



# Instructional Materials Technology Information

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**Copyright:** 2018

# Instructional Materials Technology Information

Since EdReports released its first reviews five years ago, the materials landscape has changed dramatically, especially in the area of technology. District questions have evolved from ensuring materials could be accessed on older browsers and versions of operating systems to detailed questions about interoperability, compatibility, security, support, and digital design. These questions have become even more important during the pandemic as districts assess what instructional materials may work best in their communities not just in-person, but also remotely and in hybrid settings. Access to high quality instructional materials by all students is more important than ever, and technology plays an essential role in that access. To help provide technology information for materials that meet alignment criteria in Gateways 1 and 2, EdReports has requested publishers answer the following questions to help consumers better understand the digital design and capabilities of their instructional materials.

- Section 1 provides broader questions most frequently asked of EdReports about the design of materials. These questions are meant to provide higher level, summary information.
- Section 2 provides more fine-grained details on aspects of design and functionality.

## Considerations When Reading This Document

- EdReports is seeking the most accurate, descriptive information about curricular products. We are not evaluating quality or desirability, but documenting features in materials to empower local schools and districts with information to select materials that will work best for them given their technological capabilities and instructional vision.
- The information in this document comes directly from publishers. EdReports reviewed the information for clarity and consistency, but did not verify its accuracy. Questions you have regarding any of the reported information should be directed to the publisher of the product.
- Look at the information in the “Details” column carefully. Functionality and digital design can vary greatly depending on how a publisher responded. Most publishers provide granular information for each question to illuminate their responses.
- This document is most effective when paired with questions that relate to your local context and reviewed with both content and IT staff. Consider your district’s technological access and capacity amongst students, teachers, and schools.

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# Section 1: Usability Snapshot

This section includes questions on digital design and support that allows users quick access to essential information.

**\* Note:**  
**“Yes with core product”** below should be used to indicate functionality in the core materials as reviewed by EdReports that are available without LMS integration.  
**“Yes with dependencies”** below refers to functionality in the materials reviewed by EdReports that are present or accessible only through working in a separate LMS, by utilizing other software as a plug-in, linking externally to sites outside the materials, or if functionality is dependent on a supplemental purchase.

Questions	Check Only One				Details
	Yes	Yes with dependencies	No	Under Development	
Are the materials designed so that students are able to access and complete work online?	X				<ul style="list-style-type: none"> <li>• Can be used with Canvas, Schoology, ClassLink, Google Classroom, or our native platform through a browser.</li> <li>• Students have individual accounts</li> <li>• In order to use interactive digital contents, continuous internet access is required. PDF versions of materials are shareable with students and can be downloaded and used offline.</li> </ul>
Do the materials support learning in hybrid settings (both in-person and remote learning) concurrently?	X				Students and teachers have access to digital and print materials that can be facilitated using a variety of methods, including hybrid settings, based on teacher planning and methods of facilitation. Content exists in print, digital, and PDF to allow for multiple access points.

Are tasks, activities, and lessons able to be printed either for in-class use or for use in at-home learning?	X				Digital only purchase provides PDF versions that are downloadable, shareable, and printable. Additionally, print consumable student books are available for purchase and includes digital access to all materials with a purchase of print materials.
Is there instruction so students can work independently (or with an adult at home)?	X				<ul style="list-style-type: none"> <li>• Student facing pages provide instructive directions, but teacher guidance and input is critical to making learning gains and developing skills. Some work can be done with independence and all texts have audio available to support reading independently.</li> <li>• Zinc Learning Labs (integrated and provided to all customers through our digital platform) offers material and content that can be self-selected by students or assigned by teachers at the student, group, and class-level. The work includes reading texts and quizzes and vocabulary assignments that are rooted in the texts.</li> <li>• Students may require adult support at critical moments within SpringBoard instruction, as the materials are not designed to be a “workbook.” Zinc can be entirely independent with adults supporting direction as to how to use Zinc. It is not adaptive, but students have the ability to self-select.</li> </ul>

Does the technology facilitate a teacher's ability to differentiate lessons, tasks, or other content for students?	X				<p>If yes,</p> <ul style="list-style-type: none"> <li>• Does the technology itself differentiate based on student responses? No</li> <li>• Does it provide feedback to students directly as they complete assignments? No</li> <li>• Does the technology provide recommendations to the teacher? No</li> <li>• What control does the teacher have over the content? (e.g., Can changes be made to a question's wording? Can teachers choose specific reading selections?)</li> </ul> <p>Teachers can differentiate what portions, questions, items are assigned to each student using Google classroom or their own LMS. In Zinc Learning Labs, teachers can make custom assignments of texts, vocabulary and quizzes. Zinc makes recommendations for students if they have used the Placement Test to identify strengths and areas for focus, but teachers have the ability to make custom assignments.</p>
Are there tutorials, videos, or other integrated supports in the materials to help educators to understand and/or utilize the materials?	X				Online, CEU bearing, eLearning modules are provided within the platform in addition to Teacher Help online to support digital functionality questions.
Are there tutorials, videos, or other integrated supports in the materials to help parents/guardians to understand and/or utilize the materials?			X		

<p>Are all of the following audiences provided access to the product as part of the core purchase?</p> <ul style="list-style-type: none"> <li>• parents/guardians</li> <li>• Educators (Teachers, Administrators, etc.)</li> <li>• Students</li> </ul>	X				<p>We do not offer parent accounts. Teachers, Admin, Students:</p> <ul style="list-style-type: none"> <li>• Students and teachers have unique account logins; administrator accounts can view school and district-level data, not individual reporting?</li> <li>• Teachers have access to individual student work, assessment data, and class level assessment reporting. Administrator accounts have access to school and district level reporting on assessments.</li> </ul>
<p>Are the materials designed to integrate with a Learning Management System (LMS)?</p>	X				<p>If yes,</p> <ul style="list-style-type: none"> <li>• Are the full materials accessible outside of an LMS? Yes</li> <li>• Can they be modified once they are imported or are they static?</li> </ul>
<p>Does all content conform to the <a href="#">National Instructional Materials Accessibility Standard</a>?</p>	X				
<p>Is there technical support during day-to-day use?</p>	X				<p>Independent problem-solving for technical support is available through our Teacher Help page at <a href="http://springboard.collegeboard.org/springboard-digital">http://springboard.collegeboard.org/springboard-digital</a></p> <p>Personal technical support is available Monday to Friday 8:30 am - 7:30 pm ET at <a href="mailto:sbtechsupport@collegeboard.org">sbtechsupport@collegeboard.org</a> or 877-999-7723.</p>

## Section 2: Technology Checklist

The following checklists are designed to give more detailed information about digital design and technical capabilities in key areas of instructional materials to support state and local decision making. This list reflects details commonly requested by those making purchasing decisions at the state or local level.

### Design

Design questions address whether the materials are designed to be used digitally in an in-person environment, remote learning environment, or both. Digital design can vary, often ranging from the ability to access files that are identical to print materials online to doing tasks and assessments as part of the program. The ability to take advantage of design functionality may depend on answers to questions in other sections of the checklist such as internet capabilities, number and type of devices, etc.

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Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Are the materials designed to be used with both digital and print components?					<ul style="list-style-type: none"> <li>What are the print options? (check all that apply)</li> <li><input type="checkbox"/> Purchase hard-copy books/workbooks</li> <li><input type="checkbox"/> Photo copies available for purchase</li> <li><input checked="" type="checkbox"/> Users can print at home</li> </ul>
Are there print options available for student-facing materials that could be utilized in a blended digital approach?					
Is the print content identical, similar, or comparable to the digital?	X				

					<ul style="list-style-type: none"> <li>• Digital platform provides identical content from print books in ebook format. Print content is also available in PDF format.</li> <li>• Additional assessment items are available in the digital platform that are printable as PDF.</li> <li>• Additional digital tools exist through partners --- Zinc Learning Labs and Turnitin Revision Assistant. They are not required to be used with materials, but are only available digitally. Zinc has printable formats that can be downloaded as a PDF for various methods of sharing, but doing so prevents reporting tools.</li> </ul>
Is the digital design of the materials intended to replicate a textbook experience?	X				<ul style="list-style-type: none"> <li>• Ebook and PDF are available</li> <li>• The ebook is intended to provide distance-learning solutions for teachers and students, including additional experiences like making annotations, playing audio for passages, viewing students responses, ability to edit teacher edition</li> </ul>
Are digital teacher guides available for the materials?	X				<ul style="list-style-type: none"> <li>• Teacher edition is available in eBook format that mimics the student page with Teacher wrap. It is identical to print teacher edition</li> <li>• Are guides available to parents/guardians at home? No</li> </ul>

					<ul style="list-style-type: none"> <li>Do teacher planning materials connect to student-facing lessons? Yes. Teacher planning materials wrap around the student facing page and do not require separate access or multiple texts (print) or browser tabs (digital) to view.</li> <li>Print teacher editions are provided at a 60:1 ratio when purchasing print student editions. Every print purchase includes full digital access for teachers and students. We offer digital only purchase.</li> <li>Print copies of Teacher Edition materials are available for stand alone purchase.</li> </ul>
Do the materials contain videos/animations/simulations for student learning?			X		<p>If yes,</p> <ul style="list-style-type: none"> <li>A few select lessons in each grade level contain instruction that requires the use of video as content to be used for analysis (i.e. online videos, DVDs, full length feature films). A list of ancillary materials needed or suggested in each grade level is available from our program delivery team. Many are optional content to be used at teacher discretion. They are not instructional in their content, rather they are used as content for instruction.</li> <li>Are these native to the materials or accessed by links that lead to other sources not maintained by the publisher? They are not linked, but are suggested in the teacher materials for use. They are not maintained by the publisher. Some resources required the purchase of film on the part of the district or teacher.</li> </ul>

Is any or all online content dependent on links that are not maintained by the publisher?	X				<ul style="list-style-type: none"> <li>• We provide a whitelist to districts for url permissions needed for urls that run in the background for functionality of our platform.</li> <li>• Zinc Learning Labs provides articles and authentic texts that are linked to outside websites that are not maintained by SpringBoard. Zinc also provides a whitelist for improved functionality.</li> <li>• Suggested websites and link to content that are suggested within materials are typically optional or provided in a list of ancillary supports that would be needed.</li> </ul>
Do the materials include opportunities for online collaboration among students?		X			The materials provide opportunities for collaboration, but teachers would need to choose their method for online collaboration. We do share to Google Classroom, making it possible to create collaborative opportunities that are parallel, but not directly within SpringBoard Digital.
Do the materials include built in features for student-to-teacher interaction?	X				Teachers can provide feedback and comment on student ebook pages in response to student work.
Is a 1:1 device ratio required?	X				Students must login with a unique username and password in order to capture their work.
Are the assessments contained within the materials able to be securely completed by students online?	X				<p>If yes,</p> <ul style="list-style-type: none"> <li>• Is this true of all assessments? Yes</li> <li>• Are assessments editable by teachers? Not at this time.</li> </ul>
Is data available about user sessions (e.g., timestamps, content being viewed, callbacks fired, etc...)?				X	<p>If yes,</p> <ul style="list-style-type: none"> <li>• How is this gathered and reported?</li> <li>• Who has access to this data?</li> </ul>

Are there online professional learning supports to help teachers utilize the materials?	X				Teachers access eLearning modules through SBD platform that directs them to the modules that can be completed for CEU credits.  This summer we are offering additional virtual cohort sessions as an extension of modules that are interactive and led by SpringBoard National Faculty.
Are there parent/guardian resources available for school systems to utilize: <ul style="list-style-type: none"> <li>• For when there is in-person instruction?</li> <li>• For when there is hybrid instruction?</li> <li>• For creating continued learning plans for distance learning schedules?</li> </ul>				X	

<b>Learning Management Systems</b>	<b>Blackboard</b>	<b>Canvas</b>	<b>Eduphoria</b>	<b>Google Classroom</b>	<b>ItsLearning</b>	<b>Moodle</b>	<b>Schoology</b>	<b>Other: Please list below</b>
Are the materials configured to work with one or more learning management systems? Check all that apply.		X		X			X	
Latest versions								

# System Access

System access questions address how users access the digital materials and what kind of logins/passwords are accepted/supported/required.

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Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Is single sign-on supported?	X				<ul style="list-style-type: none"> <li>Through Clever and Classlink</li> </ul>
Can the platform manage staff assigned to multiple schools with a single sign-on?	X				<ul style="list-style-type: none"> <li>Through Clever and ClassLink</li> </ul>
Can co-teachers be assigned to multiple classes?	X				If yes, <ul style="list-style-type: none"> <li>Through Clever and ClassLink</li> <li>It's managed through the IT administrator level through Clever</li> </ul>
Can students who move between teachers or schools using the same materials be re-assigned without losing their work/progress?	X				

Can the platform provide user accounts for staff members (principals and other admin) who are not assigned students?	X				The roles that are available to staff are District Administrator, School Administrator, and Instructional Coach. These roles can be created through Clever or ClassLink, or manually by the users with an access code. There is no cost for these accounts.
Can passwords be reset without assistance from trained IT staff?	X				<ul style="list-style-type: none"> <li>• Students need a teacher to reset passwords.</li> <li>• Teachers and all staff can reset their own password.</li> </ul>
When working offline, does the product automatically sync when a connection is re-established?			X		

## Technical Support

Technical Support questions are designed to help users understand what assistance to expect. These details are important to consider alongside local capacity for devices, networks, and use. Considering what level of independence users will have alongside these criteria can help schools and districts reflect on their needs for support.

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Technical Support	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Is technical support provided to districts during initial set-up and deployment?	X				<ul style="list-style-type: none"> <li>• Technical support is available by emailing <a href="mailto:SBTechSupport@collegeboard.org">SBTechSupport@collegeboard.org</a> or calling 877-999-7723 Monday - Friday from 8:30 AM - 7:30 PM Eastern.</li> </ul>

Is technical support provided during the duration of the contract?	X				<ul style="list-style-type: none"> <li>Technical support is available by emailing <a href="mailto:SBTechSupport@collegeboard.org">SBTechSupport@collegeboard.org</a> or calling 877-999-7723 Monday - Friday from 8:30 AM - 7:30 PM Eastern.</li> </ul>
If utilizing a free or trial version, is technical support provided?	X				Demonstration accounts are available and receive the same technical support for users but are not fully functional. Class and/or student accounts are not able to be created. Demo accounts provide access to content and a sample class.
Are there self-service supports for troubleshooting?	X				Our SpringBoard Digital Getting Started Guide provides an overview of the technical information needed to use SpringBoard Digital. We are also developing comprehensive Online Help guides for teachers and other staff. These resources are located on the SpringBoard Digital microsite: <a href="https://springboard.collegeboard.org/springboard-digital">https://springboard.collegeboard.org/springboard-digital</a>
Does technical support include planning for emergency access and district support?	X				

## Compatibility

Compatibility questions address technical compatibility specifications. It is designed to help users understand how the materials will look and operate on various devices. These details are important to consider alongside local capacity for devices, networks, and use. Understanding what devices function best can help determine users' needs for district device or technical support.

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Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Does the product have a native mobile application?			X		The product can be accessed in mobile phones through browsers.
Is the product browser-based?	X				
Does the product use responsive design for rendering on smartphones?	X				
Does the product use responsive design for rendering on tablet devices?	X				
Does the product use responsive design for rendering on laptop devices?	X				
Does the product use responsive design for rendering on desktop devices?	X				

Are all users (students/teachers/staff/admin/parents) permitted to use the product on more than one device (e.g. computer at school and a laptop at home or a smartphone and a laptop)?	X				No additional software downloads or licenses are necessary
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Device Type	Mark box if device is compatible	Oldest operating system/version supported	Newest operating system/version supported	Details
Windows	X	Latest Version	Windows 10	Indicate if the materials are designed for a specific device type or if they are generally compatible.
Linux	<input type="checkbox"/>			
Windows Tablet	X	Latest Version	Windows 10	
Apple Laptop/Desktop	X	Latest Version	Mac OSX	
iPhone	X	Latest Version	iOS13	If supported, provide details about any differences between devices.
iPad	X	Latest Version	iOS13	
Android Phone	X			If supported, provide details about any differences between devices.
Android Tablet	X			
Chromebook/Chrome OS	X			
Amazon Fire OS	<input type="checkbox"/>			
Other E-Reader	<input type="checkbox"/>			If supported, specify which e-readers are compatible.
Interactive Whiteboard	X			

Browser		Operating System						
		Apple		Windows		Linux	Chrome OS	N/A
	Check if browser is compatible	Oldest version supported	Newest version supported	Oldest version supported	Newest version supported			
Chrome	x	Latest Version	Latest Version	Latest Version	Latest Version		Latest Version	
Firefox	x			Latest Version	Latest Version			
Safari	x	Latest Version	Latest Version					
Edge (formerly Internet Explorer)	<input type="checkbox"/>							
Internet Explorer	<input type="checkbox"/>							
Other:____	<input type="checkbox"/>							
Additional Notes:								

# Accessibility

Curricula with digital capabilities integrate accessible supports in a variety of ways. Accessibility questions pertain specifically to diverse learners who may need specific supports to be able to successfully interact with materials.

Questions	Check Only One				Details
	Yes with core product	Yes with dependencies	No	Under Development	
Screen Readers	X				
Screen Magnification Software	X				
Text Readers	X				
Adjustable Print Size	X				
Speech Input Software	X				
Header Point Devices	X				
Motion/Eye Tracking Devices	X				
Single Switch Entry Devices	X				
Braille Readers/ Display Devices	X				
Closed Captioning	X				
Alternative Input Devices	X				
High Color Contrast Display Options	X				
Translation of Text to Other Languages			X		If yes, <ul style="list-style-type: none"> <li>Specify available languages</li> </ul>
Bilingual Dictionaries available for students	X				

Are there required accessories (headsets, speakers)?			X		<p>If yes,</p> <ul style="list-style-type: none"> <li>Specify if they are provided with the materials or must be acquired separately.</li> </ul>
Multiple Playback of audio/video	X				
Can students adjust the speed of audio/video playback?			X		
Are these accessibility supports able to be turned on/off?	X				<p>If yes,</p> <ul style="list-style-type: none"> <li>The application is compliant with WCAG 2.0 AA. Users have the ability to navigate the full application in an accessible manner, and use all available features as needed.</li> </ul>
Does all browser-based technology satisfy the Web Content Accessibility Guidelines or <a href="#">VPAT</a> ?	X				<p>If yes,</p> <ul style="list-style-type: none"> <li>Provide reports from the software or organization used to test the product.</li> </ul>

# Additional Technology Specifications

## Data Security and Privacy

Data Security and Privacy questions address how student data storage, disposal, and adherence to privacy laws are addressed. If applicable, privacy reports and/or certificates can be found next to the respective indicator.

Questions	Check Only One			Details
	Yes	No	Under Development	
<p><b>Data Security:</b> Are data elements encrypted at rest, i.e. in a database or file system?</p>	x			<p>The application is automatically scanned nightly by WhiteHat Security Sentinel to identify security or data vulnerabilities so that they may be immediately addressed.</p> <p>All secure data at rest is encrypted. We use https throughout our applications.</p> <p>All secure data in transit is encrypted. We use https throughout our applications.</p> <p>User credentials are encrypted at rest - HTTPS</p> <p>User credentials are encrypted in transit - HTTPS</p> <p>Encryption keys are never stored in cleartext such as in configuration files.</p> <p>Database and other application interface credentials are encrypted at rest.</p> <p>Database and other application interface credentials are encrypted in transit.</p> <p>District maintains ownership of all data, even after termination of contract</p>
<p><b>Data Security:</b> Do the materials refer students to video, content, and other online sources that are not native to the materials?</p>	x			<p>If yes,</p> <ul style="list-style-type: none"> <li>Is it a closed system? If no, how does it direct out of the environment?</li> </ul>

<p><b>Data Security:</b> Does the end-user licensing agreement allow customers to scrape data from the product?</p>	x			<p>Customers can submit a request to tech support and our team will remove the data.</p>
<p><b>Privacy:</b> Is personally-identifying student data provided to, generated by, or stored in any systems used by the product?</p>	x			<p>SpringBoard Digital only requires the following information:  Teacher_id / Student_id  Teacher_number/Student_number  Teacher Last_name/Student Last_name  Teacher First_name/Student First_name  Teacher_email_address  School_Name  Section_name  Section_ID</p> <p>Students email addresses are optional data for customers to provide.</p>
<p><b>Privacy:</b> Does the product/vendor make their student privacy policy publicly available?</p>	x			<p> </p> <ul style="list-style-type: none"> <li>• <a href="https://trainer.springboardonline.org/ebook/legal#privacyPolicy">https://trainer.springboardonline.org/ebook/legal#privacyPolicy</a></li> </ul>
<p><b>Privacy:</b> Does the product conform with FERPA regulations (e.g., allows districts to maintain direct control of the student record, implements permissions to prevent unnecessary disclosures, etc.)?</p>	x			

<p><b>Privacy:</b> Has a third-party evaluated the product for FERPA compliance?</p>	<p>x</p>			<ul style="list-style-type: none"> <li>The College Board is committed to ensuring data and information security. To that end, we maintain an ISO27001 certification and SOC2/SOC3 reports which attest to our compliance with well-known and generally accepted security standards. This standard also aligns with the NIST Cybersecurity Framework. These documents are prepared following a robust and comprehensive review by a third-party external auditor and we are confident that they provide the assurance you are seeking. These certifications will be held during the contract period.</li> </ul>
<p><b>Privacy:</b> Does the product allow registration or data collection from children under the age of 13?</p>	<p>x</p>			<ul style="list-style-type: none"> <li>SpringBoard does permit students under 13 to participate because COPPA allows a school to provide consent on behalf of students under 13 so long as the stated purpose and use of the site is specific to the educational context. Accordingly schools are permitted to provide consent for SpringBoard's users who are under 13.</li> </ul>

# Installation

Feature/Requirement/Specification	Check Only One			Details
	Yes	No	Under Development	
Is the product downloaded to individual devices: one-time internet connection required?		X		SpringBoard Digital is web based, and requires an internet connection to interact with the software. PDFs are available for offline use if needed.
Is the product installed on individual computers (from CD-ROM/DVD, flash drive, etc.): no internet connection required?		X		SpringBoard Digital is web based and does not require any installation.
Is the product installed on LAN/WAN (school or district server): no internet connection required for teachers/students after installation?		X		
Required server configuration. Do network admins need to ensure a specific set of domains are white listed to allow the internet traffic to those endpoints?	X			<p>We recommend whitelisting the following URLs so SpringBoard Digital can perform to its fullest capacity:</p> <ul style="list-style-type: none"> <li>● c328740.ssl.cf1.rackcdn.com</li> <li>● cdn.mathjax.org</li> <li>● sbdasset.evo-text.com/</li> <li>● desmos.com/</li> <li>● use.typekit.net/</li> <li>● p.typekit.net/</li> <li>● d2ix43re9fm3y5.cloudfront.net</li> <li>● items.learnosity.com</li> <li>● player.vimeo.com/</li> <li>● wiris.com</li> <li>● games.zinclearninglabs.com</li> <li>● *.springboardonline.org</li> </ul> <p>Please note vimeo is only used in teacher accounts, so this URL does not have to be whitelisted for students.</p>
Does the product support deployment through Mobile Device Management (MDM) systems?		X		<p>If yes,</p> <ul style="list-style-type: none"> <li>● Identify which systems are compatible.</li> </ul>

Does the product provide a detailed schedule of updates that minimizes access interruption?		X	SpringBoard Digital is web based, so all updates are applied automatically. Updates are deployed early in the morning to minimize any access interruption. Information about new features is posted in the "What's New" page.
Does the login authentication use district protocols to establish unique and memorable usernames and passwords?	X		Districts can choose to use Single Sign On through Clever or ClassLink so users can login with their district credentials. If a district uses self-registration for onboarding instead, teachers and students create accounts using access codes. Usernames are automatically generated for them and they manage their own passwords. Teacher usernames will be the email address they registered with, and student usernames will be a combination of first initial, last name, and numbers (if needed to prevent duplicate usernames).
Is there an option for concurrent user licensing?		X	A license is required for each student who accesses SpringBoard Digital. Districts do not have to purchase licenses for teachers or other staff.

Standards Compliance/Certification	Check all that apply	Details
SIF		If checked, include where customers can verify this information.
CEDS		If checked, include where customers can verify this information.
EDUPUB		If checked, include where customers can verify this information.
Ed-Fi (SIS/ODS)		If checked, include where customers can verify this information.
Ed-Fi (Assessments)		If checked, include where customers can verify this information.

IMS Global (Competencies and Academic Standards Exchange)		If checked, include where customers can verify this information.
IMS Global (Comprehensive Learner Record)		If checked, include where customers can verify this information.
IMS Global (Open Badges)		If checked, include where customers can verify this information.
IMS Global (One Roster)	x	<a href="https://site.imsglobal.org/certifications/classlink-inc">https://site.imsglobal.org/certifications/classlink-inc</a> <a href="https://clever.com/schools/ims-oneroster-standard">https://clever.com/schools/ims-oneroster-standard</a> <a href="#">g</a>
IMS Global (Caliper Analytics)		If checked, include where customers can verify this information.
IMS Global (Question and Test Interoperability (QTI))		If checked, include where customers can verify this information.
IMS Global (Learning Tools Interoperability (LTI))		We conform to the standards.
IMS Global (LTI Advantage)		We conform to the standards.
IMS Global (Common Cartridge)		We conform to the standards.
IMS Global (Lite Common Cartridge)		We conform to the standards.
IMS Global (Open Video)		If checked, include where customers can verify this information.
Other:		If checked, list and include where customers can verify this information.

Implementation and Scalability	Yes/No or Value
What is the average page load time?	495 ms
What is the required bandwidth per user?	For 1:1 computing, SpringBoard Digital requires a minimum suggested bandwidth of 5 MBps per user, especially during peak use.
Are results of stress tests provided to customers?	If yes, <ul style="list-style-type: none"> <li>Provide either a link to the stress testing report or a summary of the results.</li> </ul>

Is a disaster recovery plan for data provided to customers?	There is no formal DR plan that is circulated to customers. The infrastructure is completely cloud hosted on Amazon Web Services which has redundancy built into the data components. Multiple Availability Zones and Geo Redundancy is part of the overall environment implementation. This includes daily backups as well as Point-in-Time restores. Virtual servers have snapshots to quickly recreate UI instances where applicable.
Are customers provided with a standardized implementation plan to ensure a successful rollout?	Level of implementation support is dependent upon district size, as we have varying levels of support across PL and implementation.
Does the service level agreement include uptime guarantees of at least 95% excluding planned maintenance/down-times?	Yes
Does the product require a VPN for off site access?	No