



Online Writing Help: From any Internet Connection

You've written a draft of your assignment but know that it needs more work, or maybe you just want professional guidance to help improve the overall quality of your writing. Perhaps you're working on a resume or cover letter and would like some help. Maybe you just have a short assignment (a paragraph or so), and you need a second opinion.

With SMARTHINKING, you can get help with all of these!

Follow these steps to get started:

- **Login to MyAVC:** <http://myavc.avc.edu>
- **Go to** your *My Courses* tab. **Note:** You must be registered in one or more AVC courses to access SMARTHINKING.
- **Click** the SMARTHINKING link in the side bar.
- **Read** the instructions and enter your username and password to get connected to SMARTHINKING.



Technology Requirements

- **OS:** Windows 98 +, Mac OS9 +
- **Browser:** Windows: Netscape 6+, Internet Explorer 5.01+, Firefox 1.0.4+. Mac: Internet Explorer 5.1+, Safari 1.2+, Firefox 1.0.4+
- **Connection:** 28.8K min. / 56K+ preferred
- **Cookies/Javascript** should be enabled.
- **Popup Blockers?** Please disable all popup blockers for www.SMARTHINKING.com

Trouble shooting tips

- Make sure that your browser is set up to allow cookies and pop-up windows. SMARTHINKING uses both of these.
- Make sure that you have Java installed. If you need to install Java, go to <http://www.java.com> and follow the instructions for the free download.
- Make sure you have Flash™ 7.0.19+ for Windows or Mac OS X installed. If you need to install Flash™, go to <http://www.adobe.com> and follow the instructions. Click the "Get Adobe Flash Player" button.

Need help using SMARTHINKING? E-mail Customer Support at support@smarthinking.com or call (888) 430-7429 ext. 1

Suggestions:

- **Attend a SMARTHINKING workshop in the Learning Center.**
- **Meet with an Antelope Valley College Writing Center tutor the first time you use SMARTHINKING.**
- **AFTER you receive your paper back from SMARTHINKING, see a Writing Center tutor for help with understanding the written comments and suggestions.**
- **Allow yourself time to submit your paper to SMARTHINKING and to receive it at least 2-3 days before your instructor's due date. This will allow you time to meet with a Writing Center tutor, to complete the draft of your paper, and to turn it in on time.**

There are no SMARTHINKING live sessions with a tutor. For most essays you submit, responses are typically provided in about 24 hours. Plan your time well!

(OVER)



Submitting Your Writing

When you have completed a draft of an essay or paper, submitting it to the SMARTHINKING essay center will allow you to have your work reviewed and critiqued. The personalized response you receive from a SMARTHINKING tutor can be used to guide the revisions you make to your work. Responses are typically provided in about **24** hours, and will appear in your **Inbox** under **my file cabinet**.

To begin, select the subject that reflects the type of paper you are submitting. Most academic writing will be submitted to the **Essay Center**. Use the **Career Writing** center for business writing, and our **Spanish Essay Center** if your assignment is written in Spanish (e.g. It is for a Spanish language class.). **Note: The Spanish Essay Center requires 48 hours to review your paper.**

Next, complete the form. As you are doing so, please take special note of the following:

- Your assignment description should **exactly** match the description provided by your instructor, so that the tutor will be able to confirm that your work matches the requirements of the assignment.
- If you are requesting help with referencing/citations for a research paper, please let the tutor know which referencing style you are using. **SMARTHINKING** supports both MLA and APA styles.
- If you are not sure what type of help to request, the goals of your assignment may provide some guidance. Also, know that the tutors will make sure that their review of your work provides you with information needed to revise it and improve the quality of your writing, but seek help from an AVC Writing Center tutor if you need further clarification.

Choose the type of tutor you would like to review your writing. Choices include **First Available**, **ESL Specialist**, **Business/Technical Writing Specialist**, and **Creative Writing Specialist**. If your writing falls into a category supported by a specialist, it is best to choose that tutor group. The time required to review your essay (**24 hours**) is the same for each of these tutor groups.

The last step in the process is to upload and submit your assignment. You will see a screen confirming your submission, and an entry will appear in your **Outbox**.



Paragraph Submission – For Shorter Assignments

One of the subjects available under *submit a question* is **Paragraph Submission**. This option allows you to submit a single paragraph for review and is ideal for shorter writing assignments. Tutors will provide feedback for one higher-order concern and one lower order concern for this paragraph. To use this option, select **Paragraph Submission** from the drop-down menu under *submit a question*. Next, enter the information below on the whiteboard either by typing it or by copying and pasting it from another document onto the whiteboard.

- A description of your assignment, preferably word-for-word as it was given by your instructor.
- Describe the type of help you need with your writing. Possible areas include the following: *Grammar and Mechanics, Word Choice, Sentence Structure, Introduction/Conclusion, Main Idea/Thesis, Content Development, Transitions, Organization, Use of Resources.*
- Enter your paragraph with the **Paste Text** tool (located in the Tools menu) using the following steps:
 - Open your document within your word processor.
 - Copy your paragraph to the clipboard.
 - Return to the SMARTHINKING Whiteboard.
 - Choose **Paste Text** from the tools menu within the Whiteboard.
 - Place your cursor inside the text box, and use CTRL V to place your essay in this box.
 - Click the **Paste** button to bring this text to the Whiteboard.
- Click **Submit Question** to send your writing to a tutor for review. You will receive a response typically within 24 hours.

Come to the AVC Writing Center for help! We are located in the northwest corner of the Learning Center at the Lancaster campus.