

The Springboard Guarantee - UX Career Track

Welcome to Springboard's UX Career Track (the "**Career Track**"). We are committed to your success, and will support you fully in the transition into a UX career. We back our commitment with the Springboard UX Career Track Guarantee (the "**Springboard Guarantee**"): subject to the Terms below, we will refund 100% of your paid tuition if you are not offered a Qualifying Position (as defined in the Terms) within 6 months of receiving a Career Track certification.

A career transition involves focused, consistent effort. We put in this effort to help you make that transition, and ask for an equal commitment from you. Specifically, you shall satisfy the requirements below in order to be eligible for the Springboard Guarantee. If these requirements are not satisfied, you may still participate in the program and receive all of the advantages of career support, but you will not be eligible for the tuition refund.

Terms

The following terms and conditions (the "**Terms**") apply to the Springboard Guarantee:

Eligibility Requirements

- You must be 18 years or older.
- You must hold a Bachelor's Degree from any accredited educational institution in any subject. Most employers still require a Bachelor's degree in addition to the UX skills and experience you will gain during the Career Track.
- You must be proficient in spoken and written English, as determined by initial interactions with the Springboard Admissions team.
- You must be eligible to legally work in the United States, or in Canada if applying for positions in Toronto, for at least 1 year following graduation from the Career Track. At the time of admission to the program, if you are on a status where work authorization expires (e.g. H-1B, OPT etc), its expiration date must be at least two years after the Career Track start date.

- You must be able to pass any background checks associated with jobs that you apply for. Without limiting the foregoing, if you fail to obtain a job offer directly or partially due to your failure to pass a background check associated with the job offer, you will not be eligible for the tuition refund.

Application Conduct

Definitions

A “**Qualifying Position**” is defined as any role in the UX field as:

1. A salaried employee or waged employee working an average of at least 30 hours a week;
2. A full-time contractor for 3 months or longer; or
3. An intern in a paid internship used to evaluate a candidate for a full-time salaried role.

Please note that to the extent the Career Track offers specialization tracks, these tracks will prepare you for a career in a specialized field but we cannot guarantee that your first UX position will be in that field.

The “**Metropolitan Areas**” in which the Springboard Guarantee applies are: San Francisco, CA; Silicon Valley, CA; New York City, NY; Boston, MA; Chicago, IL; Los Angeles, CA; Washington DC; Seattle, WA; Atlanta, GA; Austin, TX; Philadelphia, PA; Dallas, TX; Toronto, ON (Canada).

Commitment to the Program and Your Own Success

We require that you fully commit to your job search and take our recommendations seriously. As a graduate of the Career Track, we expect you to be an active participant in your own success, and put significant effort into your own growth and your job search. Therefore, for the Springboard Guarantee to be applicable:

- You must have completed all the mandatory requirements for graduation, including:
 - You must complete 100% of the core curriculum within 6 months of your cohort start date, not including any freeze, pause, or extension granted to you by Springboard.

- You must meet or exceed expectations on all core projects, according to the provided rubrics. You are welcome to submit improved versions based on your mentor's feedback until you meet expectations.
- You must have completed and passed all career development tasks either (a) listed in the curriculum in the order they appear in the curriculum, or (b) personally assigned to you by Springboard's career coaches.
- The 6-month guarantee period starts on the day you are approved for completion, after having completed the above mandatory requirements. During this period:
 - You must be active in your job search and apply for a minimum of 4 Qualifying Positions in the Metropolitan Areas per week, in accordance with best practices prescribed by Springboard's career coaches. We also encourage you to reach out to a minimum of 3 high-quality networking contacts per week.
 - You should take guidance from your mentor and the Career Services team, and follow their recommendations for job types that are a good fit for you. You should be applying for roles that are suited to your level of experience and areas of expertise, and maintain realistic expectations about what kind of first job in UX is right for you.
 - You must provide Springboard Career Services team with a weekly summary of job-related activity and provide further information on request. Knowing your progress and areas of struggle is crucial for us to help you in the best way possible.
 - You must respond to placement related communications from Springboard within 72 hours.
 - You must always act with reasonable and good faith efforts to obtain a Qualifying Position.

How This Guarantee Applies To You

Without limiting the foregoing, situations that **void** this guarantee include, but are not limited to:

1. You turn down a job offer for a Qualifying Position.
2. You decide not to conduct a job search.
3. You decide to search for a role that does not meet the Qualifying Position criteria above, or is outside of the UX field/industry.
4. You accept a role that does not meet the Qualifying Position criteria above, or is outside of the UX field/industry, before the 6-month guarantee period is over.
5. You do not put sufficient and consistent effort into your job search, as outlined above.
6. You do not want or are unable to live and work in one of the Metropolitan Areas.
7. You do not communicate with Springboard Career Services consistently throughout your search, including notifying us of any offers you have received.
8. You lose your work authorization or do not have sufficient work authorization that meets the requirements above during your search, even if you did expect to have authorization or did at one time have appropriate work authorization during your Career Track program.
9. You become physically or mentally unable to conduct an effective job search as outlined above during the Career Track or guarantee period.
10. You do not apply for Qualifying Positions in the Metropolitan Areas as required above throughout the 6-month placement period.
11. You do not follow through with the interview process for Qualifying Positions in a timely and professional manner, including but limited to not participating as expected by the employer in the interview process by providing responses to employer communications, showing up on time for interviews, and providing documents or follow up as expected by employers.
12. If you are a student in a degree-bearing program outside of Springboard, and your graduation from that program is delayed more than one month beyond your completion of the Career Track.
13. You do not apply for jobs that are suitable for your background or experience as discussed in your calls with Springboard's Career Services team.

Certification for Reimbursement

If you believe you qualify for a reimbursement, you must provide a written and signed certification that you have met all of the Terms, and have not been offered any Qualifying Positions, within one calendar month after the 6 month placement period.

General

This Springboard Guarantee and Terms, along with the [Springboard Terms of Service](#), set forth the entire understanding between you and Springboard with regard to the subject matter herein. Any provision of these Terms that is unenforceable shall not impact the enforceability of any other provision. Springboard shall have the sole discretion to determine whether the Terms have been satisfied and whether you are eligible for a refund of your tuition.

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