

Smarthinking Online Tutoring Services: UNF Quick Reference

UNF provides online tutoring services through Smarthinking, Inc., as an additional resource for students in fully-online programs. This service provides on-demand, 24/7 tutoring that fits with any schedule.

Faculty and students can visit [UNF's Smarthinking webpage](#) to learn more about how Smarthinking works and its resources, as well as view student tutorials or request technical assistance.

Funded by the Distance Learning fee, Smarthinking is restricted to students enrolled in select fully-online programs.

Implementation

Smarthinking's tutoring service is integrated into Canvas, and can be enabled by faculty for qualified online courses. Students will access Smarthinking in the Course Menu within their Canvas course.

Students

The following features are available to students to assist and enhance the tutoring experience:

- All tutoring sessions are recorded and students have access to archives of each of their Smarthinking tutoring sessions. The archives can be used to review the content of a tutoring session or provide a great starting point for a follow-up session with a tutor. Students can also share the archived session with faculty to facilitate discussions.
- For many subjects, students can use the drop-in tutoring feature to receive immediate assistance, or schedule an appointment if they want to plan ahead.
- Students are allocated 300 minutes of tutoring time. Usage and remaining time balance can be viewed under Smarthinking Profile\Manage My Account\Usage Details.
- How-To videos, Online Knowledge Base, sample tutoring sessions, and more can be found [here](#) or in Smarthinking.

Faculty

When instructors provide information and guidance about services, students listen and are more likely to take advantage when the need arises. The following suggestions will encourage students to use Smarthinking services.

- Mention Smarthinking in your syllabus when sharing the resources available to students who may need assistance in your course. Include a reminder at exam time or when projects are due.
- In your course, post a link to the Smarthinking website. It contains information for students about the services and resources provided to them, as well as guidance on how to get technical assistance. <https://www.unf.edu/online/smarthinking.html>
- Place an announcement in the course encouraging students to use the tutoring services. Start with a simple statement and modify for your needs:

For this course, you have free and unlimited access to Smarthinking – an on-demand, 24/7 online tutoring service.

Smarthinking services include:

Writing Center – You can submit writing assignments and receive a thorough critique from a Smarthinking tutor, usually within 24 hours.

Drop-In Tutoring – You can work live, one-on-one with a Smarthinking tutor. Live tutoring help is available 24/7 in most subjects.

Scheduled Tutoring – You can reserve a time to meet with a tutor. Appointments must be made 24 hours in advance.

Offline Questions – You can submit questions offline and receive a detailed tutor's response within 24 hours.

To access Smarthinking, log into your Canvas course and click "Smarthinking Online Tutoring" located on the left menu within your course.

Support

Experiencing an issue with Smarthinking? Click on the "Support" tab within Smarthinking in your course.

- Technical Support: Submit questions directly to the Smarthinking Technical Support Team
- Online Knowledge Base: FAQs or chat live with a support person

Questions about Smarthinking, time allotment, or the implementation? Please contact unfonline@unf.edu | (904) 620 - 3577

Subject Areas

Students can receive tutoring in the following areas:

Writing - Essay Center, Grammar & Documentation Review, Paragraph Submission, Live Essay Review with Audio, Research & Documentation, Writing (All Subjects), Writing with Audio (All Subjects)

Mathematics & Statistics - Basic Math Skills, Liberal Arts Math, Algebra, Geometry & Trigonometry, Calculus Single Variable, Statistics, Math en español, Advanced Statistics, Linear Algebra, Multivariable Calculus, Differential Equations, Discrete Mathematics and with audio options for the following areas: Basic Math Skills, Liberal Arts Math, Algebra, Geometry & Trigonometry, Calculus Single Variable, Statistics

Nursing & Health - Nursing A&P, Nursing Care Plans, Nursing Medical Surgery, Nursing Pathophysiology, Nursing Pharmacology, Nursing OB/GYN, Nursing Oncology, Nursing Mental Health & Psychiatric Nursing, Nursing Administration, Nursing Pediatrics, Nursing Geriatrics, Allied Health A&P, Allied Health Pharmacology, Medical Assisting, Medical Terminology, Nursing Essays, Allied Health Essays

Applications - IT Support for Excel, PowerPoint, Access, Word