GWU Degree Completion Program students, we now have an online tutoring program available starting Spring 2014 just for YOU!

Connect With a Tutor and interact in real time.
Submit a Question and receive a reply from a tutor.

Available subjects include Math, Business, and Computers & Technology

Follow these steps to get started!
We have two options to access Smarthinking:

**WebbConnect**
1. Log in to WebbConnect
2. Click on the Academic Support Folder (under the QuickLaunch)
3. Click on the Smarthinking Online Tutoring link
4. This will take you directly to your Smarthinking account

**Blackboard**
1. Log in to Blackboard (or once you are in Blackboard)
2. Click on any of your current semester course links listed under the MyCourses section
3. Next, locate and click on the Student Support Services folder-located on the navigation menu on the left
4. Click on the Smarthinking Login: Click Here link
5. This will take you directly to your Smarthinking account

**Technology Requirements and Troubleshooting Information**
- Enable Cookies/Javascript (install Java here [http://www.java.com](http://www.java.com))
- Disable all popup blockers:
  - *smarthinking.com (include asterisk and note that Smarthinking only has one “t” in the address name.)
  - bbapp.gardner-webb.edu

**Need help using Smarthinking?**
Click on the Smarthinking Student Handbook found under the Academic Resources tab on the Smarthinking site.
You may also contact Smarthinking Customer Service at support@smarthinking.com
Or, you may fill out the form at this address to be called back: [http://smarthinking.com/support/customer-service/](http://smarthinking.com/support/customer-service/)
An Overview of How to use Smarthinking

Once you are logged in, you will find various tabs along the top of the page:

- **Reserved Sessions** – contains a list of all sessions you have scheduled in advance using “Scheduled Tutoring.”
- **Personal Archive** – contains transcripts of your online sessions, copies of responses to questions you have submitted, and reviews/critiques of papers and essays submitted to the Writing Center.
- **Manage Account** – provides access to your Smarthinking profile where you can change your password or email address, and information about your use of Smarthinking.
- **Customer Service** – provides access to information that will help you solve any problems that arise when you are using Smarthinking.
- **Academic Resources** – below the red tabs you will see Academic Resources. This provides access to the Smarthinking Writer’s and ESL Writer’s Handbooks, an Accounting Glossary, a Study Guide Handbook, and links to other sites that provide support for students studying mathematics.

In the center of the screen, your options for tutoring are displayed:

- **Scheduled Tutoring** is used when you want to make an appointment for future tutoring. **Drop In Tutoring** is used when you want live tutoring right away. Simply click on your subject to be connected to a tutor.
- **Offline Questions** is used when you don’t have time for a live session. A tutor will respond usually within 24 hours.

**Smarthinking Writing Center** tutors can review writing samples, provide feedback and guidance for revising your projects rather than serving as a proofing service. Smarthinking strives to return essays within 24 hours.

In addition to Smarthinking, GWU’s Writing Center staff also offers hourly appointments where live consultants can talk you through improving your writing using technology, telephone or online video chats. Check their website for more information at [www.gardner-webb.edu/writingcenter](http://www.gardner-webb.edu/writingcenter)

In order to enhance your academic experience, Gardner-Webb University has partnered with Smarthinking to provide a convenient way to access the support you need to achieve success. GWU students enrolled in the degree completion program have access to a total of four(4) free hours of Smarthinking online tutoring. **If you find that you need more than four hours of online tutoring, please contact Meredith Garrett (Director, Learning Enrichment and Assistance Program) at 704-406-4562 or mpgarrett@gardner-webb.edu**