Springboard Student FAQ

What is Springboard?
Springboard (powered by Desire2Learn, or D2L) is a web-based course management system designed to create a rich online learning environment for students. Springboard includes many tools to facilitate content delivery, submission of assignments, communication, and collaboration. Please note that Springboard is not required for all University of Akron courses. If you have questions about if/how Springboard will be used for your courses, please contact your instructor(s).

What Tools are Available in Springboard?
Listed below is a brief description for some of the most common Springboard tools that you may encounter in your online classroom. Please note that your instructor may choose to use or not use certain Springboard tools as he or she sees fit.

- **Calendar** – Springboard includes a built-in Calendar that tracks and displays all of the various dates for materials and assignments in your course. The Calendar is displayed on your Course Home page, in the Upcoming Events section of the Content tool, and by selecting the Calendar tool from the navigation bar.
- **Chat** – The Chat tool provides for real-time text-based communication between students and instructors.
- **Classlist** – The Classlist provides a list of students and instructors that are currently enrolled in a course. You can also use the Classlist tool to send email and Pager messages to your instructor or other students in your course.
- **Content** – The Content tool is the central hub of your online classroom in Springboard. In addition to posting course materials, your instructor has the ability to post links to other areas of the course in Content. Also present in the Content tool is a section with Upcoming Events in the course.
- **Discussions** – The Discussions tool provides an asynchronous way for you to communicate with other students and your instructor. Your instructors may ask you to use the Discussions tool to respond to questions as an assignment, or to facilitate communication with a small group.
- **Dropbox** – Dropbox folders allow you to submit an assignment electronically to your instructor for grading. These submissions are time and date stamped, and an email confirmation will be sent to you upon successfully submitting to a Dropbox.
- **ePortfolio** – The ePortfolio tool is a user-focused online portfolio tool. You can upload, organize, reflect on, revise, and present digital learning artifacts that demonstrate your learning and achievements.
- **Grades** – The Grades tool serves as an online gradebook for your course. There are many settings available to your instructors to customize what you see and how it is displayed.
Other items in the course, such as Dropbox folders and Quizzes, can be tied directly into the Grades tool.

- **Pager** – The Pager tool serves as an instant messaging tool within Springboard. You can send short text messages to other students and instructors.

- **Quizzes** – The Quizzes tool allows your instructor to create online quizzes and exams for you to take. Quizzes can include a variety of different question types, and your instructor can choose to display how you did on a quiz as soon as you’ve submitted it.

- **Surveys** – Your instructor may use the Surveys tool to gather feedback from you and your fellow students. Surveys can be created so that all responses are anonymous, but it is not required.

- **User Progress** – The User Progress tool can be found by clicking on your portrait in the top-right of the screen. User Progress provides a summary of all of your activity in a course, including login activity, Content topics visited, Discussion posts, Dropbox submissions, Quiz attempts, and many other areas. User Progress also displays progress bars for each of the different areas of the course to let you know how far you’ve progressed through the course.

### How Do I Log in to Springboard?

**To log into Springboard** –

1. Navigate to [http://springboard.uakron.edu](http://springboard.uakron.edu) with your web browser of choice.
2. Enter your UAnet ID and **Password**.
3. Select the **Login** button.

### How Do I See My Courses in Springboard?

Once you have successfully logged in to Springboard, the My Home page will be displayed. Courses that you are enrolled in and that have an instructor that has chosen to use Springboard will be listed. Click on the name of a course to access it.

### Why Is One (or More) of My Courses Missing?

There are several possible reasons for this –

1. Enrollment changes can take up to 24 hours to update in Springboard. You may need to check back the next morning to access the course if you’ve just enrolled.

2. The instructor may have chosen not to use Springboard for the course. Springboard is not mandatory for all courses at the University of Akron, so you should check with your instructor to be sure.

3. Springboard courses must be activated by the instructor in order for students to access the course. In addition, the instructor has the ability to enforce a start date for student access on a course. You should check with your instructor if you have questions about course access.
Once Inside My Springboard Course, How Do I Access the Course Materials?
You can use the yellow navigation bar near the top of the screen to access the different sections of your course. Please refer to the What Tools Are Available in Springboard? section for more information on the tools that your instructor may choose to include in the course.

Will My Computer Work with Springboard?
To verify that your computer and web browser meet the necessary requirements for Springboard, you can perform a system check here: https://springboard.uakron.edu/d2l/systemCheck. Please note that depending on the type of content that is present in your courses, you may need additional software to access it (Adobe Flash, Real Player, Quicktime, etc.).

Who Can I Contact for Help?
If you have questions regarding the structure of a course, access to the course, or the course materials themselves, you should contact the instructor of that course. If you have technical questions regarding Springboard, please contact the ZipSupport Center at support@uakron.edu or by phone at 330.972.6888. Be sure to include as much information as possible regarding your issue, such as any error messages that appear, the name of the course, approximate date and time the error occurred, etc.