



Smarthinking

Online Tutoring Service

Online Tutoring

Each student enrolled in a fully-online course, hybrid course or eCompanion has access to online tutoring services through **Smarthinking**.

Each student enrolled in a course through the ICCOC has a **total of 15 hours** of tutoring services for the academic year (August through July), regardless of how many courses the student is taking.

Students access this service by clicking on the **Online Tutoring** link located in each course on the left-hand side in the Course Navigation. An additional username or password is **not** needed to access Smarthinking.

Smarthinking's online tutoring and writing services provide support to online and on-campus students. Students can connect on demand with an expert tutor for a drop-in session 24 hours a day, schedule an appointment in advance, submit writing for detailed review or ask a question offline.

Smarthinking is available from anywhere and at anytime via an ICCOC online course. Students can:

- Connect and interact with a live tutor
- Submit a writing assignment for any of their classes to one of the essay centers
- Submit a question and receive a response within 24 hours
- Utilize the academic resources provided to look for answers to their questions before engaging a tutor
- Schedule a personal session with a tutor
- Collaborate with other ICCOC students using a whiteboard and even invite a tutor with [Group Tutoring](#)

Smarthinking Information & Resources

Hours of Service



Subjects



Tutorials



Customer Service

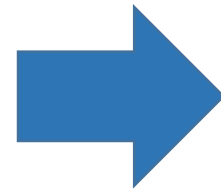


Please note that the listing of subjects is a complete listing of all Smarthinking subjects; however, the ICCOC may not subscribe to all subjects.

Watch videos to learn how to use Drop In Tutoring, how to schedule a tutoring session, how to use writing feedback, how to use the whiteboard and more.

If Smarthinking Customer Service is unable to resolve your issue, please contact the ICCOC Student Services Manager, Tracy Sleep, at tsleep@scciowa.edu.

Getting started:
Click on the Smarthinking Online Tutoring Link
in the left side navigation bar



Home

Announcements

Syllabus

Modules

Grades

**Smarthinking Online
Tutoring**

- Smarthinking will run a quick System Check to determine if you are up to date and have what you need to use their services.



System Check

✓ Supported Browsers



Browser : [Chrome](#)

Version : 80.0.3987.132

✓ Supported Operating Systems



Platform : [Windows](#)

Please follow the instructions provided and re-test your system

We are unable to perform a complete check for the following reasons:

Popups must be enabled.

[Show Me How](#)

You may have more than one popup blocker program.They come with internet security programs such as Norton Internet Security and toolbars such as Yahoo Toolbar, Google Toolbar and MSN Toolbar.

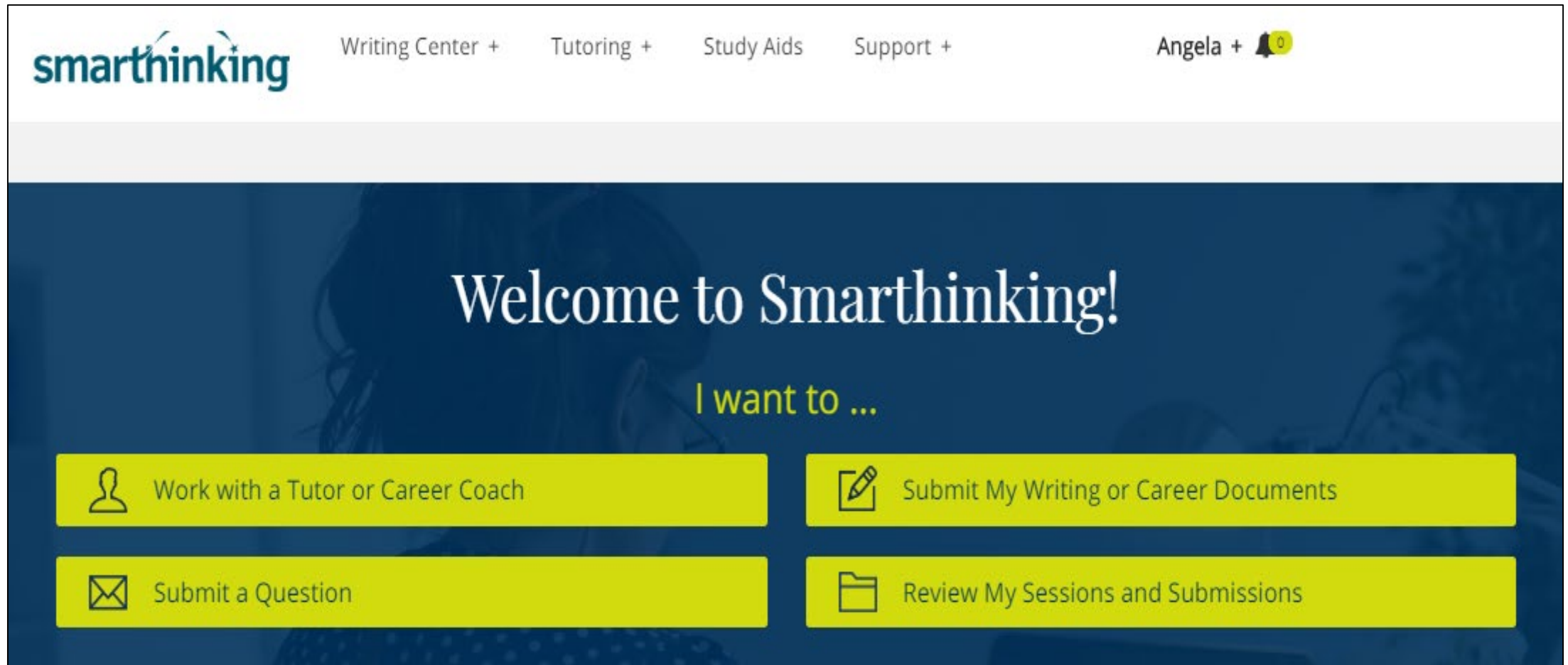
OR

Your internet connection may be slow or intermittent, in which case you may ignore this message and click the link below to continue if you do not have any popup blocking program turned on.

Note: This check will be repeated until the issues described are rectified.Once you've adjusted your settings, please return to the login page or school portal from which you came and try again.

[Click here to continue](#)

Click the box to let Smarthinking know what you want to do!







The screenshot shows the Smarthinking website interface. At the top left is the "smarthinking" logo. To its right are navigation links: "Writing Center +", "Tutoring +", "Study Aids", and "Support +". On the far right of the top bar, it says "Angela +" next to a notification bell icon with a "0" inside. Below the navigation bar is a dark blue banner with the text "Welcome to Smarthinking!" in white. Underneath the banner, the text "I want to ..." is displayed in yellow. Below this are four yellow buttons arranged in a 2x2 grid. Each button contains an icon and text: a person icon for "Work with a Tutor or Career Coach", a document and pencil icon for "Submit My Writing or Career Documents", an envelope icon for "Submit a Question", and a folder icon for "Review My Sessions and Submissions".

smarthinking Writing Center + Tutoring + Study Aids Support + Angela + 0

Welcome to Smarthinking!

I want to ...

-  Work with a Tutor or Career Coach
-  Submit My Writing or Career Documents
-  Submit a Question
-  Review My Sessions and Submissions



For more
information, visit the
links below:

- <https://www.iowaconline.org/student-resources>
- [Student Resources – ICCOC](#)

