for entering equations.
   ![Math Symbols](image)
5. Undo and redo previous action(s).
6. Share a document or image with your tutor (must be gif, png, jpg, jpeg, or pdf files).
7. 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**
- **This tool is like using a marker to freehand draw or write on the whiteboard**
  \[ \sqrt{x} = 9 \]
- **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 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

Let’s look at the algebraic approach \(y = x^2 - 4\)