Amazon CourseMaterials Tool User Guide

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Introduction to the Amazon CourseMaterials Tool

The Amazon CourseMaterials Tool is a school-specific online tool used by faculty and staff to adopt textbooks and other course materials. The user follows a simple and intuitive set of steps to select course materials for students to use:

There are three main goals of the CourseMaterials Tool:

1. Make it easy for faculty and staff to adopt course materials. The tool will allow you to intuitively perform many tasks such as:
   - Sign in with university credentials
   - Adopt materials across multiple courses and sections at once
   - Search for books and other materials (e.g. supplies) on Amazon’s vast catalog
   - Request custom textbooks
   - Track all existing adoptions

2. Inform faculty and staff about different textbook options. With the CourseMaterials Tool, you’ll be able to easily search for materials by keyword, and see descriptions and reviews from users on Amazon. You’ll also have more visibility into prices so that you can consider costs to students in your decision of which books to use.

3. Reduce overall material costs for students. We all know that the cost of education for students these days is high. The CourseMaterials Tool makes it easy for you to factor material costs while selecting your students’ materials. In addition, the CourseMaterials Tool is the first step in an end-to-end process in providing a better experience for students. By using the CourseMaterials Tool, you allow students to click on a link in their SIS portals to quickly find the material on Amazon at a price that’s about 40% lower than what they’d find at a local bookstore. The student may even be able to receive Free One Day Shipping on the materials!

Access and Log In

To access CourseMaterials, go to www.coursematerials.amazon.com/[Your School Name].
To log in to CourseMaterials, use your university username and password. If you are already logged in to the school network, you will automatically be logged in to CourseMaterials.

**Interface**

1. **Menu Bar** allows you to access support for Amazon CourseMaterials (including videos, this user guide, FAQs, and contact for customer support).
2. **Breadcrumb Trail** allows you to see the hierarchy path down to the lowest unique grouping (College, Department, Course, Instructor, and Section). Clicking on any higher level will bring you back up in the hierarchy to view the selected unique grouping.
3. **Navigation Pane** shows all choices in the lowest unique grouping (for example, all sections taught by an instructor). Use this pane to drill down further towards the sections you wish to view. You can also use the Selection Toggle to switch between selecting single or multiple groups for adoption.
4. **Detailed View** allows you to choose specific sections for adoption, view adopted materials, search for materials on Amazon, and submit requests for new material. The Section Count shows how many unstarted sections remain in the grouping.
Selecting courses for adoption

The CourseMaterials Tool makes it easy to adopt for a specific Course, Instructor, or Section. You can even select across multiple Courses, Instructors, and Sections.

**Adopt by courses**
Use the left hand Navigation Pane to access Department view. You can tell that you are at the Department level if:

- The Breadcrumb Trail will show the Department name as the last grouping
- The top of the Navigation Pane will show “Courses for [Department]”
- The Navigation Pane shows a list of Courses

From here, click on the Selection Toggle to switch from Single Selection mode to Multiple Selection mode. Check the course(s) in the Navigation Pane for which you wish to adopt materials, and click the “Add coursepack”, “Add catalog item”, or “No materials needed” button.
To adopt across all courses within the department, in Multiple Selection mode click on “Select All” in the left hand Navigation Pane.

To adopt across specific Instructors or Sections within a Course, switch back to Single Selection mode and click on a single Course to drill deeper into Course view.

**Adopt by instructors**

Use the left hand Navigation Pane to access Course view. You can tell that you are at the Course level if:

- The Breadcrumb Trail will show the Course name as the last grouping
- The top of the Navigation Pane will show “Instructors for [Course]”
- The Navigation Pane shows a list of Instructors
- The right hand Adoption Pane will show a list of Instructors within the Course and the materials already adopted (if any)

From here, click on the Selection Toggle to switch from Single Selection mode to Multiple Selection mode. Check the course(s) in the Navigation Pane for which you wish to adopt materials, and click the “Add coursepack”, “Add catalog item”, or “No materials needed” button.

To adopt across all Instructors within the Course, in Multiple Selection mode click on “Select All” in the left hand Navigation Pane.

To adopt across specific Sections taught by an Instructor, switch back to Single Selection mode and click on a single Instructor to drill deeper into Instructor view.

**Adopt by sections**

Use the left hand Navigation Pane to access Instructor view. You can tell that you are at the Instructor level if:
The Breadcrumb Trail will show the Instructor name as the last grouping
The top of the Navigation Pane will show “Sections for [Instructor]”
The Navigation Pane shows a list of Sections
The right hand Adoption Pane will show a list of Sections for the Instructor and the materials already adopted (if any)

From here, click on the Selection Toggle to switch from Single Selection mode to Multiple Selection mode. Check the course(s) in the Navigation Pane for which you wish to adopt materials, and click the “Add coursepack”, “Add catalog item”, or “No materials needed” button.

To adopt across all Sections for the Instructor, in Multiple Selection mode click on “Select All” in the left hand Navigation Pane.

Alternatively, if you wish to only adopt for a single section in Single Selection mode, you can navigate directly to your desired section in the right hand Adoption Pane and click the “Add coursepack”, “Add catalog item”, or “No materials needed” button.

**Adding course materials**

Through the CourseMaterials Tool, you will be able to search through Amazon’s catalog of textbooks ones you wish to adopt. This makes it easier than ever to ensure that the student purchases the correct material for class at an affordable price. You can also search through Amazon’s full catalog of supplies (such as calculators or safety goggles) that a student may need.
Adopting textbooks

You can search for items by Title, Author, ISBN, or Keyword. You can then see different prices, including Digital and Rental options. Finally, you can indicate if your item is required or optional.

1. Search By Title, ISBN, or Keyword from the full Amazon catalog

2. Results show current new, used, and rental prices on Amazon. Instructors can use this to help determine best options for students.

3. When you find your book, indicate if the Digital Edition is acceptable.

3. When you make your decision, indicate if the book is required or optional.

Adopting supplies and other catalog materials

You are not limited to selecting only books for your students; you can also choose to inform your students that they need other materials such as lab supplies, calculators, or other thousands of other items across Amazon’s vast catalog.
Adopting coursepacks

The “Add coursepack” button allows you to enter information for the student on how to purchase and pick up coursepacks (including journal articles and course-specific documents). Coursepacks are not found on Amazon’s database. You can type the information in the popup prompt, and indicate if the coursepack is Required or Optional.

1. Just like with books, search for almost anything available on Amazon’s catalog.

2. Choose between different models for the item you selected. All prices will be listed.

3. You can then select if the material is required or optional.

1. When you click on “Add Coursepack”, a popover appears asking for information.

2. After typing in directions, you can indicate if the coursepack is Required or Optional.
Indicating no materials needed

You can indicate if a section, or group of sections, does not require any material. By doing so, the sections will no longer show up as “not started” in the Adoption Pane.

Note that once you indicate a section or group of sections do not require material, a popup will appear, confirming that you wish to delete all existing materials, if any, within that grouping.

1. You can indicate if individual sections (or multiple sections for a course or instructor) do not require any materials. A pop will appear confirming your decision.

2. Once completed, the sections will no longer show under “not started”.

Requesting unavailable materials

Occasionally, you may require books or materials that are not in Amazon’s catalog. You can request these items to be added.
1. Sometimes the material you’re searching for can’t be found on Amazon. Click on “Request an Item” in the search results to ask Amazon to try to procure the material.
2. Fill in the information for the book or material to the best of your knowledge. Note that for books, you must fill in ISBN, Publisher, and Title.

3. Indicate if you know if the book is a custom book (i.e. specific edition written for your university).

4. Indicate if the material is required or optional.
5. Your requested material will show as “Pending”. Within a few days, Amazon will let you know if the material is available.
6. If Amazon is unable to procure your material, you will be informed that the item “needs attention” and was not procured.

7. If you still wish for students to use this material, you can click “Keep Anyway” and add a note informing the student how to procure the material.

Viewing adopted materials

The CourseMaterials Tool summarizes the materials adopted across a course, instructor, or section. It is recommended that you check this after you complete your adoption process.
Support
For further support, click on the Support button in the Menu Bar. There are a few options available:

Self-Service Support - The Support page offers this User Guide, FAQs, and two videos. Please refer to this first if you have questions, as it should address most general issues.

University Related Questions – Please see the contact information for registrar contacts on the Support page.

Customer Support – The Support page shows your dedicated Amazon Customer Support phone number and email address.

Feedback – You may submit feedback through the email address listed.

In-Person Support – Amazon will occasionally host Drop-In Working Sessions or Office Hours at your university. Please contact your department head for information about upcoming events.
Frequently Asked Questions

General

1. **Why do we need to use the Amazon CourseMaterials Tool? What are the benefits for me?**
   There are three main goals of the CourseMaterials Tool. First, we want to make it easier for
   faculty and staff to adopt course materials. We've built this Tool with the best user experience
   in mind. Second, we want to help inform faculty and staff about different textbook options. This
   tool will make it easy to search for materials across Amazon's vast catalog. Third, we are focused
   on providing students with the best possible experience and price for obtaining everything
   students need for life on campus. Your usage of this tool is the first step in helping students find
   significant savings in course material costs.

2. **What are the key features of the Amazon CourseMaterials Tool?**
   The Amazon CourseMaterials Tool will allow you to adopt materials easily with features such as:
   - Single Sign On (SSO) with university credentials
   - Navigate across multiple departments, courses, instructors, and sections
   - Adopt materials across multiple courses, instructors, and sections at once
   - Search for books and supplies (e.g. lab supplies) on Amazon's vast catalog
   - Give instructions to students on how to pick up coursepacks
   - Track all existing adoptions
   - View prices for adopted materials so you can help find the best option for students
   - Have adopted materials appear on students’ SIS screens as well as “badged” on Amazon.com
     so that students can easily view what material is needed for your course

3. **What are the benefits for the student?**
   By using the Amazon CourseMaterials Tool, you provide
   our students with up to date information on the materials required for their classes. We
   estimate that students can save around 30-40% by purchasing their textbooks from Amazon as
   opposed to from current brick-and-mortar bookstores. In addition, students at your University
   may be eligible to receive books and materials through free One Day Shipping. After you select
   materials on the CourseMaterials Tool, students will see these selections on their SIS screens so
   that they can easily order them on Amazon. They'll also be able to see these materials “badged”
   on Amazon.com so that they can identify what you have recommended.

4. **Why isn't there a bulk upload feature?**
   You can select multiple classes or sections within our
   tool in order to apply course materials to them. We do not support an Excel spreadsheet for
   several reasons: 1) The Excel spreadsheet does not allow validation against catalog, but our tool
   UX does, 2) An Excel upload would result in dozens of errors, which would then need to be
   corrected, 3) from our research, we learned that many people use the Excel spreadsheet to
   track which classes they have not yet started. We have this functionality built into the UI, where
   you could see upfront which classes you haven't started.
Course setup

1. **My course, instructor, or section isn't listed.** Allow up to 24 hours for the most recent course information to be updated, since we receive information from your school via a daily file feed. If you still can't see the correct information, please reach out to the registrar to ensure that they have collected the right information.

2. **The listed course or section is incorrect. An instructor is linked to the wrong section.** Allow up to 24 hours for the most recent course information to be updated, since we receive information from your school via a daily file feed. If you still see incorrect information, please reach out to the registrar to ensure that they have the right information.

3. **An instructor has switched sections. What happens?** When an instructor switches sections, any course materials will stay with the section, and not the instructor. If you want to also move the course materials over, please remove the course materials from the section and add new course materials to the new section. At the moment, we do not have the ability to copy materials from one section to another.

4. **My course is listed under two different course names and departments. Do I need to enter the information for both?** Check with your registrar. If students sees each course listing separately on their SIS screens, then you will need to enter information for both courses. If they are listed together under SIS (i.e. Biology 101/Biochem 111), then you only need to enter the information once under the first one.

Access

1. **How do I login?** Use the same university credentials that you use to log in for your university websites. If you do not know your university login, follow the instructions on the login page to retrieve your university login and password.

2. **My school username and password are not working.** If your username and password are not working, check caps lock and number lock. If you are still unable to log in, your account by have been locked due to multiple attempts. Please follow the instructions on your school's login page to reset or to retrieve your university login and password.

3. **Why do I see another school or user's login?** Check that you have entered the correct URL for your school. The URL should be of the form: coursematerials.amazon.com/[your school name].

Navigation

1. **I can't find my course or section.** Use the left hand Navigation Pane to drill down to your course or section. The courses and sections will be listed alphanumerically. If you are still unable to find your course or section, then we may not have received the most updated list of classes from your school. Since files are updated daily, please allow up to 24 hours for the most updated set of classes. If you still don't see your list of classes, please verify with the class scheduling contact at your school to make sure that the class or section has been officially added.
2. **How do I adopt across multiple sections for an instructor?** Use the left hand Navigation Pane to navigate to Instructor View (the Instructor name will be the last item in the Breadcrumb Trail, and the title of the Navigation Pane will be "Sections for [Instructor Name]"). Switch the Selection Toggle from Single to Multiple. Click on the sections for which you wish to adopt material, then use the right hand Adoption Pane to select your materials.

3. **How do I adopt across all sections for multiple instructors for a course?** Use the left hand Navigation Pane to navigate to Course View ("Course" will be the last item in the Breadcrumb Trail, and the title of the Navigation Pane will be "Instructors for [Course Name]"). Switch the Selection Toggle from Single to Multiple. Click on the instructors for which you wish to adopt material, then use the right hand Adoption Pane to select your materials.

4. **I am trying to access a different course or department, but the tool won't allow me to back out and do so.** Use the Breadcrumb Trail above the left hand navigation panel to back up to the correct level. For example, if you have access to multiple courses within a department, click on the department name in the breadcrumb trail to see the list of courses within the department that you have access to. If there is a breadcrumb that you cannot click on or is greyed out, it just means that you do not have access beyond it.

5. **How do I save my work?** Your work is automatically saved every time you do an action. Actions include adding or removing materials, editing notes, marking items as required or optional, or indicating that no materials are required.

6. **How do I undo a change?** The tool does not have an undo button, and any action that you take is automatically saved. To undo what you've just done, you will need to take additional action: for example, if you accidentally added material to a set of classes, you will need to remove the same material from the same set of classes. Also remember that if you declare that "No materials are needed" for your classes, it will automatically remove any items you've already added, and cannot be reversed with an undo button.

7. **I'm trying to adopt materials for all sections for a Course or Instructor, but can't find the "Add Item" buttons anymore.** Within Course and Instructor views, under Single Selection mode, the "Add Coursepack" and “Add Catalog Item” buttons will disappear if there are already materials within the grouping. Switch to Multiple Selection mode to adopt across groupings, or drill down to Section view to adopt across a specific section.

**Searching For and Adding Books and Materials**

1. **What is the difference between "Add coursepack" and "Add catalog item"?** Use the "Add catalog item" button for anything where you want to add materials that are or could be in the Amazon catalog. This includes books (even if the book is a custom book), calculators, lab materials, etc. Use the "Add coursepack" button if you want to add materials that are not on the Amazon catalog. This includes newspaper / journal articles, instructor's lecture notes, chapters of books, coursepacks that are generally printed by the local print shop, or case studies.
though Amazon does not carry these items, we want to provide you with the opportunity to alert students that there are additional materials associated with this class, so that they are prepared.

2. **How do I coordinate coursepacks?** You will need to coordinate coursepacks outside of the Amazon CourseMaterials Tool. Please click “Add coursepack” to give directions to students on how to obtain coursepacks.

3. **SIPX digital coursepack materials are available at my school. How do I use SIPX?** You will need to coordinate your SIPX materials outside of the Amazon CourseMaterials Tool. Please email support@sipx.com for questions.

4. **How do I add notes for the student?** Are you trying to add notes to a material you've already adopted, or are you trying to add a note to tell the student that there are additional, non-Amazon catalog items that they need to be aware of? If you're trying to add notes to a material you've already adopted, then look for the "Add note" link on the item, located below the prices (if any) or item attributes (if there are no prices). If you are trying to add a note to tell the student that there are additional, non-Amazon catalog items, then use the "Add Coursepack" button.

5. **How do I show that multiple versions of a book are acceptable?** Add the main version as “Required”. Then, use the "Add notes" link for the item to write a note to the student that other versions of the book are acceptable. You do not need to add all other versions of the book as “Required” or “Optional”.

6. **There are three books (different titles and authors) and I want to require students to choose one out of three. How do I show this?**
If one of the books is highly suggested and the other two are alternatives, we suggest that you mark one as “Required”, and the other two as “Optional”. Then use the “Add notes” link for the item to write a note to the student that they could use the other books as well.
If there is no clear primary suggestion, we suggest that you add all 3 books as "Optional", and then include a note on each choice noting that they should buy one out of the three.

7. **How is the cost of materials calculated?** The total cost of materials for a section includes required and optional catalog items (newly requested items and coursepacks / notes are not included). The cost of materials assumes that the student would need to purchase all the materials: for all items, we first use the buy new price. If the the buy new price is not available, then we use the buy used price. If that is not available, then we use the list price.

8. **I can't find the material I want.** If the material that you are looking for is not in the Amazon catalog, then you should will need to fill out a form in the tool so that our team can add the item to our catalog. To get to the form, first search for the item in the Amazon catalog by clicking on the "add catalog item" button. At the button of the search results, you will see a link to request an item not found in our catalog, which will take you to the form. Fill out the form, and our
procurement team will look for the item and try to bring it into our catalog. In the meantime, the item will still be shown as adopted, and will have a "Pending" indicator.

9. **What does "pending" mean? How long do I have to wait?** Pending means that an item that is not in the Amazon catalog has been requested, and we are still following up on the item. The period can vary, but it'll generally take several weeks.

10. **I requested some material, but Amazon is unable to provide it. What do I do?** If you see the red Needs Attention alert, then that means that the item is not procurable by Amazon in the quantity sufficient to mean your class enrollment (there may still be a few copies available on amazon.com, but if we are unable to meet the quantity requirements for your class, we would still indicate that we are unable to provide it). In this case, you have several options: 1) You may still proceed and decide to keep the book anyway by clicking on the "Keep anyway" button-- if you do so, we will prompt you to enter notes for the student so that they know where to get the book from, since Amazon is unable to procure it, and 2) You will need to remove this book and add a different book. Usually, we are unable to procure items that are out of print or very old editions. In this case, you will need to check for and add a newer edition.

11. **I can't find the edition that I want.** Note that editions have different ISBNs. If you are searching ISBN, make sure that the correct ISBN is being used. Otherwise, you can also search by Title or Keyword and enter the edition name (e.g. Biology 10th Edition).

12. **The book that I want has not been published yet.** You can still add this book to your class. If this book is not in the Amazon catalog, then simply fill out an item request form (you can access this form at the button of Search results), and our team will work to have the book added to the catalog once we it is published.

13. **How do I add supplies like calculators or goggles?** Use the "Add catalog item" button to search for this item in the Amazon catalog. Once you've found the item, add it to your class by indicating whether it is required or optional. If you don't have a preference for a specific item (for example, a specific calculator model, or a specific brand of goggles), then indicate in the notes field that other brands or models will also work.

14. **I have made changes after course registration has started. How do I alert students about the change?** You may continue to make changes in the tool; however, we may be unable to procure these items in the quantity sufficient for your class if you make late changes. We expect most students to purchase items in the weeks leading up to class. If there is a change in the materials around when classes start, we recommend that you alert the students in class or via email, so that they could return items that they've already purchased. Amazon offers a standard 30-day return policy on items purchased via our platform.

15. **How do I indicate that I am finished?** There is no need to indicate that you're finished -- the tool automatically saves all your actions! You can review what you've adopted by drilling down to any course: you should see your adopted materials on the right hand Adoption Panel.
16. **How do I get a desk copy of the book?** Please reach out to the publisher directly for a desk copy.

**Viewing adopted materials**

1. **How do I see what has been adopted already?** Drill down to the Course, Instructor, or Section in Single Selection mode by using the left hand Navigation Panel. You should then see the adopted materials, sorted by section, on the right hand Adoption Pane. If you need to make any changes, you may do so directly from the right hand panel.

2. **Material that I have already adopted are not showing up.** Check to make sure that you've drilled into a specific course. Once you've done so, you should see the adopted materials on the right hand side. If this is not the case, then drill into a specific section to see whether you see anything attached to the section on the right hand panel. If this is not the case, and you are sure that you are in the right class, then you may need to re-adopt the materials, since there may have been a saved error (for example, due to time out). Finally, there is a chance that someone else may have made a change. Please check within your department to see who may have made edits to your sections.

3. **How do I see what has been adopted across the entire department?** You may only see materials across Course, Instructor, or Section, not across the entire department.

4. **How do I see what sections are using a specific book?** Unfortunately this is currently not supported. You may filter for which books are used for a section, but cannot see all sections that use a specific book.

5. **I wish to remove a material from multiple courses.** Amazon CourseMaterials currently does not support removing across multiple selections at once. From Course, Instructor, or Section view, please find your selection and remove each instance.

**Support**

1. **My question is not answered by this FAQ guide.** You have a few different options, all listed within the Support screen.
   - **For university related questions:** Reach out to the registrar or your department registrar contact.
   - **For technical questions:** Look for the phone number and email address for Amazon Customer Support. Also, the Support page will contain the User Guide.
   - **For in person support:** You can check with your department to see if there are any Amazon CourseMaterials Tool Drop-In Working Sessions or Office Hours coming up.

**Reporting (v2)**

1. **What can the reporting screen show me?** (v2 feature — available in the future)
2. **How often are changes updated on the reporting screen? (v2 feature – available in the future)**

**Integration and Student Experience**

1. **How will my choices be seen by the student?** The actions that you take in the tool will: 1) show up in your school’s Student Information System, so that students could view the materials associated with the classes they are looking up. Amazon sends this information back to the school once daily, and 2) show up on the Amazon website if the student has university benefits enabled. When the student searches for a book on the Amazon site, they will see the courses associated with that book.

2. **How often are changes updated?** The changes that you make in the tool are sent to your school's SIS and the Amazon website once daily, so allow up to 24 hours for your changes to be propagated.

3. **Are Amazon prices really better than the bookstore?** Yes, our research shows significant savings to students on required textbooks, around 40% in Q3 2014. We continue to offer value on all of the other items students need for life on campus too.