Smarthinking Demo

Date: March 14, 2022 at 11:00 am
Location: Zoom
Member's Present: Yoruba Butler   Dr. D. Martin
                      Dr. A. Adadevoh   Christopher Roberts
                      Patience Daniels   Dr. S. Raza
                      Dr. M. Anand   Miquelle Jones
                      Misty McFadden   Candice Hardy
                      Carle Smith Underwood

- Words of Encouragement – Yoruba Butler
- Opening Remarks, Purpose, and Introductions – Dr. A. Adadevoh
- Ashleigh Newman, Allyson Ternan, Meredith Jordan – Pearson, Smarthinking
  - Meredith Jordan is our local representative
  - Student Success and Retention with the QEP
    - First and Second Year Students
    - Smarthinking – Online tutoring service (one-on-one and face-to-face) 24/7, 365
    - Biggest Partner is HBCU – Shelton State (Tuscaloosa, AL)
    - 90% of (expert) tutors have Masters or Ph.D degrees in their field
    - Highly recommended by other students
    - Student Outcomes (in 20 years): 18% increase in source success rate, 8 times more likely to compete their course
    - 24/7 access to DATA!
    - Students can connect through Pearson's MyLab:
      - Join a drop-in session
      - Connect with a live tutor
      - Submit writing for a review
      - Ask an offline question
      - Group Tutoring
    - Writing Services/Essay Review
    - Resume Review and Career Support
    - **NEW**Presentation prep for oral presentations (through video conferences)
    - Full Suite of Writing and Reading Report
      - APA Format
      - Paragraph Development
      - Reading
      - Research and Documentation
      - Thesis Statement
      - Grammar
      - Spanish and Language Center
    - Career Support
      - Cover letters
      - Resumes
      - Interview
      - Personal branding
      - Personal statements
      - LinkedIn Profiles

- Data and Reporting – actionable data to inform critical decisions and learners and their engagement through:
  - 24/7 dashboard
  - Usage and service labels
  - Student satisfaction
  - Subject taxonomy
  - Alerts
  - Faculty Referral
  - Metadata
  - Scheduling
  - Custom Reports
- Student Experience
  - Customizable messages on the dashboard
    - Message from the institution
    - Available times
    - Archives of assignments
  - Use a shareable whiteboard
  - Share screen with tutor
  - Video chat
- Online Writing Center
  - The student picks and chooses what they need help with. They can upload their paper and get feedback within 3-4 hours
- Instructor Experience
  - Refer student to tutoring
  - Review student's referred session
  - **Require first draft writing review**
- Questions and Discussion:
  - Dr. Adadevoh- Do you use MLA documentation style?
  - Robertson – Flat fee service? Institution based – on the number of hours (metered to the minute)
    - Wait time? Less than 60 seconds for a drop-in, average is 2 minutes
    - Writing reviews – returned with 24 hours, longest has been 10 hours
  - Dr. Martin – faculty/professional development? Usually on Zoom, can be in person for an additional charge.
  - Robertson – up and running/implementation time? Two weeks
  - Dr. Martin – compatible with Canvas? Yes
  - Dr. Martin – other HBCUs? Sending to Dr. Martin as a follow up
  - Dr. Raza – how does data need to be synced from class (LMS) to Smarthinking? Everything has to be completed on Smarthinking. Students are notified if they have been referred to tutoring
  - Dr. Adadevoh- met with Ashleigh about a year ago regarding pricing. Asked that the list be sent to Dr. Martin, and discuss if there are any changes in pricing. ($32 an hour)! **NOW ($24 an hour)
  - Miquelle – Customized learning menu for our QEP topics: oral communication, written communication, and advising? Yes

- Miquelle – compatible to blackboard? Yes
- Misty – Can we access what services are being used the most? Yes, and be broken down by time and date and specific archived sections
- Dr. Raza – Can students still use service without being referred? Yes
- Dr. Raza – make a group of students for referrals? No – students referrals have to be individual. However, they can make a group session and get assigned to a tutor
- Dr. Adadevoh- regarding oral and written communication, faculty will be asked to set a number hours for tutoring – based on the complexity of the assignment
- Allyson – grateful that Dr. Adadevoh is seeking to tie Smarthinking and tutoring into the syllabus – because most students do not seek tutoring on their own
- Dr. Martin – has this system been used in a lab format? Has been used in a math lab.
- Dr. Adadevoh – this can be used in the Academic Success Center as well as in the writing and speaking lab
- Dr. Martin – Asked Ashleigh for Research and Case-Studies