CATALOG

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22 Battery Street, Floor 11, San Francisco, CA 94111 | 415.587.4459
www.springboard.com

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MISSION

Springboard's mission is to enable every individual to access high-quality education and acquire the skills needed to advance their careers.

We believe that the new economy needs a different approach to education. Education is no longer a one-time investment at the beginning of one's career; it's a lifelong pursuit. We provide online content, industry-driven mentorship, and career support in an effective way to enable people to learn new skills and further their careers.

OBJECTIVES

In order to fulfill its mission, Springboard is committed to the following objectives for its educational and training programs:

- Deliver high-quality content that helps students gain the practical skills needed to succeed in their careers.
- Provide a strong mentorship community for students to gain more insight into industry, further sharpen their skills, and build a stronger professional network.
- Cultivate an innovative environment where mentors and instructors can combine content development with human support and utilize technology to more effectively deliver an effective educational experience.

GENERAL INFORMATION

FACILITY AND EQUIPMENT

Springboard is located at 22 Battery Street, Floor 11, San Francisco, CA 94111. All programs are offered in a distance education format. Coursework is completed at a location determined by the student.

Springboard's office is approximately 9,300 square feet that includes a reception area, training room and offices. Equipment within the office includes office furniture, printer, laptops, monitors, TV screens.

ADMINISTRATION DAYS / HOURS

8 am to 5 pm Monday – Friday Pacific Standard Time.

HOLIDAYS

Springboard observes the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day

- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Day

APPROVAL

Springboard is a private institution approved to operate by the California Bureau for Private Postsecondary Education. Approval to operate means the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

ADMISSIONS POLICY AND PROCEDURE

POLICY

General:

All prospective students must:

- Have a high school diploma or equivalent. Springboard will accept as a recognized equivalent of secondary education a GED, passing score on the California High School Proficiency Exam, a DD214 that indicates high school equivalency, a degree issued to the student that indicates high school graduation and date, or documentation of completion of a bachelor's degree;
- Be fluent in English;
- Fill out a short application form and a technical skills survey as part of the admissions process;
- Be provided a catalog;
- Be provided the School Performance Fact Sheet;
- Document aptitude for a distance education program via a questionnaire;
- Document on the enrollment agreement at a minimum the following equipment required to participate in a distance education program:
    - Computer
    - Internet Connection and Browser
    - Zoom

Program Specific:

Program	Admissions Prerequisites
Data Science Career Track	This data science bootcamp was designed for people with prior experience in statistics and programming, such as software developers, analysts, and finance professionals. All professional and academic backgrounds are welcome.

	Prerequisites: • 6 months of active coding experience with a general-purpose programming language (e.g., Python, R, Java, C++) • Comfortable with basic probability and descriptive statistics, including concepts like mean and median, standard deviation, distributions, and histograms
Data Analytics Career Track	This data analytics bootcamp is designed for people who demonstrate an aptitude towards critical thinking and problem solving and have two years of work experience. Prerequisites: • Strong critical thinking and problem-solving skills • 2 years of professional work experience working regularly with office, design or programming tools • Fluency in English (written and spoken), as determined by initial interactions with the Springboard Admissions team.
UX Career Track	This UX bootcamp is for people who demonstrate an aptitude toward problem solving, have strong communication and collaboration skills, and have a background in adjacent fields. Prerequisites: • Aptitude toward problem-solving, communication, and collaboration skills • At least 1 year of documented professional experience or a degree in one of the following areas: understanding users, producing/managing visual content, or developing digital products. For example: user research, HCI, human factors; graphic/industrial design, architecture, studio arts; UI design
UI/UX Design Career Track	The two-step admissions process screens for candidates who demonstrate strong visual, creativity, and communication skills (which are critical on a cross-functional design team). Prerequisites: • All backgrounds are welcome as long as you can demonstrate strong visual, creativity, and communication skills • Passing an evaluation of baseline visual skills, analytical thinking and the ability to empathize with users
Software Engineering Career Track	This software engineering bootcamp is designed for motivated people who have basic skills in JavaScript, an aptitude for problem solving, and strong communication and collaboration skills. We welcome students from all work experiences and fields of study. Prerequisites: • JavaScript fundamentals - Ability to write simple functions, loops, conditional statements and declare variables

	● Programmatic problem solving skills - Ability to break down a problem into its component pieces, think through it logically, and come up with a solution ● Recommended: HTML & CSS fundamentals - Ability to build simple web pages with basic knowledge of selectors, common CSS rules and specificity
Cyber Security Career Track	This cybersecurity bootcamp is designed for people who have an appetite to try new things, an aptitude for problem-solving, and strong communication and collaboration skills. Prerequisites: ● All backgrounds are welcome, as long as you can demonstrate strong analytical skills and a determination to work through and complete all required course activities ● Passing an evaluation of baseline soft-skills, centered around communication skills, motivation, professionalism, a commitment to learning and an analytical mindset
Tech Sales Career Track	This tech sales bootcamp is designed for students who are motivated to solve problems, build relationships, and want to build on their curiosity for technology. Prerequisites: ● All backgrounds are welcome, as long as you can demonstrate strong communication skills, along with the ability to learn new concepts quickly ● Passing an evaluation of baseline soft-skills centered around communication skills, motivation, professionalism, a commitment to learning and a resilient mindset ● Attendance of all planning meetings and live classes every Monday and Wednesday at 8:30pm ET / 5:30pm PT is required to graduate
Intro to Design	This course is for people who are interested in UI/UX but are not ready to make the full leap to switch careers. All professional and educational backgrounds are welcome.
Intro to Data Analytics	This course is for people who are interested but inexperienced in data analytics or are looking to to refresh their skills before further study. All professional and educational backgrounds are welcome.
Data Science Career Track Prep	This data science bootcamp is designed for students who want an introduction to foundational data skills in Python and statistics, as well as introductory data science concepts. The curriculum is specifically designed to help you pass the Data Science Career Track admissions technical survey.

	Prerequisites: ● All professional and educational backgrounds are welcome; no coding experience required. ● Recommended proficiency in high-school level mathematics
Software Engineering Career Track Prep	This program is designed for students who want an introduction to foundational coding skills. The curriculum is specifically designed to help you pass the Software Engineering Career Track admissions technical survey. All professional and educational backgrounds are welcome.

PROCEDURE

Admissions procedures include meeting with a Springboard representative to review goals, program details and prerequisites, as applicable, school policies and procedures, the School Performance Fact Sheet, catalog, and graduation requirements. Each prospective student must:

- Provide documentation of a high school diploma or equivalent;
- Review the catalog;
- Initial and sign the School Performance Fact Sheet;
- Complete a distance education questionnaire;
- Interview with an Admissions Director;
- Provide documentation as requested to demonstrate meeting program specific prerequisites, as applicable; and
- Complete the enrollment agreement.

INTERNATIONAL STUDENTS AND ENGLISH LANGUAGE SERVICES

Springboard does not offer visa services to prospective students from other countries or English language services. Springboard does not offer English as a Second Language instruction. All instruction occurs in English. English language proficiency is documented by:

1. the admissions process; and
2. Springboard's receipt of prior education documentation as stated in the admissions policy.

ABILITY-TO-BENEFIT

Springboard does not admit ability-to-benefit students.

TRANSFER OF CREDIT

Springboard does not evaluate or award transfer credit from units earned at other institutions.

Springboard does not accept hours or credit through transfer of credit challenge examinations, achievement tests, or experiential learning.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Springboard is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Springboard to determine if your certificate will transfer.

ARTICULATION AGREEMENTS

Springboard has not entered into any transfer or articulation agreements with any other college or university.

PROGRAMS

Data Analytics Career Track

Program Length: 248 Hours
Cumulative Final Exam: Cumulative Capstone Project
Graduation Document: Certificate of Completion
Standard Occupational Code / Potential Employment Titles: 15-2051.01 - Business Intelligence Analysts
Sample of reported job titles: Business Intelligence Analyst, Competitive Intelligence Analyst, Data Analyst, Intelligence Analyst, Market Intelligence Analyst, Market Intelligence Consultant, Strategic Business and Technology Intelligence Consultant, Strategist

Program Description / Objectives:
In addition to small projects designed to reinforce specific concepts, you'll complete two capstone projects focused on a realistic data analytics scenario that you can show to future employers.

While working on the projects, you'll:

- Choose an industry dataset
- Conduct end-to-end analysis
- Synthesize insights in slide deck format
- Present your findings

Subject Title	Subject Description
Framing Structured Thinking	All data analysis starts with a question. But how does one ask the right question? In this unit, you'll learn to think in a structured manner and break down problems into bite-sized chunks, which can be tested. This will guide your analysis and prevent you from analyzing data for the sake of analysis. • Structured thinking through case studies and problem statement worksheets • Problem Solving Framework and Processes such as the HDEIP Framework • Issue Trees, Hypotheses Trees, and Value Driver Trees
Analyzing Business Problems	A key skill analysts should have is the ability to structure their efforts around a central theme and present it to an executive with tangible business insight. In this unit, you'll be introduced to common financial concepts as well as the basics of economics. • Using Excel to create a default financial analysis module covering revenue and operational cost modelling. • Financial concepts including revenue, cost of goods sold, profit, balance sheets, cash flow statements, income statements and EBIT • Economic concepts including supply and demand curves, cost curves • Statistical concepts including descriptive statistics (mean, mode, standard deviation, correlations etc.), correlations, simple and multivariate regression, confidence intervals

Connecting Data Using SQL	You've been asked to analyze an extensive set of data so you can answer the burning question your executive has. In this unit, you'll develop a high-level understanding of what databases are, learn about the databases that you can use in your work, and learn how to communicate with databases. • Introduction to SQL, best practices in writing queries (including common table expressions) and common DA/BA tools • Introduction to structured and unstructured Databases • Introduction to set theory • Case studies and hands-on exercises in writing SQL with real data • Advanced supplementary material (i.e. Mode SQL)
Visualizing Data with Python	Coding skills, especially the ability to do data analysis in Python, are an additional skill set which will set you apart from your peers in the job market. In this unit, you'll learn the basics of Python and key Python libraries, including pandas, numpy, matplotlib, seaborn, and more. You will learn how to import and wrangle data, as well as visualize it. • Basic Python syntax • Introduction to Jupyter and Jupyter Notebooks • Data cleaning • Visualizing data and trends with Seaborn and Matplotlib • Practical exercises in Python with real data to extract insights that could be presented to an executive audience
Communicating Your Analysis	Data analysts also need to be adept at presenting the results of their analysis to the appropriate stakeholders. This is a key, high-demand skill that separates effective business-oriented data analysts from the rest. This unit covers best practices for presenting to both technical and non-technical audiences, ranging from front-line employees to executives. • Visualization tools such as Tableau and PowerBi • Creating presentations with Powerpoints etc. • Effective communication strategies, formats, and templates • Presentations to technical and non-technical stakeholders, and C-suite executives through case studies • Presentation practice across different forms

Data Science Career Track

Program Length: 335 Hours
Cumulative Final Exam: Cumulative Capstone Project
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: 15-2051.00 - Data Scientists; 15-2051.01 - Business Intelligence Analysts
Sample of reported job titles: [Data Scientists] O'NET Online title of Data Scientists represents an occupation for which data collection is currently underway. [Business Intelligence Analysts] Business Intelligence Analyst, Competitive Intelligence Analyst, Data Analyst, Intelligence Analyst, Market Intelligence Analyst, Market Intelligence Consultant, Strategic Business and Technology Intelligence Consultant, Strategist

Program Description / Objectives:
Each subject will cover a key aspect of Data Science and have a combination of materials: lectures, theory, coding exercises, reading/viewing exercises, and career related coursework.

In addition to small projects designed to reinforce specific technical concepts, you'll complete three capstone projects focused on realistic data science scenarios that you can show to future employers.

While working on the projects, you'll:
- Identify a client's business problem
- Acquire, wrangle, and explore relevant data
- Use machine learning to make predictions
- Create real-world business impact through data storytelling

Subject Title	Subject Description
The Data Science Method	The course centers around the Data Science Method. This method involves six steps: 1. Problem Identification – this step involves identifying the correct problem to solve and setting goals for your project. You'll learn how to create a SMART problem statement and form hypotheses about the problem. 2. Data Wrangling – this step involves the collection, organization, and definition of a dataset or datasets. You'll learn how to compile data, build local file structures, create data profiles, resolve formatting issues, and more. 3. Exploratory Data Analysis – this step involves creating plots and charts to understand the relationship between data and the features of that data. You'll learn how to create data visualizations in Python and use statistics to identify patterns. 4. Pre-processing and Training Data Development – this step involves standardizing and training your dataset. You'll learn how to remove out-of-value ranges and create testing and training subsets of your data.

	5. Modeling – this involves selecting, training and deploying a model to make predictive insights. You'll learn industry-standard algorithms to build models. 6. Documentation – this involves documenting the work you've done and sharing your findings. You'll learn how to create a project report and present your findings.
The Python Data Science Stack	Python has become a lingua franca of data science. In this unit, you'll learn to program in Python, how to follow best coding practices, and start using an ecosystem of powerful Python-based tools. ● Python data types, foundations, and standard libraries ● Pandas ● Visualization tools in Python like matplotlib and Seaborn
SQL and Databases	In this section of the course, you'll learn how to leverage Structured Query Language (SQL) to query relational database management systems. In other words, you'll use queries to understand the data contained in databases. Topics covered: ● The landscape of SQL and databases ● Writing queries in SQL ● Working with relational databases in Python
Data Storytelling	If there's one thing that most data scientists would have loved to know before they entered the field, it's that data science is not just about the math, the algorithms and the analysis, it's also about telling a good story. In real life, data scientists don't work in a vacuum - there's always a client, internal or external, waiting on the results of their work. A data story is a powerful way to present insights to your clients, combining visualizations and text into a narrative. But storytelling is an art, and needs creativity. This section will try to get your creative juices flowing by suggesting some interesting questions you can ask of your dataset, and will cover a few plotting techniques you can use to reveal insights
Statistical Inference	Statistics is the mathematical foundation of data science. Within statistics, inferential statistics is a set of techniques that helps us identify significant trends and characteristics of a data set. Not only is it useful to explore the data and tell a good story, it also paves the way for deeper analysis and actual predictive modeling. In this module, we cover several important inferential statistics techniques in detail. Topics covered: ● Theory of inferential statistics ● Statistical significance ● Parameter estimation ● Hypothesis testing ● Correlation and regression

	● Exploratory data analysis
Machine Learning	Machine learning combines aspects of computer science and statistics to extract useful insights and predictions from data. Machine learning is what lets us make useful predictions and recommendations, or automatically find groups and categories in complex data sets. In this section of the course, you'll learn and use the major supervised and unsupervised machine learning algorithms. You'll learn when to use these algorithms, the assumptions they incorporate, the tradeoffs they involve, and the various metrics you can use to evaluate how well your algorithm performs. Topics covered: ● The landscape of machine learning ● Supervised learning and the most popular algorithms, including linear and logistic regression, support vector machines, decision trees, clustering, time series and forecasting, ensemble learning with random forests and gradient boosting ● Unsupervised learning and the most commonly used clustering techniques, including k-means clustering, agglomerative hierarchical clustering, Euclidean & Manhattan distances, cosine similarity, and principal components analysis ● Machine learning model evaluation and optimization
Career Resources	You'll receive career material at strategic points both in the curriculum as well as via calls with our career support coaches. We'll help you create a tailored job search strategy based on your background and goals, teach you how to evaluate companies and roles, show you how to effectively get and ace interviews, and explain how to negotiate an above-market salary.
Specialization Track	Hone your skills in a specific area of expertise by choosing one of our three specialization track options. Option 1: The Generalist Track This track will prepare you to take on versatile data science roles across a wide variety of business domains and geographical locations. You'll build on the foundational skills you learned in the core units and tackle more advanced topics like working with Big Data and software engineering best practices. Option 2: The Business Insider Track The goal of this track is to teach you advanced data visualization and business analytics skills to extract actionable business insights. While you will have the ability to build predictive machine learning models, you'll primarily focus on learning how to identify insights and effectively communicate recommendations.

	Option 3: The Advanced Machine Learning Track The goal of this track is to teach you advanced machine learning skills and concepts, including deep learning and the deployment of machine learning models on standard industry platforms. If you want to broaden your machine learning skills, this track may be the right one for you.

UX Career Track

Program Length: 345 Hours
Cumulative Final Exam: Cumulative Capstone Project
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: 15-1255.00 - Web and Digital Interface Designers
Sample of reported job titles: Technology Applications Engineer, Web Architect, Web Design Specialist, Web Designer, Web Developer, Webmaster

Program Description / Objectives:
Each subject in this course will cover a key aspect of user experience and will feature a combination of materials, including videos, articles, hands-on design projects, and career-related coursework.

In addition to mini-projects to reinforce specific design concepts, you'll complete three portfolio projects, including the capstone project. This will be the highlight of your portfolio.

While working on the projects, you'll:
- Identify a customer problem to solve
- Conduct competitive research
- Sketch, design, and build a prototype
- Perform usability testing and identify improvements

You'll be matched with a real company to complete a 40-hour industry design project that solves a business problem.

This UX course is for people who demonstrate an aptitude toward problem solving, have strong communication and collaboration skills, and have a background in adjacent fields.

Subject Title	Subject Description
Design Thinking	Examine the philosophy from which user-centered design (UCD) and many innovation frameworks have emerged: design thinking. Grounded in empathy and a hands-on, iterative approach to problem solving, design thinking is the mindset you'll use to create effective user experiences. The key aspects of design thinking include: • Empathy: observe and engage the people you're designing a product for • Problem definition: a good solution depends on addressing the right problem • Ideation: a good solution depends on addressing the right problem through divergent and convergent thinking, consider many possible solutions • Prototyping: test those possible solutions • Testing: get feedback from real people that will help you improve your ideas and create solutions

User Research	User research is central to UX design. When you engage users and understand their experience, you can move from being aware of a problem to understanding why the problem exists and what users want to see resolved. There are many different user research tools; this section will explore the most effective of them. Topics include: user research methods, research plans, recruiting users through screener surveys, diary studies, and interviews. In this UCD discovery unit, you'll work on some mini-projects to sharpen your user research skills and then apply those skills to your capstone project.
Synthesis and Presentation	Understanding the data you collect during the research phase will help you to make decisions that will reflect the interests of your users. In this unit, you'll learn the different methods you can use to synthesize research in order to keep your designs focused on your user. Topics include: synthesis best practices, affinity maps, empathy maps, personas, problem statements, journey maps, and research presentations.
Ideating and Designing	This section (part of the UCD design phase) is all about getting your design hands dirty, so to speak. Here are some of the things you'll dive into: • Brainstorming solutions to the problem you're trying to solve (for your capstone project) • Learning how to write and map user stories that capture the intent of personas • Learning the fundamentals of information architecture (to help you create and express your capstone project's structure and flow)
Sketching, wireframing and UI	In this section of the UCD design phase, you'll bring your designs to life, first as sketches and then through wireframing. You'll also be introduced to several design tools, including Sketch and Adobe XD, learn how to conduct a guerilla usability test to validate your sketches, and learn how to apply interaction design principles to your designs. You'll also explore the world of user interface design in order to make your designs more accessible and engaging.
Prototyping and Presenting	In the final phase of the UCD process, evaluation, you'll create a prototype of your capstone project's red routes. In this section, you'll also learn when, why, and how to use different evaluative testing methods to improve your project. You'll also put together a comprehensive case study of your capstone journey and give a presentation about your project.
Design Sprint	Like most creative professions, your work as a UX designer is often going to be interrupted by urgent, unexpected projects. Don't worry, though—after working through this unit, you'll be prepared! In this unit, you'll use the design sprint process to sharpen your skills. You'll work through: • A Hackathon-style project to practice working through a design sprint

	• End-to-end design while working under tight deadlines
Special Topics	This unit explores topics like psychology and empty states that will take your designs from good to great by teaching you how to craft designs that lead to increased engagement, continued use, and conversion. Topics include: • Onboarding flows • Empty states • Strategy and service design • The future of UX
Industry Design Topic	While working on the industry design project, you'll: • Collaborate directly with a client for four weeks • Dive deeper into an area of the UX design process you're especially interested in: competitive research, user research, usability testing, redesign recommendations • Set yourself apart from other bootcamp graduates with a personalized portfolio

UI/UX Design Career Track

Program Length: 523 Hours
Cumulative Final Exam: Cumulative Capstone Project
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: 15-1255.00 - Web and Digital Interface Designers
Sample of reported job titles: Technology Applications Engineer, Web Architect, Web Design Specialist, Web Designer, Web Developer, Webmaster

Program Description / Objectives:
The demand for UI/UX designers is at an all-time high. Companies are constantly seeking out digital opportunities to improve their product experience. As a result, competition is growing amongst employers for designers who can build products that are both beautiful and easy to use. Today, UI and UX designers enjoy high job satisfaction, varied creative challenges, a chance to work with ever evolving technologies, and great pay.

Springboard's UI/UX Design Career Track is designed to train you on job ready UI/UX skills, including core design principles, tools and best practices. You'll work on 4 portfolio projects covering different types of design techniques that you'll use as a UI/UX designer. By the end of the course, you'll have a complete UI/UX skill set to succeed in any design role.

The UI/UX Career Track is for people who demonstrate strong visual, creativity and communication skills. All backgrounds are welcome.

While working on the projects, you'll:
Capstone 1
- Develop an understanding and practice the end-to-end design process (discovery/design/validation)
- Conduct and synthesize secondary and direct user research
- Identify a clear problem statement
- Ideate possible solutions
- Build low fidelity
- Develop a style guide
- Design high fidelity wireframes
- Conduct usability testing
- Present solutions and design journey to stakeholders

Design Sprint
- Learn about different design processes that are commonly used by agile teams, including Lean UX and Google Ventures (GV) design sprints
- Learn about and experience a modified version of the GV design sprint
- Move through the design process in a time-constrained format

Capstone 2
- Simulate what it's like to work in a team that is relying on you to hit deadlines

- Learn to make strategic and intentional decisions under constraints (including making choices about which tools in your toolbox you use because you can't use them all)
- Become proficient at time-boxing your work
- Become adept at working with business goals
- Bolster your ability to work independently and prep for your entrance into the job market

Industry Design Project

- Gain experience working with a real company
- Provide your insights and support to develop new products and improve their existing solutions using your knowledge and expertise in competitive research, user research, usability testing, redesign and/or redesign recommendations, resigning mockups and UI
- Apply all of your course learnings and hone your professional and collaborative skills
- Become proficient at time-boxing your work
- Become adept at working with business goals
- Bolster your ability to work independently and prep for your entrance into the job market

Subject Title	Subject Description
UX Foundations	Grounded in empathy and a hands-on, iterative approach to problem-solving, design thinking is the mindset designers like you will use to create effective user experiences. This section of the course will introduce you to the core stages of design thinking. You'll also learn about UI/UX design roles and the skills every designer needs to be successful. Topics Covered: • UI and UX Design Roles and the Skills You Need to Land Them • UI vs. UX Design • Design Tools: Sketch, Figma, and Adobe XD • The Core Stages of Design Thinking o Empathy o Define o Ideate o Prototype o Test • Divergent and Convergent Thinking • Brainstorming and Gamestorming • Observational Empathy
Conducting Research	At its core, design is about solving problems, so identifying the problem and the user you're solving it for will help you to create an exceptional solution. When you begin a new design project, you'll frequently need to conduct research to understand the problem space you're working in and form a hypothesis. You'll also need to conduct user research by talking with users and synthesizing their feedback to understand why the problem exists and what users want to see resolved. Of course, once you've collected all this information, it'll be time to synthesize your findings through the use of tools like empathy maps and personas before presenting your findings to stakeholders.

	Topics Covered: • UX Research Methods and How to Choose the Right One for Your Work • Generative Research • Secondary Research • Competitive Research • Quantitative Research • Qualitative Research • Competitive Usability Testing • Usability Heuristics • Research Plans • Recruiting Users with Screener Surveys • Conducting Interviews • Synthesizing Your Research • Empathy Mapping • Creating Personas • Writing Problem Statements • Creating Journey Maps • Presenting Your Synthesized Research to Stakeholders

Designing, Ideating, & Information Architecture	In this section of the course, you'll learn how to make design decisions and ideate a variety of solutions to the problem you've identified through your synthesized research. One tool you'll use to do this is user stories, which will help you identify the functional needs of your product. Once you've identified a solution, you'll use information architecture best practices to figure out how your user will move through and interact with your product.
	
	Topics Covered:
	• Solution Ideation
	• Creating User Stories
	• Information Architecture
	  o Navigation
	  o Sitemaps
	  o User Flows
	  o Content through Card Sorting

Foundations of UI Design	From the beginning of the course, you'll build out your UI design toolbox with the help of UI exercises woven throughout the course. In this section, you'll begin to apply these skills to your designs, digging deep into the fundamental and advanced UI design techniques every UI designer should know. User Interface (UI) design is what makes a design engaging and delightful to use; it inspires a user to feel a particular way when engaging with a product. Using typography, colors, and layouts, you can inspire feelings of trust and delight as users navigate your site or app. You'll develop style guides that define the visual language of your projects. Topics Covered:

	• Visual Principles
	  o Balance
	  o Scale and Proximity
	  o Alignment
	  o Visual Hierarchy
	  o Repetition
	  o Contrast
	  o Negative and Implied Space
	  o Color Theory
	• UI Principles
	  o Usability Heuristics
	  o Ease-of-Use
	  o Consistency
	  o Progressive Disclosure
	  o Reducing Cognitive Load
	  o Information Hierarchy
	  o Space Distribution
	  o Discoverability
	  o Feedback -- Error and Success Responses
	• UI Elements
	• UI Patterns
	• Material and iOS Guidelines
	• Interaction Behaviors and Principles
	• Designing for the Different States
	• Understanding Brand Platforms
	• Using Brand Platforms to Define a Product's Visual Style
	• Developing Design Systems
	• Style Guides
	  o Logo
	  o Color Palettes
	  o Fonts
	  o Iconography
	  o Photography and Imagery

Sketching & Wireframing	Creating low fidelity design sketches is the first step in the march towards high fidelity designs. Sketching is an easy, affordable way to get your ideas out of your head and onto paper, where you'll more easily be able to see the changes or adjustments that you'll need to make. Once you've created sketches of your product, the next step is to create wireframes. Wireframes are often digitized versions of your sketches. Creating a low fidelity digital version of your product will enable you to identify critical design decisions that you need to make, while still offering enough flexibility that you don't need to fixate on perfecting your designs yet. Topics Covered: • Sketching Principles • Sketching Red Routes

	• Guerilla Usability Testing • Responsive Design • Wireframing • Creating Wireflows
High-Fidelity Design	Once you have your style guide sorted out and a series of wireframes to work with, it's time to create high-fidelity mockups of your design. However, this doesn't just mean making your designs look beautiful (which you'll do — don't worry!); it also means making your designs accessible and inclusive so that everyone can use your product. You'll refine your style guide as you work on your screens and you'll also learn how to create animations that align with your style guide and brand platform. Topics Covered: • Inclusive Design and Designing for Accessibility • Building High-Fidelity Mockups • Designing Efficiently with Tools • Interaction Patterns • Animation tools • Designing animations and interactions

Prototyping & Testing	As any designer will tell you, prototyping and testing are essential tools used to identify problems and validate design decisions. In this section of the course, you'll build a clickable prototype, learn how to set up and facilitate usability test sessions, and synthesize your findings to determine if you need to redesign your prototype.
	• Building a Prototype
	• Conducting Usability Tests
	  o Remote Usability Testing
	  o Moderated Usability Testing
	• Other Evaluative User Research Methods
	• Synthesizing Test Findings
	• Prototype Iteration

Communication Best Practices	As a UI/UX designer, you'll be in frequent communication with developers, team members, clients, and other project stakeholders so being able to collaborate and be a team player is essential. It's also important to be able to share information about the work you've done and tell a compelling story about your designs. This section of the course will teach you how to effectively communicate with different audiences. Topics Covered: • Collaborating and Communicating with Developers • How to Prepare for Handing Off Designs • Handoff Tools like Zeplin • Presenting Your Work to Different Stakeholders • The Components of an Effective Presentation • Creating a Case Study • Receiving and Giving Feedback

	• Email and In-Person Communication • Prioritization and Time Management
Special Topics	This course will go beyond the basics of UI/UX design to take on some of the specialized skills that hiring managers find highly valuable. You'll use these specialized skills to show off your knowledge and experience with the latest trends in UX and UI design. • Product Types: Best practices and solutions o Ecommerce & Browsing o Social Media & Messaging o Dashboards & Data Design o Music & Media o Business-to-Business and Business-to-Consumer Products • The Psychology of Design o Persuasive Design o Anticipatory Design o Gamification and Behavior Change o Dark Patterns • The Business of UX o The Product Life Cycle o Working with Constraints o Competitors and Success Criteria o Competitive Research

Software Engineering Career Track

Program Length: 690 Hours
Cumulative Final Exam: Cumulative Capstone Project
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: 15-1252.00 - Software Developers; 15-1254.00 - Web Developers

Sample of reported job titles: Technology Applications Engineer, Web Architect, Web Design Specialist, Web Designer, Web Developer, Webmaster, Application Developer, Application Integration Engineer, Developer, Infrastructure Engineer, Network Engineer, Software Architect, Software Developer, Software Development Engineer, Software Engineer, Systems Engineer

Program Description / Objectives:
The demand for software engineers is at an all-time high. Companies are constantly seeking out developers to build new products and applications, or to improve existing ones. As a result, competition is growing amongst employers for developers who can build products that are both powerful and easy to use. Today, software engineers enjoy high job satisfaction, varied problem solving challenges, a chance to work with ever-evolving technologies, and great pay.

Springboard's Software Engineering Career Track is designed to train you on job-ready web developer skills, including core programming languages, tools, and technologies. You'll work on 4 portfolio projects covering the front end, back end, and full stack. By the end of the course, you'll have a complete programming skill set to succeed in a web development role.

The Software Engineering Career Track is for people who already have basic skills in HTML, CSS, and JavaScript. All backgrounds are welcome.

While working on the projects, you'll:
Cumulative Project 1 (Hacker News Clone)

- Get students comfortable reading external documentation
- Make sure they can successfully query and route an external API on the client-side
- Gives students hands-on experience with DOM Manipulation with the jQuery library
- Build basic authentication and permissions
- Gain experience with object-oriented programming and array methods in JavaScript
- Use Twitter Bootstrap for CSS styling
- GitHub experience

Twitter Clone

- Get students comfortable working with a large codebase that contains unfamiliar code, and reading the documentation for that codebase
- Teach students how to add new back-end functionality to an existing codebase like logout and adding WTForms to user profiles
- Create and configure a virtual environment in Flask
- Create and populate a database through the command line
- Conceptually understand existing security authorization and authentication
- Implement LIKES for Warbler's version of Tweets
- Test all functionality
- Fix back-end bugs that other programmers have left in

- GitHub experience

Capstone Project 1

- Students learn how to create a functional database driven website from an external API
- Give students freedom to explore and work with existing APIs and implement a website of their choice
- Set up a PostgresSQL database and create their own database models through SQLAlchemy
- Use Flask and Python and set up routes for HTTP requests
- Test all of their functionality
- Give students experience working in a development environment
- Deploy sites to production with Heroku
- Give students experience creating a full-stack application with a Python back-end and JavaScript front-end they designed themselves
- CRUD functionality
- Functionality that goes beyond CRUD
- GitHub experience

Cumulative Project 2 (Jobly)

- Create an API through Node, Express, and PostgreSQL
- Set up a database and configure the API to respond to various requests routes like GET, POST, and PATCH with different behavior and data
- Build off of previously completed sections of the project and update routes for each new section
- Work with one-to-many and many-to-many relationships between tables and ensure the API returns JSON that reflects these relationships
- Add in authentication and authorization, including an API key
- Unit testing
- Integration testing
- GitHub experience

Capstone Project 2

- Allow students to brainstorm ideas and create more complex full-stack website database-driven website off an external API with the entire technology stack they've learned in the course
- Allow students with a larger degree of freedom than the first capstone
- Students typically use React for the front end and Node/Express for the back-end of their application, but a Python/Flask framework is also allowed
- Set up a database and create database models with one-to-many and many-to-many relationships
- Use ReactJS to show competency with modern web libraries
- Gain experience with asynchronous requests
- Configure authorization, authentication, and permissions
- CRUD functionality
- Functionality that goes beyond CRUD
- Create an API for the site and configure the routes for the API
- Test every piece of functionality
- Integration testing
- GitHub experience

Subject Title	Subject Description
Web Development Fundamentals	We begin the course by introducing you to the fundamentals of web development. You'll learn about the differences between front-end and back-end web development, the languages and technologies most commonly used in industry, and why you would use one language over another. Topics Covered: • Demystifying Web Development • Frontend vs Backend • Web Development Languages
Intermediate JavaScript, DOM Manipulation, and Event Driven Programming	JavaScript, known as "the programming language of the web," will provide the backbone of the web development stack. We'll start with a refresher of some JavaScript fundamentals before moving on to more intermediate content, such as leveraging JavaScript to begin building sophisticated, event-driven applications using the DOM. Topics Covered: • JavaScript fundamentals refresher • Higher Order Functions o Callback functions o Writing your own callback functions • Selecting Elements o What is the DOM? o querySelector / getElementById • Manipulating the DOM o Changing text and styles o Dom traversal o Working with multiple elements • JavaScript Events o Different ways to add event listeners o Event object o Event delegation
Developer Fundamentals (Git/Terminal/Github)	Before starting with any web development, it's essential to develop a sound foundation in how to work as a developer. You'll be using Terminal and Git every single day as a professional developer, so understanding these topics is essential. Topics Covered: • Terminal Fundamentals o Navigating in the terminal o Creating files and folders • Git and GitHub Fundamentals o What is Git o Creating repositories, local workflow

	◦ Branching ◦ Merge conflicts ◦ What is GitHub + signing up for an account ◦ Cloning / Pushing to Github
Modern JavaScript and Testing	It's time to dive deeper into JavaScript. You'll start by learning one of the most fundamental skills that any developer needs to know: testing. As strange as it might sound now, you'll learn to write code that tests your code! You'll continue by learning the 5 latest features in the language and some of the trickier aspects, making sure your knowledge of JavaScript is at a professional level. These trickier parts will take a bit more time to master, but you'll see them everywhere as you learn more advanced libraries including React. Topics Covered: • Testing with Jasmine ◦ Unit testing ◦ Jasmine with HTML • Advanced array methods ◦ forEach, map, filter ◦ reduce ◦ some, every ◦ find, findIndex • ES2015+ ◦ Arrow functions ◦ Rest / spread ◦ Object enhancements ◦ Destructuring • Object Oriented Programming ◦ ES2015 classes ◦ Inheritance ◦ `this` ◦ `bind`
How the Web Works, AJAX, and jQuery	Now that you've gotten past some of the tougher parts of JavaScript, it's time to learn about how it fits in the full stack web development ecosystem. So far, you've been using JavaScript to manipulate data on a web page, but JavaScript can also be used to fetch external data with a series of technologies known as AJAX. Before you dive deep into AJAX, we'll get you comfortable with how the web works and how to make HTTP requests as well as one of the tougher topics in JavaScript, asynchronous code Topics Covered: • jQuery ◦ Dom manipulation ◦ Selector caching

	◦ Event delegation • How the Web Works ◦ HTTP ◦ DNS ◦ GET vs POST • async/await ◦ Asynchronous code ◦ Async functions • AJAX with axios ◦ AJAX ◦ Axios
Python Fundamentals	Now that you're comfortable writing front-end code, let's move to the backend. We'll start by introducing you to the second language in this course, Python. You'll get comfortable with the language just like you did with JavaScript and see some of the key differences and similarities between Python and JavaScript. Topics Covered: • Python Introduction • Data Structures In Python • Intermediate Python • Object Orientation in Python
Flask Fundamentals	Once you have a good grasp of Python, we'll move on to building web applications using the highly popular web framework Flask. You'll build full stack applications and learn about essential backend concepts like server-side templates, rendering, redirecting, cookies, sessions, and much more. Topics Covered: • Flask Fundamentals • Server Side Templates with Jinja • Flask Testing • Cookies and Sessions
SQL and PostgresQL	SQL is foundational towards building any relational database backed application and has been the standard for over 40 years. In this section we'll get started working with databases and SQL. You'll master the fundamental commands and then get comfortable with aggregates, joins, and data definition language. Topics Covered: • What is SQL • Relational Databases • Installing Postgres

	• CRUD in SQL • SELECT • WHERE • Aggregate Functions • DDL + Joins • DDL • Joins • Joins Continued
Intermediate Flask	Now that you have a solid understanding of full-stack development and databases, we'll move onto building more complex web applications. You'll be introduced to an ORM called SQLAlchemy which allows you to use your knowledge of SQL but handle database operations in Python. You'll start building JSON APIs and secure applications with hashed passwords and authentication and authorization. Finally, you'll learn how to make HTTP requests from the backend, which will allow you to interact with most APIs to fetch and send data to and from external data sources. Topics Covered: • SQLAlchemy • Building JSON APIs • Making API Requests with Python and Flask • Authentication with Cookies and Sessions • Intermediate GitHub and Terminal

Node and Express Fundamentals	Now that you're comfortable building backend applications in Python, let's revisit JavaScript, but on the backend! You'll learn about Node.js, one of the most popular technologies on the web and how to use it's asynchronous model to build performant applications.
	
	Topics Covered:
	
	• Command line scripts with Node and NPM
	  o What is Node + Installing Node
	  o What is NPM
	  o Command Line Scripts with Node
	• Async in detail (promises / callbacks)
	  o Async Review
	  o Callbacks
	  o Promises
	  o Async / Await
	• Testing with Jest and Node
	  o Installing Jest
	  o Matchers
	• Express Introduction
	  o What is Express

	- The request / response cycle with Express - Testing with Supertest - Error handling with Express - Routing and Middleware - Express Router - Using middleware - Testing middleware - Rendering templates with Pug (or Nunchucks / EJS) - What are server side templates - How to use Pug
Building Full Stack Applications with Node and Express	Take your knowledge of SQL and connect it with Node and Express using the pg module. You'll continue to explore some more of the advanced features of Express including authentication and authorization using JSON Web Tokens. Topics Covered: - Node-pg introduction - Getting started with Node-pg - The Node / SQL Ecosystem - Advanced Object Oriented patterns - Advanced Object Oriented patterns - Testing OO Code - Further Study: Knex / Sequelize / ORMs - Building and testing JSON APIs - REST - Testing APIs - Documenting APIs - Authentication and Authorization with bcrypt and JWTs - Storing passwords securely with bcrypt - Using JWTs for Auth - Further Study - Socket.io - Further Study - Mongo - Further Study - Web Scraping
ReactJS Fundamentals	Now that you've built a few full stack applications, it's time to move back to the frontend and learn a framework. We'll be focusing on one of the most popular and rapidly growing frameworks, React.js. Written by Facebook, this framework allows for building robust applications that can scale easily. Topics Covered: - React Introduction - What is React - Webpack / Babel / JSX

	◦ Create React App • Props ◦ What are props ◦ Default props ◦ Proptypes ◦ props.children • State ◦ What is state? ◦ useState ◦ useState patterns ◦ Testing with Enzyme • Events and Forms ◦ React events intro ◦ Forms with React ◦ Testing Events and Forms
Intermediate ReactJS	Once you have a solid grasp on what React is and how to build components and simple applications, it's time to layer on more complexity with a few additional built-in hooks. You'll learn how to include side effects in your components with useEffect, manage state with useContext, and handle complex state with useReducer. Topics Covered: • Lifecycle methods / useEffect ◦ useEffect Introduction ◦ useEffect on mount ◦ useEffect on update ◦ useEffect on unmount • Context API / useContext ◦ What is Context ◦ useContext • useReducer ◦ What is a reducer ◦ useReducer ◦ useReducer + useContext for shared global state • Writing Custom Hooks • React Router ◦ Using React Router ◦ Link and NavLink ◦ Redirect / Switch
Redux	As your React applications grow, managing global state can become quite a challenge. While the Context API is an excellent option, sometimes you need a bit more when scaling. Redux is another option for state management that has the ability to scale to massive codebases including those at Facebook.

	Topics Covered:
	
	• Redux Introduction
	  o What is Redux
	  o Vanilla Redux
	• React/Redux
	  o Integrating React with Redux
	  o React/Redux hooks
	• Async Redux
	  o Async redux introduction
	  o Redux thunk

Data Structures and Algorithms	Not only are Data Structures and Algorithms essential for succeeding in interviews, they are also an important topic for understanding how to architect applications and make the right tradeoffs regarding performance. Topics Covered: • Big O Notation • Arrays, Linked Lists, Stacks Queues • Recursion • Hash Tables • Trees and Heaps • Graphs • Sorting and Searching Algorithms

Cyber Security Career Track

Program Length: 299 Hours
Cumulative Final Exam: Cumulative Capstone Project
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: 15-1212.00 - Information Security Analysts
Sample of expected job titles: Information Security Officer, Information Security Specialist, Information Systems Security Analyst, Information Systems Security Officer (ISSO), Information Technology Security Analyst (IT Security Analyst), Information Technology Specialist, Network Security Analyst, Security Analyst, Systems Analyst

Program Description / Objectives:
With data migrating to the cloud and growing geopolitical concerns around security and privacy, many companies are investing in their cybersecurity expertise. They are looking to protect and defend their data through the identification, analysis, and mitigation of threats.

This course is designed to train you on job-ready cybersecurity analysis skills, including the core mindset, tools, and best practices. You'll work on 30+ technical labs, 30+ mini-projects, and 1 capstone project covering end-to-end analyses and processes you will work on as a cybersecurity analyst. The course covers topics such as threat modeling, host-based security, network security, identity and access management, application security, network scanning, packet capture analysis, and vulnerability assessment. Additionally, the course includes the use of tools such as Wireshark, Splunk, Kali Linux, and Nmap.

Subject Title	Subject Description
Cybersecurity Fundamentals	This unit introduces you to the fundamentals of cybersecurity through a hands-on journey of recognizing basic IT security threats and various ways to mitigate those threats. This involves an exploration of red-team (offensive security professionals) vs. blue-team (defensive security professionals) spheres of work, setting you up for the first, user-facing domains of cybersecurity: host-based security. Topics Covered: ● Threat actor types and attributes (hackers, DarkNet, social engineering, etc.) ● Three-legged stool (CIA) ● Intro to Security+ certification ● Red- vs. blue-team ● Threat-modeling
IT Project Management	Given that you'll be expected to put together several project documents throughout this course, this unit walks you through the ins and outs of creating IT project plans. It'll provide you with a couple of templates and an opportunity to put those templates to the test with two mini-projects.

	Once you are comfortable creating smaller-scale projects in this unit, you'll be ready to move onto the next unit, where you'll be tasked with creating more complex project plans. Topics Covered: ● Principles and practices of IT project planning ● Create your own IT project plan
Host-based Security	This unit will focus on host security, namely workstation and servers. It includes patching, hardening, and secure configuration. These activities are critical to defending and securing servers and workstations from threat actors and are often the first line of defense against attacks. ● Topics Covered: ● Operating system hardening ● System patching ● Virtualization technology ● Securing computer hardware and peripherals
Network Security	The Network Security unit further matures the blue-team perspective by introducing you to the networking security skillset. This lab-heavy unit will include discussions around network architecture, security scanning, and network hardening. Network security is a broad term that covers a multitude of technologies, devices, and processes. In its simplest term, it is a set of rules and configurations designed to protect the integrity, confidentiality, and accessibility of computer networks and data using both software and hardware technologies. Proper network security helps businesses meet mandatory compliance regulations, protect customer data, and reduce the risk of legal action. Without a secure infrastructure and the expertise to remedy an issue, critical performance functions for users and computer programs may not be executable. Topics Covered: ● Network design ● Cloud security and server defense ● Ports and protocols ● Network attacks ● Firewalls and IDS/IPS ● OSI and TCP/IP models ● Securing wired networks ● Securing wireless networks
Identity and Access Management	Identity and Access Management (IAM) is one of the most important disciplines within cybersecurity. It aims to manage user identities and their access to enterprise resources and data. IAM governance and

	programs—including policies, processes, and technologies—manage user identities and access, as well as what a user can do within a system through authentication, authorization, and accounting. Topics Covered: ● Authentication models and components ● Access control models defined ● Rights, permissions, and policies
Security Assessment and Testing	In the Security Assessment and Testing unit, you will learn how to conduct security assessments and recommend remediation activities. You will also learn how to create Information Security (IS) audit test plans, which will give you insight into how IS auditors approach their engagements. Exposure to advanced concepts around web security testing and the use of Kali Linux is also included. Mini-projects in this unit will allow you to explore another side of penetration testing, real-world vulnerability management challenges, and software testing plans. Labs in this unit will give you another slice of the red-team world, taking you through the attacking web servers, exploring a vulnerable web application, and cracking passwords. Topics Covered: ● Conducting risk assessments and audits of controls ● Assessing vulnerabilities ● Vulnerability remediation
Security Operations	In the Security Operations unit, you'll learn blue-team security operations to include security toolsets, encryption, and incident response workflows and procedures. Industry-relevant, leading tools you'll use in this unit include Splunk and Wireshark. In addition, foundational scripting skills that will make you a successful cybersecurity analyst, using Python, will also be covered. Topics Covered: ● Monitoring methodologies ● Using tools to monitor systems and networks ● Encryption and hashing concepts ● Public key infrastructure ● Security protocols ● Redundancy planning ● Disaster recovery planning and procedures

	● Programming primer ● Physical security ● Asset security
Application Security	Software is usually developed with a strong focus on functionality, not security. In many cases, security controls are bolted on as an afterthought (if at all). To get the best of both worlds, security and functionality have to be designed and integrated at each phase of the development life cycle. Security should be interwoven into the core of a product and provide protection at the necessary layers. This unit will cover the complex world of secure software development and the bad things that can happen when security is not properly interwoven into applications. Topics Covered: ● Software development lifecycle ● Secure Software development practices ● Web security ● Database security
CompTIA Security+ prep	In this final unit, you will run through simulated Security+ Exams and will receive study tips to obtain the Security+ credential. Security+ is an industry-wide recognized certificate for cybersecurity professionals demonstrating they have fundamental cybersecurity skills and will aid graduating students to more easily secure a job. Certificate achievement is also a requirement in order to qualify for Springboard's job guarantee. A voucher to cover the cost of the exam is included in the course cost. Topics Covered: ● Exam topics refresh and review ● Exam state of readiness ● Mock Exams

Tech Sales Career Track

Program Length: 41 Hours
Cumulative Final Exam: None
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: 41-3091.00 - Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel; 41-9099.00 – Sales and Related Workers, All Other
Sample of expected job titles: O'NET Online title of 41-3091.00 – Sales Representatives of Services, Except Advertising, Insurance, Financial Services, and Travel represents an occupation for which data collection is currently underway. O'NET Online title of 41-9099.00 – Sales and Related Workers, All Other represents an occupation for which data collection is currently underway.

Program Description / Objectives:
This 3-month course features units that focus on specific prospecting topics and live learning sessions containing demonstrations and guided practices intended to get you primed for a career in Tech Sales. Students should allow roughly 15 hours per week to complete the course in the designated 12 weeks.

At the end of this course, you will be able to:

- Attain entry-level proficiency in skills and day-to-day processes/practices of a Sales Development Representative (SDR) or Business Development Representative (BDR).
- Demonstrate a basic fluency in language and concepts used in B2B tech sales
- Demonstrate a basic fluency and familiarity with (can easily navigate) technical tools required
  Successfully navigate the SDR/BDR hiring process.

Subject Title	Subject Description
Introduction to Tech Sales	Build your foundational knowledge of Software-as-a-Service (SaaS) and Business-to-Business (B2B) tech sales. Learn what they are, how they drive the industry, as well as an introduction to the end-to-end sales journey. You'll also learn about team architecture, responsibilities within the team and potential career paths in the industry. Curriculum includes: ● The bowtie model and how it defines SaaS ● Defining key industry terms ● Sales team architecture ● Career paths within tech sales
Pipeline Development	Learn how to define, categorize and prioritize your leads in this unit to ensure your time is focused as a sales professional. The live class will focus on defining prospect types and reviewing the process for categorizing them as hot, warm or cold.

	Curriculum includes: ● Define prospect types (hot, warm, cold) ● Define Total Addressable Market (TAM) ● Work with a prospect list and define your pipeline based on user data
Research	Research is fundamental to ensure you can connect and understand the needs of your clients. This unit teaches the value of research, current methodologies and tools, as well as the process for creating buyer personas. The live class will focus on advanced research skills and include a guided practice using industry tools to determine prospect fit. . Curriculum units include: ● Research workflow ● Research using LinkedIn and Google ● Finding what's relevant ● Determining prospect fit
Engagement Strategies	These units teach you how to create a sense of personalization when connecting with prospects over email, calls, social and video demonstrations. You'll also bring your new knowledge together as a sequence of communication that achieves results. The live class will focus on structuring your cold reach outs across multiple platforms, developing compelling call scripts and implementing these techniques during roleplay exercises. Curriculum includes: ● How to communicate with customers ● Deep dive into written engagement ● Deep dive into voice engagement ● Deep dive into video engagement ● Deep dive into social engagement ● Sequencing
Qualification Call Preparation	Qualification calls are an opportunity for you to identify prospects' pain points while also beginning to tell the story of your product or service. This unit provides you with the frameworks that will prepare you for scheduled and unscheduled calls. The live class will focus on the best practices for qualification calls, including storytelling, via demonstrations and guided practices. Curriculum includes:

	● Scheduled call prep ● Unscheduled call prep
Qualification Call in Action	Now it's time to tell your story. These units will walk you through your call opening, setting the agenda, diagnosing your prospects' pain points and clearly articulating your solution. This topic includes two live classes focused on demonstrations, guided practices and live roleplay assessments. Curriculum includes: ● Implementing the ACE (Appreciate, Check-in, End Goal) framework ● Implementing the WWW (Who you are, Why you're calling, What's in it for me) framework ● Diagnose by asking the right questions ● Prescribe through storytelling ● Closing the call
Handling Objections, Follow Up	How you handle objections, rejections and take ownership of the next steps is essential to ensuring relationships progress. These units detail techniques on handling difficult questions, closing your qualifying call and how to follow up based on different scenarios. This topic includes two live classes focused on demonstrations, guided practices and live roleplay assessments. Curriculum includes: ● Objection handling ● Rejection handling ● Follow up after the qualification call ● Handoff to an Account Executive
The SDR Tech Stack	Mastering the tools available to you can lead to a plentiful sales pipeline. These units dig deeper into industry tools and resources including Salesforce, LinkedIn Sales Navigator and more. The live class will provide an overview of Salesforce, CRM tools and include demonstrations of executing key email sequencing capabilities. Curriculum includes: ● An introduction to CRM tools ● An overview of Salesforce interface and dashboards ● Email sequencing ● Process tools

Succeeding in Your New Role	This unit will equip you with personal and professional management strategies for your new career as Sales Development Representative. The live class will focus on time management techniques, dealing with rejection and managing stressful situations. Curriculum includes: ● Plan and timebox ● How to be successful as an SDR ● Dealing with rejection ● Managing stress of not reaching quota

Intro to Design

Program Length: 31 hours
Cumulative Final Exam: None
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: n/a
Sample of expected job titles: 15-1255.00 - Web and Digital Interface Designers
Program Description / Objectives: This course teaches you the foundational skills in UI/UX design, having you complete hands-on projects and learning more about what the day-to-day life of a designer looks like. This course will allow you to evaluate if a career in design and a self-paced, online program with plentiful 1-on-1 support is right for you.

This program is not governed by the Bureau.

Subject Title	Subject Description
Design 101	While working through this subject, you'll be introduced to fundamental design concepts, learn about the design thinking process, and begin to sharpen your ability to recognize successful designs (and understand why they're successful). Topics covered: ● Stages and vocabulary associated with an end-to-end design project ● A day in the life of a designer
Research	User research is particularly important to designers, as understanding the motivations and needs of a user results in the creation of a better product. Topics covered: ● An introduction to different types of research ● A deep-dive into competitive research ● Building personas
Ideation & Sketching	To design a high-quality product, you'll first need to spend some time thinking outside the box and brainstorming possible solutions. That's where ideation comes in. Ideating solutions is the process of brainstorming an array of ideas and identifying the ideas that might be best — while still allowing for the possibility that you'll need to adapt those ideas as you begin working on your designs. Sketching is one great way to brainstorm possible solutions. Topics covered: ● Sketching techniques ● The Crazy 8s method for quick sketching
Design Tools	Understanding the theory behind design decisions may be the foundation upon which a design career is built, but knowing how to use tools to bring your designs to life is also essential. In this unit, you'll learn how to use either Sketch or Figma by following along with some Springboard-created tutorials. Topics covered:

	● Learning how to use Sketch or Figma to create designs ● The benefits of being a designer ● The challenges designers frequently face
Low Fidelity Design	Low fidelity designs are rough representations of the product a designer is working on. Creating low fidelity designs allows a designer to tweak and iterate the main aspects of their design, without spending too much time or effort in the creation process. Low fidelity designs are intended to help a designer validate their ideas early on in the design process. Topics include: ● Building low fidelity designs ● Design patterns ● Wireframes
High Fidelity Design	High fidelity designs look and feel like real designs but are still adjustable and iterative. Designers use design tools like Sketch and Figma to create high fidelity designs that can then be used in usability tests and other evaluative forms of research. Designers use the results of these tests to improve and refine their high fidelity designs. Topics include: ● Style guides ● Designing in high fidelity ● Usability testing

Intro to Data Analytics

Program Length: 20 hours
Cumulative Final Exam: None
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: n/a
Sample of reported job titles: Business Intelligence Analyst, Competitive Intelligence Analyst, Data Analyst, Intelligence Analyst, Market Intelligence Analyst, Market Intelligence Consultant, Strategic Business and Technology Intelligence Consultant, Strategist
Program Description / Objectives: This four-week course requires no experience as we introduce you to fundamental concepts and skills for a career in data analytics. Your mentor will guide you through the curriculum, a hands-on project, and technical skills survey. A career coach will also talk you through potential career paths in the field. If you want to progress to our Data

Analytics Career Track, the $349 for this course will be applied to reduce the cost for that program.

This program is not governed by the Bureau.

Subject Title	Subject Description
Getting Started	● Welcome to the course ● Curriculum logistics ● Your Springboard support team and the role of each ● Setting some ground rules
The Basics of Data Analytics	● The difference between data science and data analytics ● Various roles and responsibilities of a Data Analyst ● How data analysis can be used to solve real-world problems ● The tools used in data analysis
Structured Thinking Foundations	● How data analysis is used in data-driven decision making ● HDEIP Framework ● Build out an issue tree with at least 3 levels ● Opposite Words Technique ● Value driver tree
Build Your Excel Foundation	● Analyze a dataset filled with numerical and categorical data ● Aggregate functions: SUM(), AVG(), IF() ● Boolean Logic and Statement Clauses ● Pivot tables ● Visualizing data with Excel
Presentation Fundamentals in Analytics	● Communicating data insights ● Techniques for specific audiences: Executive, Technical, Non-Technical ● Powerpoint visualization techniques ● Powerpoint template provided
Technical Skills Survey	● 30 minutes ● Grants eligibility for Career Track if the student chooses

Data Science Career Track Prep

Program Length: 30 hours
Cumulative Final Exam: Cumulative Case Study
Graduation Document: Certificate of Completion
Standard Occupational Codes / Potential Employment Titles: 15-2051.00 - Data Scientists
Sample of expected job titles: O'NET Online title of Data Scientists represents an occupation for which data collection is currently underway.

Program Description / Objectives:
In this mentor-led course, you'll spend 4-6 weeks learning foundational skills in Python programming and statistics, as well as introductory data science concepts—all via a curriculum specifically designed to help you pass the Data Science Career Track admissions technical skills survey.

Upon successful completion of this course, you will be able to:

- Use Python to complete real-world coding exercises and begin your data science journey
- Apply statistics to tackle problems
- Determine whether the Data Science Career Track is right for you by trialing our unique Springboard learning experience

This program is not governed by the Bureau.

Subject Title	Subject Description
Intro to Data Science	In this unit, you'll find easy-to-understand resources that will build your understanding of the field of data science and what data scientists do. You'll become familiar with key aspects of the data science industry, the kinds of problems data scientists are trying to solve, and the techniques they frequently use to solve them.
Introductory and intermediate Python	Python has become a lingua franca of data science. You will be introduced to fundamental aspects of programming, and by working on small projects in a hands-on coding environment, hone your skills to advance to the intermediate level. Topics covered include: ● Python syntax and control flow ● Lists and functions ● Dictionaries, strings and methods ● Data structures and algorithms
Intro to Descriptive Statistics	Statistics is the mathematical foundation of data science. Descriptive statistics, as the name suggests, describe a dataset, including its structure, patterns, and trends. Topics covered: ● Data distributions ● Displaying and describing quantitative data, including histograms and stem and leaf plots ● Scatter plots
Foundations of Probability	Probability is the science of uncertainty. A probability is a numeric measure between 0 and 1 that expresses how much or how little certainty you have about any phenomenon. As a result, anyone working in the fields of data science has to be intimately comfortable with the concepts associated with probability. In this unit, you'll learn about some of the basic, but important, aspects of probability, including: ● Calculating basic probabilities via counting ● Independence

	● Conditional probability ● Bayes Theorem
The Data Science Toolbox	This section of the course will introduce you to some of the tools of the data-science trade that will help you analyze and visualize data as well as , manage your projects. Topics include: ● Anaconda ● Git and GitHub ● Jupyter Notebook ● NumPy and matplotlib ● Pandas

Software Engineering Career Track Prep

Program Length: 42 hours
Cumulative Final Exam: Technical Skills Survey
Graduation Document: No Certificate
Standard Occupational Codes / Potential Employment Titles: 15-1252.00 - Software Developers; 15-1254.00 - Web Developers
Sample of expected job titles: n/a
Program Description / Objectives: A six week program designed to teach students the fundamentals of HTML, CSS, and JavaScript - in order to gain the necessary skills to help them pass the Software Engineering Career Track admissions technical skills survey.

Subject Title	Subject Description
Foundations of HTML	The foundations of HTML unit teaches students the basics of HTML. This unit will give them all of the knowledge they'll need to work with HTML in our Software Engineering Career Track.

	In this unit they'll learn what HTML is, how to create HTML elements, the various components of elements like <body> and <h1> tags, working with lists, creating tables and forms, submitting form data, and more. They will also have two small exercises where students create HTML pages, in order to solidify their knowledge. The topics covered include: ● HTML Fundamentals ● HTML Tables and Forms
Foundations of CSS	The foundations of CSS unit teaches students the basics of HTML. This unit will give them all of the knowledge they'll need to work with CSS in our Software Engineering Career Track. In this unit, students will learn the fundamentals of CSS, how the rules and hierarchy work for styling CSS, hexadecimal and how RGB colors work, various ways of manipulating fonts with CSS, CSS selectors including how to use ID property, the box model, formatting on screen elements with the border, width, height, and padding properties, how to display/hide elements with CSS, and more. There are two mandatory exercises where students apply what they are learning hands on, and two smaller optional exercises if they want more practice. Topics include: ● CSS Fundamental ● Selectors and Specificity ● CSS Box Model ● CSS Display
Foundations of JavaScript	The foundations of JavaScript teaches students the basics of HTML. This unit will give the basic knowledge of JavaScript that students will need to build from in the Software Engineering Career Track, and to pass our admissions Technical Skills Survey. In this unit, students will learn what tools they'll need to write and run JavaScript code, how to declare variables, all of the basic data types, boolean logic and boolean operators, how to store and manipulate data in arrays, what objects are and how to use dictionaries, how to use for and while loops, and how to write and use functions.

	They will have a series of practice problems at the end of every subunit to solidify the concepts they are learning, and comprehensive practice problems at the end of the unit. Topic include: ● JavaScript Fundamentals ● Working with Primitive Data Types ● Program Logic and Flow ● Arrays ● Objects ● Loops ● Functions ● Practice Problems
Technical Skills Survey	In this unit, students will prepare to take the admissions test for our Software Engineering Career Track. They will have the option to take a mock Technical Skills Survey (TSS), get up to speed with what the actual test will entail, and then take the Technical Skills Survey. Topics include: ● How to Use the HackerRank Platform ● A Mock TSS ● Taking the TSS Entry Exam for SEC

ACADEMIC POLICIES

SATISFACTORY PROGRESS

Springboard's standards of satisfactory progress applies to all students. Students must continually maintain satisfactory progress in order to continue their education at Springboard. To maintain satisfactory progress students must achieve a pass in each subject, if a subject is failed the student must repeat that subject. Upon a second fail in the same subject the student will be withdrawn from the program. Maximum timeframe to complete any program is twelve (12) months from the start date.

PROBATION

During any course repeat the student is considered on probation. Based on the grade of the repeated subject the student will be considered making progress with a Pass, "P" or will be withdrawn from the program with a Fail, "F."

Special or Mitigating Circumstances: The Chief Academic Officer may waive satisfactory progress standard for special or mitigating circumstances outside the control of the student. The circumstances must be documented, and the student must demonstrate that these circumstances that had an adverse impact on the student's satisfactory progress in the program have been rectified and have a documented academic plan to obtain progress.

GRADING SYSTEM

At Springboard, mentors will provide a Pass or Fail for each subject area to track progress. However, each program is a single course. Therefore, there is one final grade on each student's transcript.

Grade	*Definition*
P: Pass	Has satisfactorily met all minimum program/course requirements
F: Fail	Has not satisfactorily met all minimum program/course requirements

Springboard will return all lessons, assignments, projects no later than 10 days after receipt.

WITHDRAWAL

A student may be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences in excess of maximum set forth by the institution; and/or failure to meet financial obligations to the School.

ATTENDANCE

In the case a student stops engaging within a course and obtains a fail in a subject area by not completing the subject in a timely manner, Springboard will reach out and discuss with the student lack of engagement and provide advisement.

LEAVE OF ABSENCE POLICY

Springboard's priority is to offer students flexibility with their learning schedule. If life gets busy, the students have a few options to take, depending on what they would like to do.

	Pause	**Freeze**

Payments	Stopped	Stopped
Mentor Calls	Stopped	Stopped
Curriculum Access	Allowed	Revoked
Online Community	Allowed	Revoked
Office Hours	Allowed	Revoked

Pause Policy

This is a great option when students take a vacation, a trip, or need some catch-up time.

Guidelines

- Students can use this option *once* during the course
- Students can pause mentor calls for up to 3 weeks
- Students can select to pause the course *now* or after their next mentor call
- Any future calls more than 24 hours out will automatically roll over to when students return from the pause

Things to Know:

- Students stay matched with their mentor; they'll pick up calls again once their pause is over (no action required on our end)
- Once students pause, they'll receive a confirmation email. If their pause is 2+ weeks, they'll receive an email one week before their pause ends to remind them it's coming to a close.
- All students will receive the 28-hour reminder "Your call is coming up" email before their first call back with their mentor
- If the student does not return, he/she may be withdrawn or administratively put on a "Freeze."

Freeze Policy

A subscription freeze allows a student to put their billing on hold once during enrollment in a workshop. While they are frozen, students will lose access to the curriculum but will keep access to the online community and office hours. They may also be rematched with a different mentor when they return, depending on capacity and availability.

Guidelines

- Students can freeze for any amount of time between four weeks and four months

- Students can select to freeze the course *now* or on a specific date (only the dates before their next billing date are shown in the selection)
- Any future calls more than 24 hours out will automatically roll over to when students return from the freeze
- Students can freeze up to two times in six-month courses and three times in nine-month courses

Things to Know:

1. Once Springboard initiates the freeze, students will receive a confirmation email which is sent through sentinel.
2. Any future calls more than 24 hours out will automatically roll over to when students return from the freeze
3. Students can freeze after being enrolled in the course for a minimum of one month
4. Students can choose to freeze the course immediately or on a future date
5. Students will be charged upon resuming the course (on monthly plan); no change to upfront, climb loan, or deferred tuition.

How to Freeze

Students cannot self-freeze and have to request to through student operations. Student advisors can either approve of a freeze immediately, or ask that a student fill out the "application to freeze" form first. Advisors will either assign the application to freeze to support to process, or assign an email with a note asking support to process the freeze request.

Exceptions to the Freeze Policy

Depending on the situation, administration can make exceptions towards the freeze policy, including:

- Extending the freeze duration (with credit)
- Providing additional call credit(s)
- Allowing students to freeze more than once

Typically, this is in the cases of a medical or personal emergency, special circumstance, or other situation that students reach out to administration.

GRADUATION REQUIREMENTS

A student will be eligible for graduation when:

- All required hours are earned;
- Has passed the course; and
- Has cleared all financial obligations.

STUDENT SERVICES

ACADEMIC ADVISING

Academic advising may be initiated by Springboard personnel or the student when the need is identified.

HOUSING

Springboard does not assume responsibility for student housing, does not have dormitory facilities under its control, nor offers student housing assistance. According to rentals.com for San Francisco, CA, rental properties within a five-mile radius start at approximately $1,095.00 per month (for studios and up).

RESOURCE CENTER

All learning resources necessary for the programs are located within the online learning management system. Students have access to resources 24 hours a day / 7 days a week.

1-ON-1 MENTORSHIP

Students in all programs (except for the Tech Sales Career Track) have access to an industry mentor who they can meet with regularly. This includes the following support:

- 1-on-1 video calls: Regular guided calls with an experienced mentor, where you can ask the questions that matter to you
- Accountability: Your mentor will help you stay on track and as you tackle your curriculum, projects, and career goals
- On-demand mentor calls: Get additional 1-on-1 help from experienced mentors within our community, at no extra cost

CAREER COACHING

Springboard also provides students with 1:1 career coaching to help you land your dream job. You can access these and all our career support services for 6 months after completing the program.

Your career coaching calls will help you:

- Create a successful job search strategy
- Build your professional network
- Find the right job titles and companies
- Craft a resume and LinkedIn profile
- Ace the job interview
- Negotiate your salary

Career coaching is provided for students in the following programs:

- Data Science Career Track
- Data Analytics Career Track
- Cyber Security Career Track
- UI/UX Design Career Track

- UX Career Track
- Software Engineering Career Track
- Tech Sales Career Track

CAREER SERVICES - THE SPRINGBOARD GUARANTEE

We are committed to your success, and will support you fully in the transition into a career. We back our commitment with the " Springboard Guarantee ": subject to the Terms below, we will refund 100% of your paid tuition if you are not offered a Qualifying Position (as defined in the Terms) within the Guarantee Period of receiving a Career Track certificate of completion.

A career transition involves focused, consistent effort. We put in this effort to help you make that transition, and ask for an equal commitment from you. Specifically, you shall satisfy the requirements below in order to be eligible for the Springboard Guarantee. If these requirements are not satisfied, you may still participate in the program and receive all of the advantages of career support, but you will not be eligible for the tuition refund. All terms, eligibility requirements, application conduct definitions are outline in the Catalog.

This Springboard Guarantee and Terms, along with the Springboard Terms of Service, set forth the entire understanding between you and Springboard with regard to the subject matter herein. Any provision of these Terms that is unenforceable shall not impact the enforceability of any other provision. Springboard shall have the sole discretion to determine whether the Terms have been satisfied and whether you are eligible for a refund of your tuition. Likewise, Springboard may waive any breaches in its sole discretion.

This Springboard Guarantee applies for the following Career Tracks:
- Data Science Career Track
- Data Analytics Career Track
- UI/UX Design Career Track
- UX Career Track
- Cyber Security Career Track
- Software Engineering Career Track
- Tech Sales Career Track

Terms
The following terms and conditions (the "Terms") apply to the Springboard Guarantee:

Eligibility Requirements:
- You must meet the course prerequisites outlined on pages 6-10 of this document
- You must be 18 years of age or older
- You must hold a Bachelor's Degree from any accredited educational institution in any subject by the date you are approved for completing the Career Track.
    - [For Cyber Security Career Track] You must hold a Bachelor's Degree from any accredited educational institution in any subject by the date you are approved for

completing the Career Track; OR have at least one year of relevant work experience in computer science, IT, or one of the security domains; OR have at least one year of military experience in a military job code that is related to a security domain
    - [For Tech Sales Career Track] You must hold a Bachelor's degree from any educational institution in any subject, which is still a requirement by most employers for these roles OR at least one year of relevant work experience in a sales or customer-facing role
    - [For Software Engineering Career Track] This is NOT required for the Software Engineering Career Track
- You must be proficient in spoken and written English, as determined by initial interactions with the Springboard Admissions team.
- You must be eligible to legally work in the United States, or in Canada if applying for positions in Toronto, for at least 2 years following graduation from the Career Track.
- You must be able to pass any background checks associated with jobs that you apply for. Without limiting the foregoing, if you fail to obtain a job offer directly or partially due to your failure to pass a background check associated with the job offer, you will not be eligible for the tuition refund.
- You must apply to positions, dedicate sufficient time and effort, and follow the job search process recommended to you by our career coaches
- [For Cybersecurity Career Track students only] You must successfully pass the CompTIA Security+ certification exam upon course completion

Application Conduct

Definitions

A "Qualifying Position" is defined as any role in the data science or analytics field as:

- A salaried employee or waged employee working an average of at least 30 hours a week onsite or remote;
- A full-time (30 or more hours per week) contractor, intern or other compensated service provider relationship for 3 months or longer working onsite or remote; or
- A paid onsite or remote contractor or intern that has the potential to be extended or converted to a full-time role

Please note that while the specialization tracks offered within the Career Track prepare you for a career in a specialized field, we cannot guarantee that your first position will be in that field.

The "Metropolitan Areas" means the metropolitan areas surrounding the following cities for which the Springboard Guarantee applies. This varies for each Career Track

- Data Science Career Track:
  Atlanta, GA; Austin, TX; Baltimore, MD; Boston, MA; Charlotte, NC; Chicago, IL; Columbus, OH; Dallas, TX; Denver, CO; Detroit, MI; Houston, TX; Indianapolis, IN; Kansas City, MO; Los Angeles, CA; Miami, FL; Nashville, TN; New York City, NY; Philadelphia, PA; Phoenix, AZ; Portland, OR; Raleigh-Durham, NC; Sacramento, CA;

San Antonio, TX; San Diego, CA; San Francisco Bay Area; Seattle, WA; Tampa, FL; Toronto, ON (Canada); Twin Cities, MN; Washington DC

- Data Analytics Career Track:
  Atlanta, GA; Austin, TX; Baltimore, MD; Boston, MA; Charlotte, NC; Chicago, IL; Cincinnati, OH; Columbus, OH; Dallas, TX; Denver, CO; Detroit, MI; Houston, TX; Indianapolis, IN; Kansas City, MO; Los Angeles, CA; Miami, FL; Nashville, TN; New York City, NY; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland, OR; Raleigh-Durham, NC; Richmond, VA; San Antonio, TX; San Diego, CA; San Francisco Bay Area, CA; Seattle, WA; St. Louis, MO; Tampa, FL; Toronto, ON (Canada); Twin Cities, MN; Washington DC

- UI/UX Design Career Track:
  Atlanta, GA; Austin, TX; Boston, MA; Charlotte, NC; Chicago, IL; Cincinnati, OH; Columbus, OH; Dallas, TX; Denver, CO; Detroit, MI; Houston, TX; Kansas City, MO; Los Angeles, CA; Miami, FL; Montreal, QC (Canada); New York City, NY; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland, OR; Raleigh-Durham, NC; San Diego, CA; San Francisco Bay Area, CA; Salt Lake City, UT; Seattle, WA; St. Louis, MO; Tampa, FL; Toronto, ON (Canada); Twin Cities, MN; Vancouver, BC (Canada); Washington DC
- UX Career Track:
  Atlanta, GA; Austin, TX; Boston, MA; Charlotte, NC; Chicago, IL; Columbus, OH; Dallas, TX; Denver, CO; Los Angeles, CA; Miami, FL; Montreal, QC (Canada); New York City, NY; Philadelphia, PA; Phoenix, AZ; Portland, OR; San Francisco Bay Area, CA; Seattle, WA; St. Louis, MO; Toronto, ON (Canada); Twin Cities, MN; Vancouver, BC (Canada); Washington DC

- Cyber Security Career Track
  Atlanta, GA; Austin, TX; Boston, MA; Charlotte, NC; Chicago, IL; Dallas, TX; Denver, CO; Los Angeles, CA; New York City, NY; Philadelphia, PA; Phoenix, AZ; Raleigh-Durham, NC; San Antonio, TX; San Francisco Bay Area, CA; Seattle, WA; St. Louis, MO; Toronto, ON (Canada); Twin Cities, MN; Virginia Beach, VA; Washington DC

- Software Engineering Career Track
  Atlanta, GA; Austin, TX; Boston, MA; Charlotte, NC; Chicago, IL; Columbus, OH; Dallas, TX; Denver, CO; Des Moines, IA; Detroit, MI; Houston, TX; Huntsville, AL; Indianapolis, IN; Kansas City, MO; Los Angeles, CA; Miami, FL; Milwaukee, WI; Montreal, QC (Canada); Nashville, TN; New York City, NY; Orlando, FL; Philadelphia, PA; Phoenix, AZ; Portland, OR; Raleigh-Durham, NC; Salt Lake City, UT; San Diego, CA; San Francisco Bay Area, CA; Seattle, WA; St. Louis, MO; Tampa, FL; Toronto, ON (Canada); Twin Cities, MN; Vancouver, BC (Canada); Washington DC

- Tech Sales Career Track
  Atlanta, GA; Austin, TX; Baltimore, MD; Boston, MA; Charlotte, NC; Chicago, IL; Cleveland, OH; Columbus, OH; Dallas, TX; Denver, CO; Detroit, MI; Houston, TX; Indianapolis, IN; Kansas City, MO; Los Angeles, CA; Miami, FL; Nashville, TN; New York City, NY; Orlando, FL; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland,

OR; Raleigh-Durham, NC; Sacramento, CA; Salt Lake City, UT; San Diego, CA; San Francisco Bay Area, CA; Seattle, WA; St. Louis, MO; Tampa, FL; Toronto, ON (Canada); Twin Cities, MN; Vancouver, BC (Canada); Washington DC

Commitment to the Program and Your Own Success

We require that you fully commit to your job search and take our recommendations seriously. As a graduate of the Career Track, we expect you to be an active participant in your own success, and put significant effort into your own growth and your job search. Therefore, for the Springboard Guarantee to be applicable:

You must have completed all the mandatory requirements for graduation, including:

- You must complete 100% of the curriculum within 12 months of your start date, not including any freeze or pause granted to you by Springboard.
- You must receive a "pass" at program completion.
- You must have completed and passed all career development tasks that are (a) listed in the curriculum, in the order they appear in the curriculum, and (b) personally assigned to you by Springboard's career coaches. This includes without limitation taking all calls and mock interviews.

The guarantee period starts on the day you are approved for completion, after having completed the above mandatory requirements. During this period:

- You must be active in your job search and apply for a minimum of 4 Qualifying Positions in the Metropolitan Areas per week, in accordance with best practices prescribed by Springboard's career coaches. Notwithstanding the foregoing sentence, remote work is also acceptable provided that all other criteria are met.
- You must be active in building your network and reach out to at least 7 individuals per week and conduct 2 informational interviews per month. Outreach includes emailing, LinkedIn messages, meetups and conferences. An informational interview may be done in person, video chat or phone call. Being consistent in your networking including making contacts and following up is critical to one's success in the job search.
- You must schedule calls with a Springboard career coach at the frequency instructed by the coach.
- You should take guidance from your Career Services team, and follow their recommendations on your job search strategy including building your network and applying for job types that are a good fit for you. You should be applying for roles that are suited to your level of experience and areas of expertise, and maintain realistic expectations about what kind of first job in data science is right for you.
- You must provide Springboard Career Services team with a weekly summary of job-related activity in the tool provided by Springboard, including all job applications submitted and networking efforts made. You will also provide Springboard with further job-related information on request.
- You must respond to placement related communications from Springboard within 72 hours.
- You must always act with reasonable and good faith efforts to obtain a Qualifying Position.

How This Guarantee Applies to You

Without limiting the foregoing, situations that void this Springboard Guarantee include, but are not limited to:

1. You turn down a job offer for a Qualifying Position.
2. You decide not to conduct a job search for all or part of the Guarantee Period, provided that you may elect to suspend your job search for up to six months upon written notice to Springboard, and such written notice shall constitute a mutual agreement to extend the Guarantee Period, and provided further, that Springboard may extend the Guarantee Period by up to six months following your resumption of your job search. Any offer for a Qualifying Position received during a suspension shall still terminate eligibility for a refund.
3. You decide to search for a role that does not meet the Qualifying Position criteria above, or is outside of the data science field/industry.
4. You accept a role that does not meet the Qualifying Position criteria above, or is outside of the data science field/industry, before the guarantee period is over.
5. You do not put sufficient and consistent effort into your job search, as outlined above.
6. You do not want to or are unable to live and work in one of the Metropolitan Areas.
7. You do not communicate with Springboard Career Services consistently throughout your search, including notifying us of any offers you have received.
8. You lose your work authorization or do not have sufficient work authorization that meets the requirements above during your search, even if you did expect to have authorization or did at one time have appropriate work authorization during your Career Track program.
9. You become physically or mentally unable to conduct an effective job search as outlined above during the Career Track or guarantee period.
10. You do not apply for Qualifying Positions in the Metropolitan Areas as required above throughout the 6-month placement period.
11. You significantly change your job search strategy during the 6-month placement period, including without limitation changing the Metropolitan Area of search, or industry, unless agreed to in advance by Springboard.
12. You do not follow through with the interview process for Qualifying Positions in a timely and professional manner, including but not limited to not participating as expected by the employer in the interview process by providing responses to employer communications, showing up on time for interviews, and providing documents or follow up as expected by employers.
13. You do not apply for jobs that are suitable for your background or experience as discussed in your calls with Springboard's Career Services team.
14. You no-show or reschedule/cancel a call with less than 24 hours notice with a career coach or mock interviewer 3 or more times.

Certification for Reimbursement

If you believe you qualify for a reimbursement, you must provide a written and signed certification that you have met all of the Terms, and have not been offered any Qualifying Positions, within one calendar month after the 6-month placement period.

General
This Springboard Guarantee and Terms, along with the Springboard Terms of Service, set forth the entire understanding between you and Springboard with regard to the subject matter herein. Any provision of these Terms that is unenforceable shall not impact the enforceability of any other provision. Springboard shall have the sole discretion to determine whether the Terms have been satisfied and whether you are eligible for a refund of your tuition. Likewise, Springboard may waive any breaches in its sole discretion.

STUDENT RECORDS

Student records will be maintained on site at the administrative site for five years from the last date of attendance. Transcripts are maintained permanently.

Students records contain the following information in addition to the name, address, e-mail address, and telephone number of each student who enrolls in Springboard, whether or not the student completes the program/course:

1. Written records and transcripts of any formal education or training, testing, or experience that are relevant to the student's qualifications for admission to the institution or the institution's award of credit or acceptance of transfer credits including the following:
    a. Verification of high school completion or equivalency or other documentation establishing the student's ability to do college level work, such as successful completion of an ability-to-benefit test;
    b. Grades or findings from any examination of academic ability or educational achievement used for admission or college placement purposes;
    c. Personal information regarding a student's age, gender, and ethnicity if that information has been voluntarily supplied by the student;
    d. Copies of all documents signed by the student, including contracts, instruments of indebtedness, and documents relating to financial aid;
    e. Records of the dates of enrollment and, if applicable, withdrawal from the institution, leaves of absence, and graduation; and
2. A transcript showing all of the following:
    a. The courses or other educational programs that were completed, or were attempted but not completed, and the dates of completion or withdrawal;
    b. Credit based on any examination of academic ability or educational achievement used for admission or college placement purposes;
    c. The name, address, website address, and telephone number of the institution;
    d. The certificate granted and the date on which that certificate was granted;
    e. The courses and units on which the certificate was based;
    f. The grades earned by the student in each of those courses.
3. A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;

4. A document specifying the amount of a refund, including the amount refunded for tuition and the amount for other itemized charges, the method of calculating the refund, the date the refund was made, and the name and address of the person or entity to which the refund was sent;
5. Copies of any official advisory notices or warnings regarding the student's progress; and
6. A copy of any complaints received from the student.

GRIEVANCE PROCEDURE

If students were to have an issue with the curriculum or their mentor, they are encouraged to immediately contact their Student Advisor. If a resolution cannot be reached, the student should document the concern in writing and make an appointment to speak with the Chief Academic Officer. The formal written concern must state the issue and desired outcome, and should include any documentation that supports the concern. The Chief Academic Officer will review the written statement and any supporting documentation, gather facts, and endeavor to provide a written response to the student within fourteen (14) business days. The Chief Academic Officer's decision is final.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling 888.370.7589 toll-free or by completing a complaint form, which can be obtained on the bureau's Internet Web site, www.bppe.ca.gov.

CANCELLATION, WITHDRAWAL AND REFUND POLICY

STUDENT'S RIGHT TO CANCEL

The program in which you are enrolling is distance education-not offered in real time. The institution will transmit the first lesson and materials to you no later than seven days after the execution of this enrollment agreement (aka the start date of the program listed on your enrollment agreement).

If Springboard transmits the balance of the material as the student requests, Springboard shall remain obligated to provide the other educational services it agreed to provide, such as responses to student inquiries, student and faculty interaction, and evaluation and comment on lessons submitted by the student.

You have the right to cancel this enrollment agreement and receive a full refund at any time prior to receiving the first lesson and materials.

In order to cancel, you must send an email to support@springboard.com. Cancellation is effective on the date your email is sent successfully. Refunds will be paid within 45 calendar days of cancellation.

WITHDRAWAL FROM THE PROGRAM

You may withdraw from the school after the cancellation period described above and receive a pro rata refund. In order to request a withdrawal, you must send an email to support@springboard.com

For the purpose of determining the amount of the refund, the date of the student's withdrawal shall be deemed the date of receipt of the written notice of withdrawal. Refunds will be paid within 45 calendar days of withdrawal. The amount owed equals the tuition amount, minus any non-refundable fees, divided by the number of hours in the program, then multiplied by the student's number of completed months (including the hours included in any lessons already sent to the student).

For distance education students scheduled days are based on a five-day week, which do not include Saturdays or Sundays, or any defined holiday as enumerated in Section 6700 of the California Government Code.

Section 6700 of the California Government Code Holidays
New Year's Day (January 1)
Martin Luther King, Jr. Day (3rd Monday in January)
Lincoln Day (February 12)
Washington Day (3rd Monday in February)
Cesar Chavez Day (March 31)
Good Friday (date varies from year to year but usually occurs in March or April)
Memorial Day (last Monday in May)
July 4th
Labor Day (1st Monday in September)
Admission Day (September 9)
Columbus Day (2nd Monday in October)
Veterans Day (November 11)
Thanksgiving Day (4th Thursday in November)
Christmas Day (December 25)

If any portion of the tuition was paid from the proceeds of a loan or third party, the refund shall be sent to the lender, third party or, if appropriate, to the state or federal agency that guaranteed or reinsured the loan. If the student has received federal student financial aid funds, the student is entitled to a refund of money not paid from federal student financial aid program funds. Springboard does not participate in Title IV financial aid programs.

TUITION AND FEES (California residents)

Career Track Program	Student Tuition Recovery Fund (STRF)* Non-Refundable	Tuition	Total Cost**
Data Science Career Track	$27.50	$11,312.50	$11,340.00
Data Analytics Career Track	$25.00	$10,115.00	$10,140.00
UX Career Track	$25.00	$9,515.00	$9,540.00
UI/UX Design Career Track	$35.00	$14,275.00	$14,310.00
Software Engineering Career Track	$30.00	$11,580.00	$11,610.00
Cyber Security Career Track	$27.50	$11,312.50	$11,340.00
Tech Sales Career Track	$15.00	$5,985.00	$6,000.00
Software Engineering Career Track Prep	$0	$490.00	$490.00
Data Science Career Track Prep	$0	$490.00	$490.00
Intro to Design	$0	$349.00	$349.00
Intro to Data Analytics	$0	$349.00	$349.00

*STRF: $2.50 for every $1,000 of tuition rounded to the nearest $1,000.
**Charges for the period of attendance and the entire program.

TUITION (Non-California residents or students not in California)

Career Track Program	Total Cost**
Data Science Career Track	$11,340.00
Data Analytics Career Track	$10,140.00
UX Career Track	$9,540.00
UI/UX Design Career Track	$14,310.00
Software Engineering Career Track	$11,610.00
Cyber Security Career Track	$11,340.00
Tech Sales Career Track	$6,000.00
Software Engineering Career Track Prep	$490.00
Data Science Career Track Prep	$490.00
Intro to Design	$349.00
Intro to Data Analytics	$349.00

LOAN

Springboard does not participate in federal and state financial aid programs. If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund.

Springboard offers no form of financial aid.

STUDENT TUITION RECOVERY FUND

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd., Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

MANAGEMENT AND FACULTY

MANAGEMENT

Name		Title
Gautam	Tambay	Co-founder, CEO, COO, CAO

Ryan	Fong	CFO
Seth	Greenberg	VP - Program Operations
Kevin	Nguyen	Sr. Director - Product
Andrew	Moers	President, Consumer Business
Sudakshmina	Mandal	Head of Engineering
Nichole	Pitzen	VP - People and Places
Sanam	Raza	VP – University Partnerships
Christopher	Duchesne	General Manager, B2B

FACULTY (OFFICE HOUR HOSTS)

The following conduct weekly office hour sessions via zoom with students, where they discuss topics like capstone presentations or open Q&A.

Zarko Maslaric
Software Engineering Career Track; Software Engineering Career Track Prep
- Bachelor, Finance, Banking, and Insurance
- Master, Finance, Banking, and Insurance
- 7.5 years of instruction and developer experience, including: Teaching Assistant on Springboard's Software Engineering Career Track, Teaching Assistant for The Web Developer Bootcamp by Colt Steele on Udemy, Teaching Assistant for The Modern Python 3 Bootcamp by Colt Steele on Udemy, and Freelance Web Development

Oscar Tellez
UX/UI Design Career Track; Introduction to Design
- Associate of Arts, Design and Visual Communications
- 14 years of professional experience design/product design experience

Tatiana Cordorniz
UX Design Career Track;
- Bachelor of Fine Arts, Graphic Design
- 6.5 years of professional design experience
- 3 years of teaching experience

Chris Hui
Data Analytics Career Track; Introduction to Data Analytics
- Bachelor of Eng. Tech, Telecommunications Eng. Systems / Software Engineering
- 10 years of professional data, operations, and strategy experience
- 4 years of data analytics course development experience

Ramkumar Hariharan
Data Science Career Track; Data Science Career Track Prep
- Bachelor of Science, Biotechnology
- Master of Science, Biotechnology
- Doctor of Philosophy, Computational Biology

- 5 years of data science experience
- 9.5 years of experience as a research scientist
- 4.5 years of university faculty experience

Sayyed Hussain
Cyber Security Career Track
- Bachelor of Science, Information Systems
- 5.5 years of IT security, cyber security, and application security experience

Arnold Park
Tech Sales Career Track
- Studied Information Systems in community college for about 2 years
- 3 years of professional sales experience

STATE OF CALIFORNIA CONSUMER INFORMATION

Springboard is not accredited by an agency recognized by the United States Department of Education (USDE) and students are not eligible for federal financial aid programs.

The courses offered at Springboard do not prepare students for licensure for any profession, occupation, trade, or career field. Graduates of the programs will not be eligible to sit for any applicable licensure exam.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the school may be directed to the Bureau for Private Postsecondary Education at 1747 North Market Blvd., Suite 225, Sacramento, CA 95834, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Springboard has never filed a bankruptcy petition, operated as a debtor in possession or had a petition of bankruptcy filed against it under federal law.

Springboard does not participate in federal or state financial aid programs.

CATALOG CHANGES

Information about Springboard is published in this catalog, which contains a description of policies, procedures, and other information about the School. Springboard reserves the right to change any provision of the catalog at any time, and at the least, will update the catalog on an annual basis. Notice of changes will be communicated in a revised catalog, an addendum or supplement to the catalog, or other written format with an effective date. Students are expected

to read and be familiar with the information contained in the catalog, in any revisions, supplements and addenda to the catalog, and with all school policies. By enrolling in Springboard, the student agrees to abide by the terms stated in the catalog and all school policies.