



Springforward FAQ

Can you describe Springforward and their products? Springforward is a local business which has partnered with Element K to provide a variety of computer-based training courses under the MEEC agreement. This partnership benefits MEEC members with lower negotiated pricing, customized solutions and local sales representation. In addition to Element K computer-based training courses, Springforward offers a range of project management and soft skills courses in an instructor-led format. These training sessions may be customized and delivered on-site. Springforward is certified with the Maryland Department of Transportation as a Minority Disadvantaged Business Enterprise (MBDE) and the Maryland Small Business Reserve Program.

What are the benefits of joining the MEEC Agreement? MEEC has negotiated discount pricing for its members. Purchases made outside of the MEEC Agreement will not receive the same discount. Additionally, under Springforward's agreement with MEEC there are no minimum order quantities, so all MEEC members as well as faculty, staff, and students of MEEC member institutions, may purchase from the agreement. Micro orders, orders with less than 25 end users, must be purchased by credit card.

If I am a MEEC member, can I purchase off of this Agreement? Yes, MEEC members in good standing may purchase from the agreement. Questions regarding "good standing" should be directed to the MEEC office @ meece-office@usmd.edu.

Where can I see a catalog of courses that are offered? The Springforward website www.springforwardtraining.com links to the current catalog of courses.

Is there a special "bundle" of products? Yes, Springforward bundles similar courses in "Libraries." Libraries are affordably grouped under the following categories: Business, Information Technology, Human Resources, Work Place Safety, Leadership, Project Management and Certification. The Springforward website www.springforwardtraining.com links to the current catalog of courses.

Is there a minimum number of licenses that must be purchased? No, there is no minimum order required. Under the MEEC/Springforward Agreement, all MEEC members, faculty, staff, and students of MEEC member institutions may take advantage of contract pricing. Micro orders, orders with less than 25 end users, must be purchased by credit card.

Can I purchase the use of an individual course or must I purchase a bundle of courses? The MEEC/ Springforward Agreement is specifically for course libraries. Libraries are affordably grouped under the following categories: Business, Information Technology, Human Resources, Work Place Safety, Leadership, Project Management and Certification.

Who is MEEC's contact person at Springforward? Kimberly June is the contact for product and pricing questions. Email: kim@springforwardtraining.com

Are the courses routinely updated? Yes, libraries are continually updated with the latest topics and IT product releases. This feature is available at no additional charge.



What equipment do I need to take a course? To take our web-based courses, you will need a computer and web access, username and password.

Is there Technical Support for the end user? Yes, technical support is available by live chat, email and phone. Hours of operation are Monday – Friday from 6:00 a.m. to 12 a.m. EST.

Are there evaluations for each course? Yes, assessments are part of each course. Evaluations may be adjusted based on preference. In addition, activity reports are available for each course and each student. Such reports detail assessment scores, log on times and percent complete.

Are the course pages customizable with my institutions information? Yes, an account may be customized with development paths, by requiring or recommending training, adding proprietary classroom training, adding proprietary self-paced courses or by adding proprietary reference materials. This feature is available at no additional charge.

Can I build my own course? Yes, the system allows users to add proprietary reference materials to an existing course or upload a proprietary self-paced type course. For example, you can upload an existing PowerPoint presentation into the system, manage and track it similar to other Element K courses. This feature is available at no additional charge.

Are there on line references to help with my studies? Yes, users may access hundreds of online technical references (books online), tips and techniques. Access to these ebooks are based on the type of license purchased, whether Silver, Gold or Platinum.

How do I purchase? Contact Kimberly June to place an order.

Phone: (410) 768-9124 phone

Cell: (410) 382-9302

Email: kim@springforwardtraining.com

Where can I see the price list? Obtain a price list by contacting Kimberly June, kim@springforwardtraining.com, or by sending an e-mail to meeec-office@usmd.edu.

Can faculty, staff and students purchase under this Agreement? Yes, all MEEC member institutions' faculty, staff and students can purchase products under this agreement.

Will Springforward offer workshops through MEEC? Yes, Springforward will offer workshops in conjunction with MEEC throughout the year. Additionally, Springforward is available to make live or web-based presentations on request.

Other Online Resources:

MDOT MBE Directory:

<http://mbe.mdot.state.md.us/directory/>

Maryland Small Business Reserve Directory:

<http://www.smallbusinessreserve.maryland.gov/search/index.cfm>