Amazon Career Choice: School Portal: College Vertical

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Amazon Career Choice is an education benefit that empowers employees to learn new skills for career success at Amazon or elsewhere. We meet individual learners where they are on their education journey through a variety of education and upskilling opportunities. We work with educational partners to provide high quality education and expect our partners will work with our business processes. This document provides frequently asked questions (FAQs) about **data-sharing through the School Portal.**

OVERVIEW

What is the school portal?
We are committed to delivering positive student outcomes through Career Choice, including course and program completion. Therefore, we expect our educational partners to provide student progression data. The school portal is a secure platform that allows Career Choice partners to update records of Career Choice participants. We specifically ask school to verify whether students earned credits, completed their program and earned a credential, and (if known) obtained a job as a result of their education.

Why do we measure outcomes?
Credits earned, completion and job placement metrics help us measure success in relation to our program goals. We expect our education partners to comply with data sharing requests in a timely manner.

Where can we locate the school portal?
www.amazoncareerchoice.com/schools

Who has access to the school portal?
The data contact at each school will have access. Schools can have multiple data contacts.

What if we need to change the data contact or add additional contacts?
Please email us at Career-Choice-NA@amazon.com to request a change to the data contact. Please identify the name(s) and email address(es) of the designated users.

Can we use a generic email address instead of specific person ex) bursar@school.edu?
Yes, you are able to use a generic email address for the school portal.

How often do we need to update the portal?
This depends on your school's academic terms. We encourage you to log into the portal at least once a month. We will also send an email reminder if you have pending records.

What if I forget my password or I am locked out of my account.
If you need to reset your password, use the "Forgot your password?" link at AmazonCareerChoice.com/schools. If this is unsuccessful, please email Career-Choice-NA@amazon.com to unlock and reset your password.

Do Amazon employees need to sign a FERPA waiver in order for us to share data?
Amazon employees are required to consent for educational partner to share their student data with Amazon. On the bottom of page 1 of the voucher, the associate authorizes the school to release certain information to Amazon. Only associates with a paid voucher will be displayed on the school portal.

DATA CONTENT: CONFIRM PROGRESS

Are we able to edit the data?
Yes, some fields in the school portal can be edited, including class start date, class end date, class name, and credits attempted. You will not be able to edit field of study or credit type.

Where can I find the student ID and is it mandatory?
The student ID is reflective of the student's ID at your school if the student provided it to Amazon while applying for their voucher. You are not required to fill this field if it is blank.

What happens if my school is in more than one vertical ex) College Credit and Pathways?
You will have two separate tabs within the portal. Students will show in the correct vertical based on their application.

What happens if the same student is showing in multiple verticals?
Please update the records in both verticals.

What happens if a name is showing that is not a student of ours?
Please contact us at: career-choice-na@amazon.com.

How do I delete a class?
You are not able to delete classes. You are able to edit the name of a class, class start date, class end date, and credits attempted.

Why is there missing or incorrect information?
The data is gathered from software that reads and auto-transcribes the information listed on the voucher. As such, the software may not accurately read information if the text is not within the line or the dates on the voucher are not in the right format (MM/DD/YYYY). We ask that the payments team at your school follow guidance on completing the voucher to ensure effective transcription of the data. Voucher Training Webinar

How can I edit the information?
You are able to edit a course in the "Class Name" box. Please edit what was auto populated and add the corrected data. Please note that course names do not have to be 100% accurate. Due to the auto-transcription software we use, there will be misspellings in the course name. This is okay to leave as is. You are also able to edit class start date, class end date, and credits attempted directly within the record.

Is bulk-upload available to Confirm Progress?
Yes, you can update progress by downloading the records, inserting the data, and uploading the file. Please follow the instructions as indicated on the school portal. You will not be able to edit the field of study or career type. Please update all records at once. If you are not able to update a record, please delete the entire row before you upload the file. Files need to be uploaded in the CSV file format.

DATA CONTENT: REPORT DEGREE COMPLETION/VIEW STUDENT ROSTER

What is the Student Roster for?
The Student Roster page shows a list of all students that have had paid vouchers with your school. It also shows all verified completion and program types. You can use this list to either confirm if a student has successfully enrolled in Career Choice or to filter Career Choice participants by start date or credential.

What happens if a student is showing up on the completion page, but they have not completed their program?
If the student is currently enrolled, please leave this record blank.

Am I able to edit the degree type or field of study?
Not at this time. The degree type and field of study fields are static. If the student received a credential from your school, please update the record.

What is defined as a "Drop-out"?
A drop-out is defined as a student who has not enrolled in your school within the last 12 months and/or has indicated that they have dropped out of the program.

What does "Degree Completion" refer to?
Degree completion indicates that the student has finished their certificate or degree. The choices for degree completion are "Yes" and "No-Dropped-out". If the student is still enrolled or paused their coursework, please leave this record empty.

Is bulk-upload available for Degree Completion?
Yes, please follow the instructions as indicated on the school portal. Files need to be uploaded in the CSV file format.

DATA CONTENT: VERIFY JOB PLACEMENT

How do I Verify Job Placement for graduates?
Go to the "Verify Job Placement" page by clicking the link on the home page, or in the navigation panel at the top of the page. From here, you can click into certain data cells to edit. You will not be able to edit Last Name, First Name, Date of Birth, Program, or Graduation Date. You can edit "Hired", Employer Name, Rate of Pay, Pay Frequency, and Placement Type. After editing your data, be sure to click "Save Changes" in the bottom right corner of the page.

What happens if we don't know the job placement status of a graduate?
If you are unaware of a job placement status, kindly leave this record blank.

Is bulk-upload available Job Placement?
Yes, please follow the instructions as indicated on the school portal. Files need to be uploaded in the CSV file format.

QUESTIONS?

If you have any additional questions, please contact us at: career-choice-na@amazon.com.