

Fall 2020 - Software lab and Smarthinking system

Until further notice, the software lab is now operated virtually through your Canvas course.

As you know, meeting face to face during the Covid-19 pandemic may not be possible.

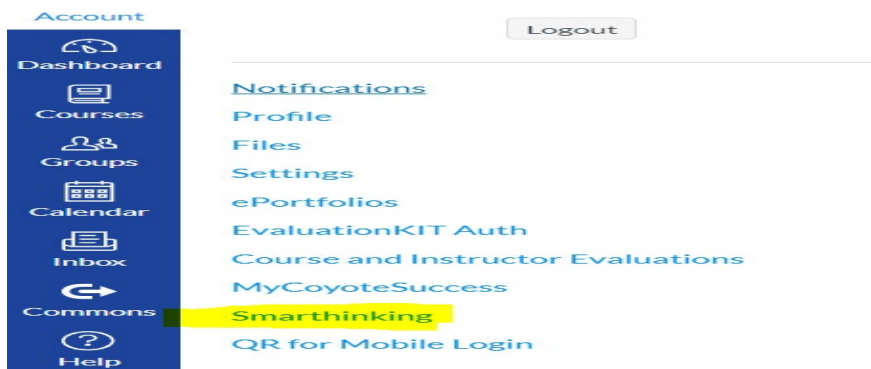
- Smarthinking Tutoring system is a 24/7 system available for tutoring in a variety of topics that includes assistance for this course. This system offers tutoring in a variety of subjects such as C++, Java, Python, MS Office products such as Word, Excel, and PowerPoint.
- The CSN's Smarthinking Tutoring system is available within a pre-defined time frame as set by the Centers for Academic Success (CAS). See Web site for operating hours at: <https://www.csn.edu/centers-academic-success>

The CSN's CIT department use of this system is limited to the following time period

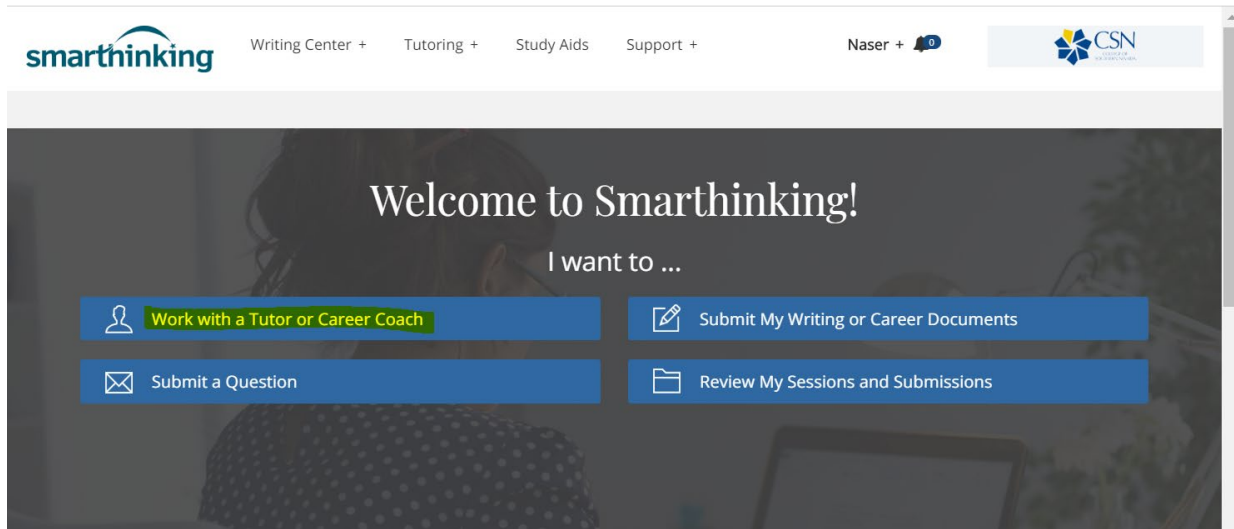
- Monday: 9:00 AM – 4:00 PM
- Tuesday: 10:00 AM – 1:00 PM, 2:00 PM – 5:00 PM
- Wednesday: 9:00 AM – 4:00 PM, 5:00 PM – 8:00 PM
- Thursday: 10:00 AM – 1:00 PM, 2:00 PM – 5:00 PM
- Friday: 10:00 AM – 1:00 PM
- Saturday: 11:00 AM – 5:00 PM
- Sunday: 11:00 AM – 4:00 PM

Here are the instructions to connect with a software tutor/lab monitor.

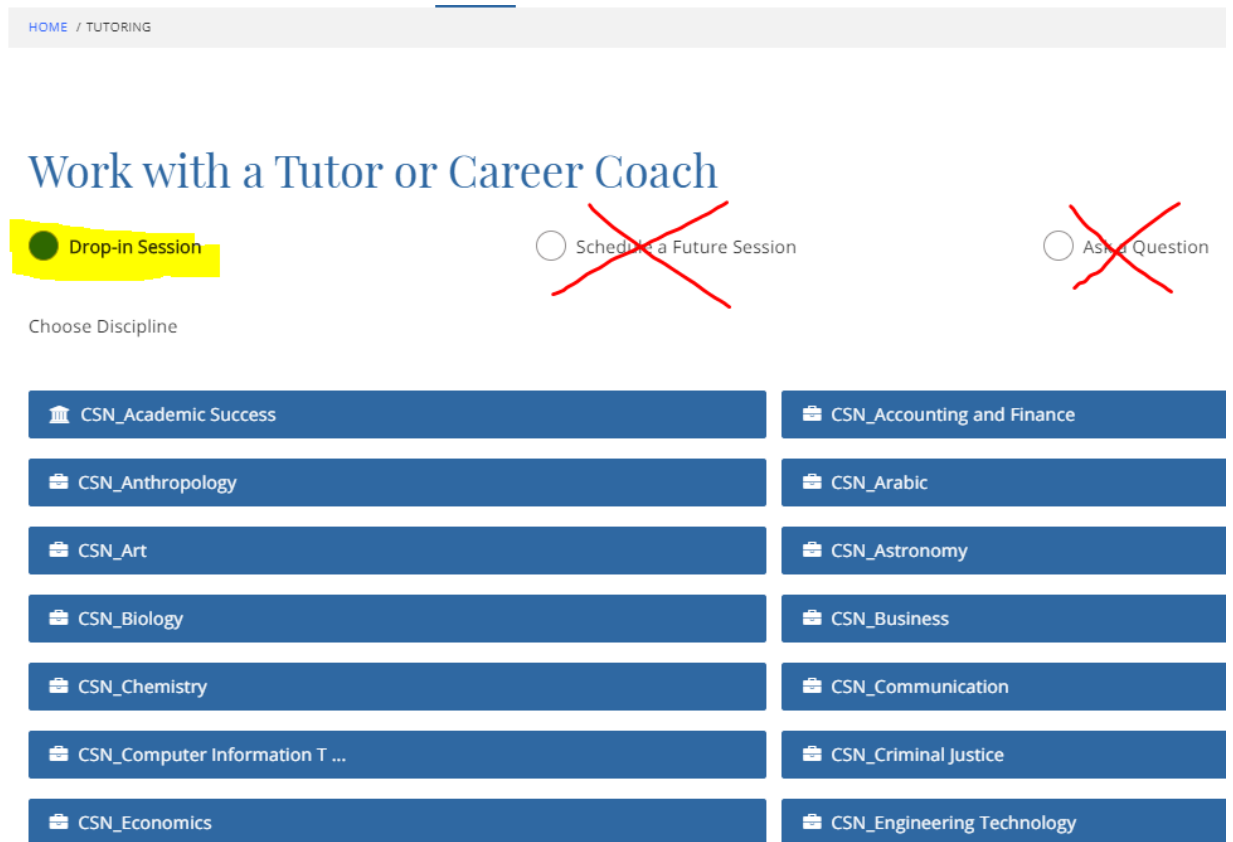
- ✓ Login to your Canvas course – Note that access to a CIT software lab monitor is only available within the time period stated, above.
- ✓ You instructor may have placed a link to the Smarthinking Tutoring in the left navigation bar. If not, click **Account** and select **Smarthinking** – Both links lead to the same interface



- ✓ BE Patient!!! It may take a few seconds to get to the main portal page. You may see a screen to “agree with terms of use”. Make sure to “agree”. There might be a screen alerting you if you meet system requirements. Make sure to allow popups if requested.



- ✓ Click “Work with a Tutor or Career Coach”
- ✓ You should see a list of disciplines.



- ✓ Note that all CSN related tutorial services have the prefix CSN_.

- ✓ Using the CSN_ prefix disciplines, “Scheduling a future session” and “Ask a Question” features are not available.
- ✓ If you scroll down a bit, you will notice disciplines without the CSN_ prefix. These resources are available with the main 24/7 Smarthinking system that includes help with specific subjects such as Computers & Technology. If you select the “Computers & Technology”, you will see many subjects related to courses we teach at CSN.
- ✓ Click the link “**CSN_Computer Information Technology**” and you will enter the tutorial system.

HOME / TUTORING

Work with a Tutor or Career Coach

Drop-in Session
 Schedule a Future Session
 Ask a Question

Discipline:

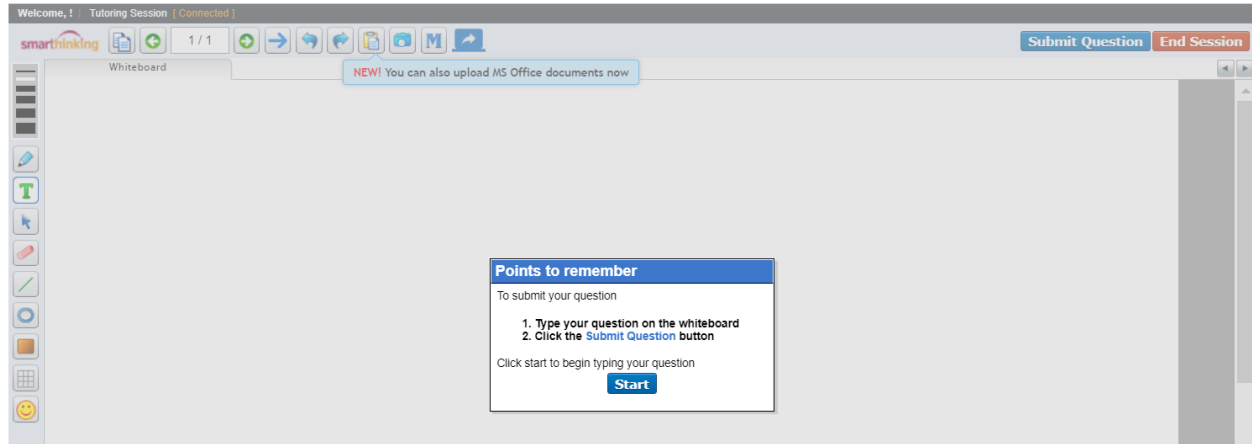
Choose a Subject

Not Available
 Available

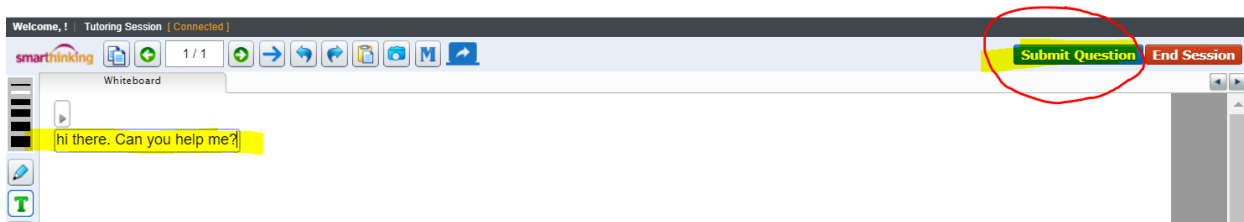
CSN_CIT_IS
 CSN_CS

CSN_Networking_Cyber_Sec

- ✓ As you can see, we have 3 subjects where tutoring is available during the posted hours. **NOTE: If a link is not available, it means that a tutor is not yet available.**
- ✓ Our tutors may not be able to help with some courses, but they would be able to refer you to your instructor or other resources.
- ✓ IS101 and IS115, and most CIT students will use the **CSN_CIT_IS** subject.
- ✓ CS135 and CS202 students will use the **CSN_CS** subject.
- ✓ Networking and Cybersecurity students will use the **CSN_Networking_Cyber_Sec** subject.
- ✓ Let’s say, we click the “**CSN_CIT_IS**” subject. You should see a message and a whiteboard to start your session.



- ✓ Click the “Start” button to open the whiteboard



- ✓ To begin the session, type a question or a message and **I can't stress this enough**, click the “**Submit Question**” button to start your session. Be patient as it may take a few seconds for a tutor to be available online.
- ✓ Once you start the session with a tutor, the tutor will help with using the whiteboard and will show the process to upload files, draw on the board, etc.
- ✓ You'll be an expert in using the system in no time!

For any questions or concerns, please contact Naser Heravi at naser.heravi@csn.edu