

General Issues with Classlist Tool

Why can't I see my Classlist?

There are two reasons why an instructor might not be able to see the Classlist for a specific course site.

First, when you go to your Classlist (usually in the upper right of the navigation bar when you are in a course site), you will need to make sure that you have clicked on the tab marked "**Students**," since by default you will see the tab marked "Staff" first.

Second, if there is anything in the text box next to "Search for" the page will show only the results of that search. You must clear the Search for box and click on Search before you can see the full list of staff or students.

Content

Why can't I open or download content from my Springboard! course?

The most likely cause for not being able to download content is that you have one or more pop-up blockers turned.

Content opens in a new window in Springboard! and the pop-up blockers will block any window opened by clicking on a link.

You can either turn off all your pop-up blockers or you can simply hold down the Ctrl key while clicking on the link.

This should bypass the pop-up blocker.

Why are some of the course options (discussions, quizzes, surveys, etc. . .) blank?

Your instructor has to add content or activate these features before you can use them.

Contact your instructor to see if he or she will be using these features of Springboard!

Why am I prompted for a username and password when I try to open a Microsoft Office document on the web?

Some users are prompted for a username and password when they try to access some MS Office document, usually Word documents, on the web. This can happen within Springboard! or on the web in general.

This is a known MS issue without a satisfactory solution. The only work around is to click Cancel, sometimes several times.

Dropbox

I uploaded my assignment through the Dropbox, but my instructor can't access it. What's wrong?

Check to make sure that the file name **DOES NOT** contain special characters, such as the ampersand (&), percent symbol (%), or quotes (" or '). These characters interfere with Springboard!'s file system.

Make sure you wait until you receive confirmation that the file has been uploaded to the Dropbox.

General Questions/Issues with Springboard!

Inability to upload a file to Springboard!

There are several items that may affect someone's ability to upload a file:

1. Check to make sure that the file name **DOES NOT** contain special characters, such as the ampersand (&), percent symbol (%), or quotes (" , or '). These characters interfere with Springboard!'s file system
2. Make sure that the Discussion Thread is not locked (small lock icon will appear next to the title)
3. Make sure that the Dropbox assignment is active (There may be a date restriction present)
4. File size may exceed browser upload limit at this time of approximately 2.5MB. If file is larger, create a zip file
5. MAC users need to be sure and include the file type at the end of the name. This is not automatically done when creating & saving a file

If you go through all steps and still cannot upload a file, please contact Springboard! Help at springboardhelp@uakron.edu for assistance.

How can I tell if my instructors or classmates are online?

When your instructors or classmates are logged in to Springboard!, a green dot will appear next to their name in the Classlist.

Why can't I see the right-hand side of my Course Navigation bar?

Basically, there are two areas where you can change the amount of information on your screen. Any one of them can alter your view of the navigation bar.

1. If you have changed your local monitor display to be less than 1042 x 768, then this will make your print and icon much larger, but also reduce the amount of information displayed on your screen. So click on the Start button on the lower right of your screen, then on Control Panel, then on Display. Change the monitor display to 1042 x 768, and save it. Now you should be able to see the rest of your navigation bar.

2. If you see the titles on your navigation bar off-kilter, you probably need to change your browser text size by going (on the top menu of the browser control) to View, then to Text Size, then change it to Medium. This is very unlikely to have made the right-hand side of your menu bar disappear, but it may make it harder to see.

Gradebook

What are some best practices for managing the Springboard! Gradebook?

1. You have to initialize the Gradebook before you can use it. To do this, go to Grades, Grades Setup, and use the Grades Wizard to structure your Course Gradebook.
2. There are two systems that are available for use - "Points System" and "Weighted System".

3. In the Grade Calculations area, you should be aware that choosing to keep the final grade continuously updated may slow down your Gradebook enormously and can even lock you out of it in larger classes. In the case of larger classes, you may want to set up Groups for your Gradebook, and always set the viewer display to Groups and to one specific group within that display. This will prevent a great deal of Gradebook slowness or even lockout.
4. If you choose the Points system, you can set up categories (e.g., tests, term papers, participation) and individual grade items within those categories without any difficulty.
5. If you enter grades online, make sure that you Save often while you are doing so.
6. You have the option to enter grades offline if you wish, by exporting the Gradebook to Excel as a .CSV file, then entering the grades and importing it again.
7. You might want to export your Gradebook regularly to Excel simply as a backup.
8. And finally: always use a calculator to check a few students' grade calculations independently just to make sure that Springboard! is calculating their grades the way you expect it to.

Issues with Logging into Springboard!

Why can't I logon from home but I can logon when I'm on campus?

If you can logon from a campus computer but not from your home computer, the problem is with the setup of your home computer.

The most likely issues are:

1. Cookies must be enabled or Springboard! will not work.
2. Java scripting must be enabled or Springboard! will not work.
3. AOL's browser is inconsistent and sometimes causes problems, especially during online tests. But, starting IE after connecting through AOL usually works.
4. The AutoComplete functionality with online forms can be problematic if the initial username and password were not correct. In IE7 Go to Tools -> Internet Options -> Content -> AutoComplete Settings, and uncheck Forms.
5. Popups are used for some functionality in Springboard!, but blocking popups usually doesn't cause catastrophic problems. We recommend that browsers be set to allow popups from the Springboard! site.
6. Spyware, Adware, and other types of malware sometimes cause problems. Contact Technology Support (330.972.6888) for assistance with Spyware and how to get rid of it.

Help

Whom do I contact to get help with Springboard!

Contact your instructor if you have questions about accessing course content.

Contact the Technology Support Desk about technical problems -- be prepared to provide specific details about the problem and the course. This will include what computer system and browser you are using. (Students should contact the Technology Support Desk directly; instructors rarely have all the information necessary to troubleshoot technical problems.)

You can reach the Technology Support Desk by calling 330.972.6888.

If you have Springboard! specific questions - my course is not listed after 48 hours of making a change, I am receiving an error, etc. contact springboardhelp@uakron.edu or call 330.972.2734 for assistance.

Navigation Issues

I cannot locate my course on the Homepage. Where are courses listed and how do I access them?

Courses are listed by Semester.

For example, Spring 2008 should appear with a '+' PLUS sign to the left of the text.

By clicking on this PLUS sign, you will now **see the listing of Departments** where your courses reside. Again, a PLUS sign will appear next to the name of the Department.

By clicking on this PLUS sign, you will now **see all Course Offerings** you are enrolled in that have been activated by the instructor.

My instructor tells me that they are using Springboard! - I have expanded all the selections and the course offering is not listed. What should I do?

Your instructor needs to **ACTIVATE** the course offering in order for students to access course materials.

Verify with your instructor that they have indeed Activated the course site.

I am an instructor and do not know how to activate my course. Can someone assist me?

Activating your course is quite easy.

On the Course Navigation Bar, click **Edit Course**.

Click **Course Offering Information**.

Click **Course Is Active**.

Click **Save**.

Where are my courses?

Once you log into Springboard!, your courses will appear in the center column, under "**My Springboard! – The University of Akron Courses**"

Clicking on the course will take you to that course's homepage.

If you get an error when accessing your course:

- Your instructor has not activated the course nor set activation dates. Courses will not appear until they are activated. Check with your instructor if you have questions.
- You've just changed your course schedule. An automated enrollment process that runs each night updates Springboard!'s Classlist. Email springboardhelp@uakron.edu

if your class doesn't appear after **48 hours** of your schedule change.

How do I access course tools - Discussion, Content, Email, Dropbox, etc.?

The links to all Springboard! tools such as Discussions and Content, which have been activated by your instructor appear in the Course Navigation Bar.

If your instructor posts News items (such as announcements), those will appear on the Course Home page.

Problems with Discussion

I am unable to compose a message in Discussions. Can someone help me?

If you are unable to Compose a message under Discussions:

1. Check to make sure that your instructor has not Locked the topic. You will see a padlock image at the end of the thread name if the topic has been locked. If this is the case, contact your Instructor - not the Technology Support Desk.
2. When composing a message, the tool opens in a new window - ALL pop-up blockers must be disabled for this to function properly. If you need assistance disabling pop-up blockers or with other Computer Support related items, please check here: [The University of Akron Support Wiki](#) OR here: [Configure the Pop-Up Blocker in Internet Explorer](#)

Problems with Email

I am an instructor - how do I send an email from Springboard!

First, you need to be sure that your Course Address Book has been activated. On your Course Navigation Bar, click on **Edit Course** (under The University of Akron logo far right). Next, click on **Course Offering Information**. At the bottom of the screen you will see **Course Address Book: Show course address book**. Click in the checkbox and **Save**.

Next, there are 2 ways to send email to students from within Springboard! The best option is using the Classlist. Select **Classlist** from the Course Navigation Bar and then click on the **Students** Tab. You will now see all students currently enrolled in your course offering.

To email all students, click on **Email everyone in the Classlist**. It is good practice to add your email address in the **Cc** or **Bcc** line so that you have a record of the communication.

Remember, email from Springboard! goes through The University of Akron email system and there are no copies kept within Springboard!