



**Online Academic Support
at**

**Craven Community
College**

What is **smarthinking**[®] ?

SMARTHINKING is an academic support program that gives students online access to live, one-to-one assistance from over 1500 trained and qualified tutors, called E-Structors.

SMARTHINKING is offered to **Craven Community College** students at no additional cost to the student.



Craven Community College offers **SMARTHINKING** assistance in

- *Math*
 - *Science*
 - *Writing*
 - *Business*
 - *Stats*
 - *Accounting*
 - *Spanish*
- *Word*
 - *Excel*
 - *PowerPoint*
 - *Access*



How do students access their SMARTHINKING accounts?

You can access Smarthinking by.....

Step 1 Asking for a referral from the instructor.

Step 2 Having the referral sent to the ASC by your instructor.

Step 3 Using the pass code the ASC will supply to you.

Once logged in, students will see several options on their SMARTHINKING homepages:



Connect with an E-Structor Now



- Students “drop-in” and use an interactive whiteboard to communicate with tutors, in real time.
- Students can view the live tutoring schedule in the “Customer Support” area of services.smarthinking.com or inside their accounts.
- Tutors will help guide students through questions, not simply give answers.

Moses to factor a polynomial.

$$x^2 + 3x + 2$$

Hi, my name is Lia. What is your name?

Hi Moses. Let's factor this polynomial. Do you know how to start?

Moses

This is quadratic equation $ax^2 + bx + c$. Note that in our case $a=1$.

You can factor any quadratic equation by finding its zeroes. There is general formula that gives you

No not really!

the zeroes of quadratic equation. It's $\frac{-b \pm \sqrt{b^2 - 4ac}}{2a}$ Are you familiar with this formula?

I would really like to factor this using the method call completing the square.

OK. Note that this formula always works. If you have integer coefficients then it's much easier to find the zeroes using your method. Let's try to find the numbers whose product is 2 and whose sum is 3.

A good candidates will be the factors of 2.

What about taking one half of three and squaring it and producing a perfect square and then move the 2 to the other side of the equation?

That's fine also but it's much easier to work with integers. We can do it that way if you prefer to do it that way. (note that in this case we will have integer solutions anyway).

OK It seems that you do know how to start after all :)

No I am looking at an exercise in my book that asks me to factor using the method of completing the square.

OK Let's do it that way. The formula to keep in mind for this method is $(a+b)^2 = a^2 + 2ab + b^2$

Now, let's look at $x^2 + 3x$ and try to match it with $a^2 + 2ab$. In order to match them we must divide and multiply with 2 (note that we are missing double ab).

Yes So, let's rewrite $3x$ as $2 \cdot \frac{1}{2} \cdot 3x$ which is $2 \cdot \frac{3}{2}x$ OK? So far so good? Great.

I get it. Isn't the procedure just to take 1/2 of 3 and then square it and add that quantity to both sides?

Remember that you don't want to change your quantities, just to rewrite them so that you can apply the formula for the square of the sum

OK

We would like to solve $x^2 + 3x + 2 = 0$

$$x^2 + 2 \cdot \frac{3}{2}x = -2$$

Now the left hand side is of the form $a^2 + 2ab$ so, we are missing the b^2 part (look at our formula for $(a+b)^2$).

this part corresponds to double a b. From that part we can see that we need to add $b^2 = (\frac{3}{2})^2 = \frac{9}{4}$

Live interaction example

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Schedule a personal session



- 48 hours in advance, students can pick a specific tutor for a specific timeframe for a personal session in select disciplines.
- If a student is no longer able to make the appointment, the session must be cancelled within your SMARTHINKING account at least 48 hours in advance.



Submit a question



Students may submit a question on our whiteboard and receive a response from a tutor in SMARTHINKING's "My File Cabinet" area, usually within 24 to 48 hours.



Submit Your Writing



Students can send SMARTHINKING tutors papers, paragraphs, resumes, and cover letters using the writing submission form.

submit your writing



*Note: The fields in **Red** are required.*

Name: Burck Smith

Subject: Essay Center

Institute: Smarthinking

Course Level/Title:

If this is a career writing piece, add NA to the professor and institutional slots.

Professor's Name:

Due Date:

Draft Number:

Submission Number: Submission 1

Writing Title:

Provide a clear description of the assignment:

Describe the kind of help you would like:

- my home page
- about me
- my account
- support & faq
- academic resources
- >> Log out





e-structor's response



Writer's Name: William Smith
Institution: Anne Arundel CC
Course Level/Title: English 112
Professor's Name: Dr. Stukes
Due Date: 05-DEC-02
Draft Number: 1
Submission Number: Submission 1
Essay Title: Dying to Entertain: The effects media on society
File: [Essay43019_80042.doc](#)
Description of the assignment: Research assignment linking a real world topic to monstrosity
Help requested: Content, grammar, and flow.
Areas of Interest: Content Development
Grammar & Mechanics

E-structor: [Thomas 2124](#)

Download the markup of the essay

[Markup80042_4273
2.doc](#)

Your response is found in the attached document.

Back...

The student then receives the E-Structor's comments back in the SMARTHINKING Inbox, usually within 24 to 48 hours.



SMARTHINKING's Estructor Response Form (Your marked-up essay is below this form.)

[Hello, William, and welcome back to Smarthinking. My name is Tom, and I'm happy to help you with your essay this afternoon. I hope my comments will be helpful to you as you work on your next draft.]

***Strengths of the essay:**

[This is a fine first draft, William. You have done a lot of research, and clearly have a great interest in this subject yourself. I enjoyed reading this essay, and I wish you luck on your revisions.]

Main Idea/Thesis:

[William, I think you need to narrow your focus a bit. After reading your whole essay, I'm not exactly sure what your thesis, or main idea, is. Your readers will need to know this after the very first paragraph! Specifically, can you decide what exact real-world event you are relating...

***William Smith has requested that you respond to the Content Development:**

[After you've determined a thesis and written a clear thesis statement in your introduction, William, you'll need to make sure that all of the information in your essay relates to and supports that thesis. If you find material in your paper that isn't necessary or connected to your main idea, get rid of it!...

Suggested Resources from our library:

Description: writing to argue a position

Link: http://www.smarthinking.com/static/Document_Library/docs/writeman/1_06.cfm

Please look for more comments in your essay below.

Dying to Entertain: The effects of media on our society

Monstrosity is determined by what we as a society perceive to be evil or hideous. Likewise, beauty is also outlined by great deeds and a sense of kinship to what is the best in humanity. **[William, the phrase *sense of kinship to what is best* doesn't make sense to me. Is there a way to rephrase this more clearly?]** But who decides these trademarks of “Yin” and “Yang”? What is the media and how does it shape our lives. George Gerber says the violence that we see on TV is a product of political puppet strings wielded by unconcerned advertisers. **[Who is George Gerber?]** Stereotypes of minorities are sent worldwide giving inaccurate and sometimes-monstrous impressions to a culture that has had no contact with a certain kind of people...

The tutor makes comments throughout the document, but does not rewrite, proofread, or edit the student's work.



Academic Resources

- Students may access SMARTHINKING's study skills handbook and Accounting, Math, and Writing resources any time of the day or night.

Now that's

smarthinking®

The logo for 'smarthinking' features a stylized graphic above the text. It consists of a thick, dark purple arc that starts from the left side of the word 'smarthinking' and curves upwards and to the right, ending in a small, dark purple star. The word 'smarthinking' is written in a bold, sans-serif font. The letters 'smarth' are dark purple, and the letters 'inking' are a lighter, orange-brown color. A registered trademark symbol (®) is located at the top right of the word.



Need help using your SMARTHINKING account?

- Check out the Student Handbook in the scrolling menu in the “My File Cabinet” area of your SMARTHINKING homepage.
- Contact SMARTHINKING Customer Support at 888.430.7429 ext 1 or **support@smarthinking.com**

Do you have questions for your school about SMARTHINKING?

Contact Fred Cooze at 252-638-7294, Michelle Davis at 252-444-0707, or Opal Harris at 252-638-7321