

Smarthinking Online Tutoring

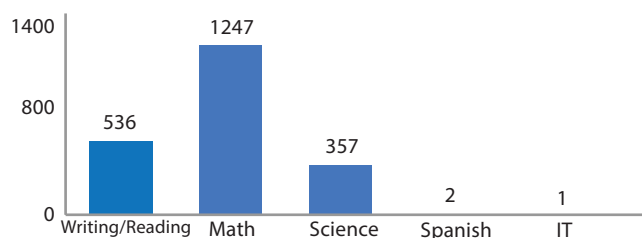
The Smarthinking online tutoring service is available to all eCore students for the duration of the term. This service is available to students on a 24x7 basis. Smarthinking tutors typically have nine or more years of teaching or tutoring experience, and about 90% of the tutors have advanced degrees in their fields. Smarthinking adheres to the Socratic tutoring method.

- The Smarthinking online tutoring service is designed for students who are taking core academic courses.
- Online learning assistance is available from tutors in a variety of subjects, including mathematics, statistics, Spanish, chemistry, physics, and writing for all subjects.
- Since FY 2010, eCore has tracked the Smarthinking usage each semester. For FY 2014 there were 2143 tutoring sessions made by eCore students via Smarthinking with 1293 hours of total usage.
- This is a 36% increase in the number of sessions from FY 2013, and 24% increase in the total hours of usage. The greatest amount of time and sessions were generated for Calculus during FY 2014, with a total of 553 sessions and 344 hours.
- There were 352 distinct users who accessed Smarthinking during FY 2014.
- Smarthinking became available to all USG Collaborative programs in Spring 2014, allowing easier access to the service.

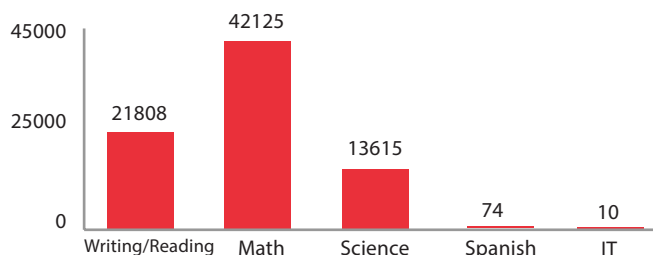
Smarthinking Session Visits

Subject	Total Sessions	Minutes
Algebra	437	13702
Algebra w/Audio	1	37
Basic Math Skills	7	179
Calculus Single Variable	553	20626
Calculus Single Variable w/ Audio	4	148
Career Writing	2	84
Essay Center	463	19446
General Chemistry	184	6627
Geometry & Trigonometry	114	3655
Grammar & Documentation Review	20	840
Intro Accounting	1	8
IT Support Excel	1	10
Multivariable Calculus	4	166
Narrative	4	40
Organic Chemistry	3	94
Paragraph Submission	3	81
Physics	170	6894
Reading	2	71
Research and Documentation	2	65
Response to Literature	2	20
Resume or Cover Letter	3	126
Spanish w/Audio	2	74
Statistics	126	3604
Writing (All Subjects)	35	1035
Totals	2143	77632
Total in Hours		1293

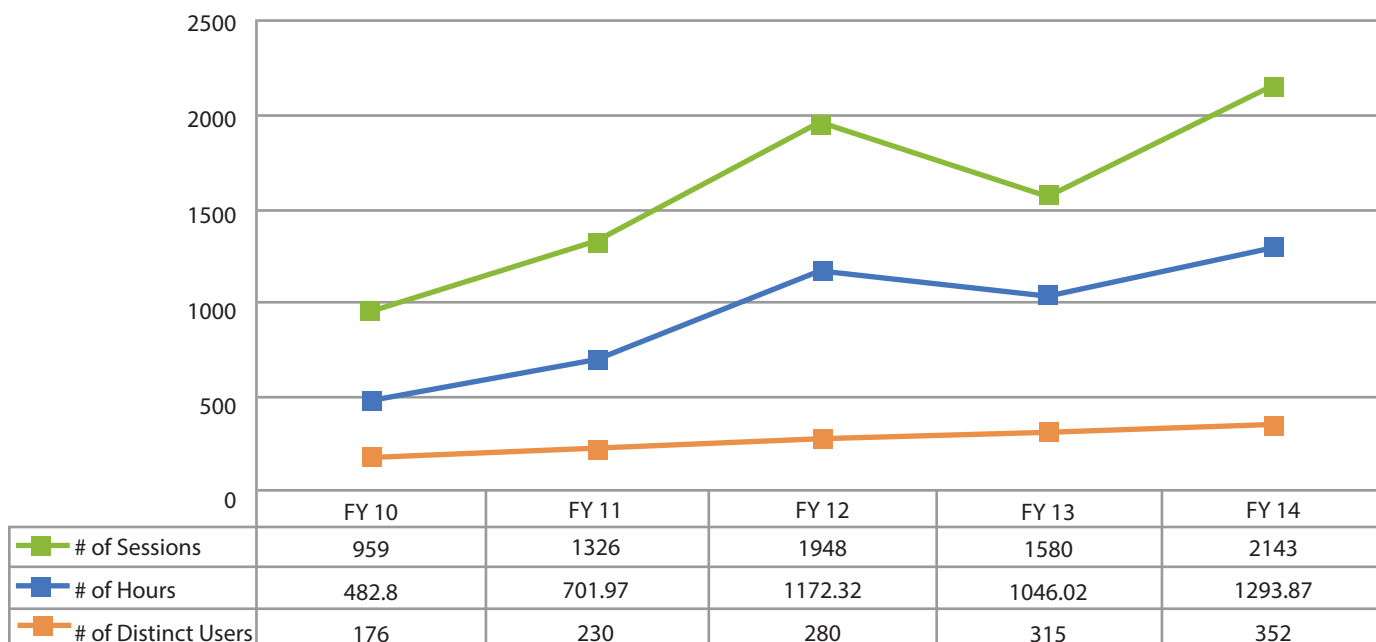
Number of Sessions Accessed per Subject



Minutes Used/Time Spent per Subject



Historical Smarthinking Usage



FY 2014 Embedded Tutor Activities

The following table represents the embedded tutor activities for FY 2014. Embedded tutors were placed in all eCore math, science and foreign language courses, which comprised 50% of the course offerings (12 out of 24).

Summer 2013, Fall 2013, and Spring 2014:

MATH 1101, MATH 1111, MATH 1113, MATH 1401

Fall 2013 and Spring 2014:

MATH 1501, CHEM 1211K, CHEM 1212K, GEOL 1011K (mid-fall semester forward), PHYS 1211K, SPAN 2001, and SPAN 2002

Spring 2014 only: ENVS 2202

Embedded tutors monitored the Tutor Talk discussion board topics, responded to questions and made substantive posts on a weekly basis. The faculty member could also post on the Tutor Talk topic for student assistance.

Embedded Tutor Posting Activities	Summer 2013	Fall 2013	Spring 2014	Total FY 2014
Total number of eCore Sections	59	128	149	336
Number of STEM and Spanish Sections	12	41	49	102
Embedded Tutor Posts only in the Tutor Talk Discussion Topics	287	782	537	1606
All Posts in Tutor Talk Discussion Topics	828	1768	1181	3777