

Springboard

GET THE CONVERSATION STARTED

A service that helps parents navigate an unfamiliar school system through a template for initiating conversation with school staff.



“Differences are not deficiencies”

—Dr. Soojin Oh Park
Assistant Professor,
UW College of Education

Parental involvement significantly impacts a student's emotional well-being and academic success. Communication with school staff is an important aspect of involvement, but immigrant parents face several communication barriers.

Language

Parents and school staff may not share a common language, which makes comprehending communications difficult and hinders the parent's confidence to express themselves.

Culture

The operational procedures and roles of school staff are not identical across cultures, which may create confusion for the parent when trying to navigate the school system.

Assumptions

Parents might have availability or resource constraints that aren't relayed to school staff and thus not accommodated for.

INSIDE SPRINGBOARD



GOALS

Parents express their goals, leading to collaborative plans that allow them to be involved in their child's education.



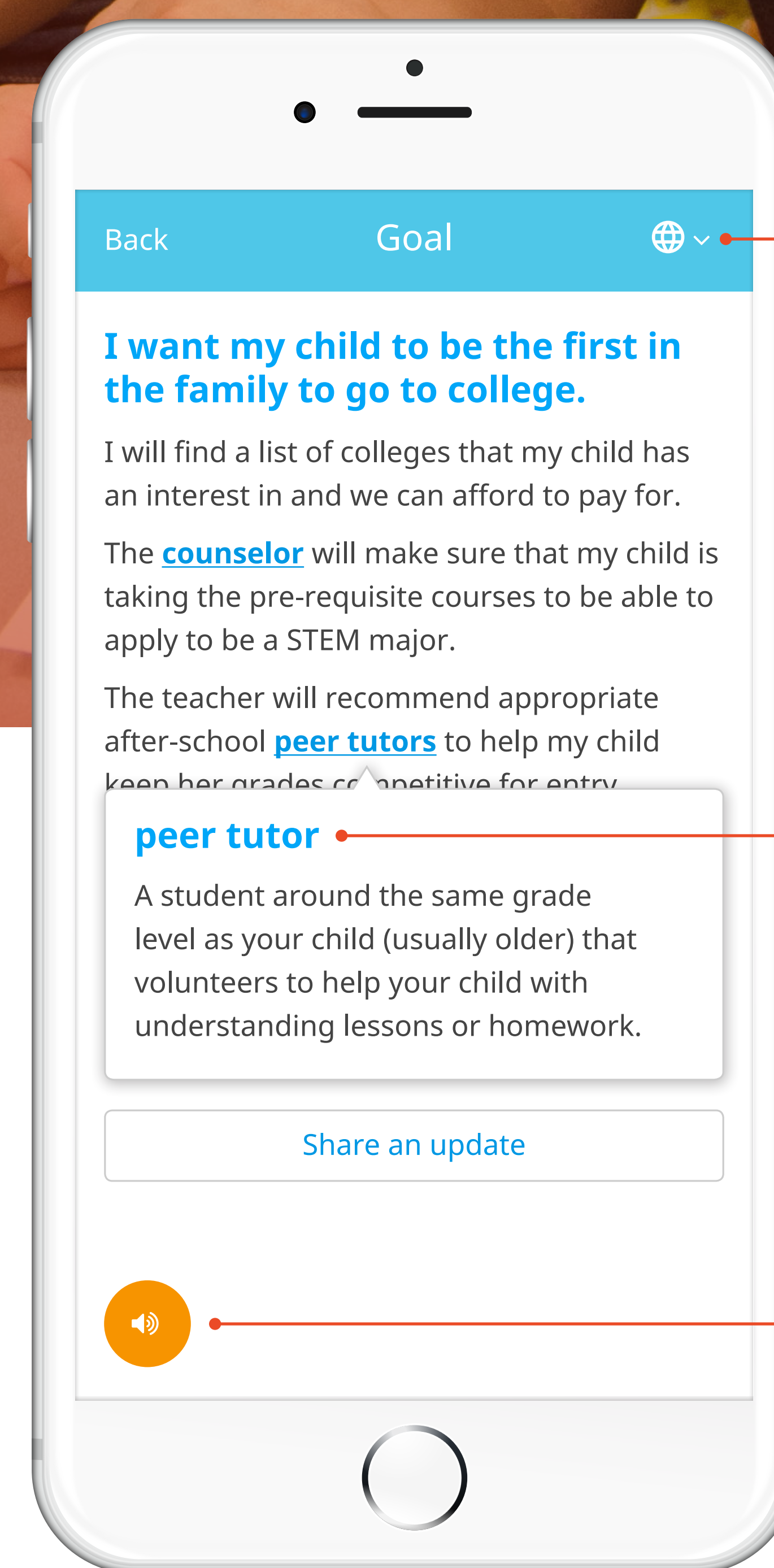
QUESTIONS

Parents ask about specific scenarios and unfamiliar terms, building up confidence to leverage school resources.



AVAILABILITY

Parents and school staff share their availability constraints, allowing them to connect at mutually convenient times.



Multilingual support allows users to comfortably express themselves in any language.

Glossary terms allow parents to learn about staff roles and unfamiliar school terms.

Text-to-speech makes the entire interface accessible to nonreaders.

USER JOURNEY

Discover

Parents and teachers might discover Springboard through community centers, conferences, or word of mouth.

Learn

Parents and school staff learn about how Springboard enables them to join forces to support a child through informational content on our multilingual website.

Personalize

The parent fills out the online template with their goals, questions, and availability. School staff may also fill out such information.

Discuss

The parent and school staff come together to have a conversation about the parent's goals and questions. An interpreter might input the plans and answers in each party's respective language.

Reference

After the initial meeting, parents and school staff can view and share the results of their meeting online. The new relationship gives the student a cohesive network of support.