



Frequently Asked Questions

How do I enroll? To enroll simply go to www.springboardafterschool.com or www.springboardschool.com (select Springboard) and click on enroll now in the upper right hand corner. You will create a username and password and then provide essential emergency and health information. Keep your username and password so that you can sign your child up online throughout the school year.

How does payment work? You may pay by credit card or by checking account through our secure online system. This is the last step in the registration process.

Can I cancel or change my schedule? Yes, we want you to have the ultimate in flexibility. In order to receive a credit for any given day, you must notify us of cancellation 24 hours in advance by emailing or calling our registration specialist Jill Ashley at jashley@springboardschool.com or 800-341-3177 ext. 101.

Do I have to sign up for a set schedule for the year, month or week? No, you can sign up for one day a week, 5 days a week and anything in between. Our online system is built to conform to your schedule. If you know your schedule, we ask that you sign up and schedule a month at a time. If you do not know your child's schedule and need to use us as a drop-in service, simply log on and register your child as a drop in student and then sign up on an as-needed basis.

Can my child drop in on the same day? Yes, we are happy to take your child on the same day without prior sign up, just as long as they are already in our online system. We also ask that you call us at 800-341-3177, ext 1, to verify that your child will be in so that we may staff accordingly. There is an additional \$3.00 fee to the daily rate for same-day drop-ins.

Can my child drop in if they are not registered in the online system? No. Registration is a vital role to our Springboard program as the information that you submit upon registration also provides the Site Coordinator with health, emergency and contact information.

What electives are offered throughout the year? Electives run on an 8 week rotation. These one hour a week courses offer your children the chance to explore something new. Typically throughout the year, you'll see some of the following: Karate, Hip Hop, Engineering Challenges, Physical Education, Chess, Spanish, Egyptian History, Sports Tai-Chi and more. For a specific list of what's offered in your child's school, please visit www.springboardafterschool.com and look for your school.

If my child just wants to attend an elective and then go home, is this possible? Yes, our electives run first so your child has the choice of going to the Springboard Core Program afterwards or to get picked up.

How do I communicate with my child's Springboard teacher? When you are on Springboards on-line system and in your account, you will be able to input information into the Springboard Field Report (see Add Communication). This field report is printed off daily for our Site Coordinators and teachers at your Springboards after school program. You, the parent, are able to fill in any information you want the teacher to know, for example, "My son has a big math test on Tuesday, please make sure he studies math first", My daughter has been struggling with Language Arts, please have her do 30 minutes extra of silent reading during the academic block etc.

What qualifications do the after school teachers have? Springboard is headed by Dr. Brett Prilik, PhD-ED. Springboard teachers are made up of certified teachers and education professionals.

Are you open on snow days, school closings etc? Springboard is only open if the facilities are open. For days where the school is closed for holidays or snow days, Springboard will also be closed. If after school activities are cancelled due to inclement weather, Springboard will be closed.

If my child is absent, will Springboard be notified through the school? Springboard will connect with the main office on absences, however, if your child's plans change and they are headed elsewhere after school, please notify the Site Coordinator beforehand. Otherwise, upon attendance, the Site Coordinator will call all contact numbers until they reach a person.

If my child is absent, do I get reimbursed for that day of care? Springboard must stay within ratio, so we cannot reimburse for day that we have planned unless we are given 24 hours advanced notice.

My child has an allergy or my child has a medication, how does Springboard handle this? When you enroll using Springboards on line system you will fill out important health forms that are needed by our Site Coordinators. If your child requires emergency or daily medication please be sure to provide the prescription to the Site Coordinator and fill out the medication consent form on line before your child attends the program.

To find answers to many more questions
please take a look at the family handbook at www.springboardafterschool.com
or request a paper copy from the Springboard After School Site Coordinator at your school.
800-341-3177

