

Career Coach Customer FAQ

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Career Coach overview

What is Career Coach?

Career Coach is a Microsoft Teams for Education app powered by LinkedIn that provides personalized guidance for higher education students to navigate their career journey. Career Coach offers educational institutions a unified career solution for students to discover their career path, grow real-world skills, and build their network all in one place.

Who is Career Coach for?

Higher education institutions that need to drive employment outcomes that uniquely match the aspirations of each student. Career Coach is designed for higher education students who are at any stage of their education. It is especially useful when a student is pursuing a field of study that has options when it comes to choosing a specific career.

Why Career Coach?

Unlike stand-alone labor market insights or skill-focused solutions, Career Coach is an integrated employability solution designed to help students discover their goals, interests, and skills using an AI-based skills identifier and LinkedIn integration that aligns a student's comprehensive profile with job market trends.

With a personalized experience, students can get inspired by different career options, connect with alumni, peers, and faculty, and learn with courses from the higher education institution, LinkedIn Learning, and Microsoft. Higher education institutions will be able to gain insight into the skills and career goals students have, as well as job market trends to drive curriculum, programs, and services to support student success.

How does Career Coach leverage LinkedIn?

LinkedIn is the largest network of professionals in the world and a primary recruiting ground for companies with 14 million open jobs on the platform. The world's largest professional network allows students and new graduates to: Connect to the professional world, stay informed through professional and industry news, get hired, and build their career.

Career Coach shows students different careers based on alumni insights from LinkedIn. By connecting the LinkedIn Page for the higher education institution to Career Coach, publicly visible alumni profiles are aggregated to power the Career and People pages.

Career Coach features a small subset of free LinkedIn Learning courses that offer specific career-related guidance and activities within the app.

With a separate LinkedIn Learning campus subscription, access to the full 16,000+ course library is seamlessly integrated into the app, which empowers students to build the skills they need to launch their career.

Can Career Coach help with students interested in pursuing a trade career (i.e., electrician)?

Yes, they can use the career-related guidance and network-building capabilities within Career Coach to develop their skills and prepare to be on the job market.

Does Career Coach include any third-party party integrations?

Career Coach does not include any third-party party integrations. The product team will research third-party integration requests and scenarios with customers.

Customer set up

How can students access Career Coach?

Students can access Career Coach exclusively through your educational institution. Career Coach is not offered directly to students.

Is Career Coach only offered in Microsoft Teams?

Yes, you need Teams and an Office 365 Education account to offer Career Coach.

How do we enable Career Coach for students?

IT admins can use a quick start guide on <https://docs.microsoft.com/> to enable, customize, and manage Career Coach.

What information does Career Coach use to customize the experience for our students?

Your IT admin will add the educational institution's name, logo, privacy policy, and career resources, as well as the courses and fields of study offered.

How does Career Coach work with the campus career services we have?

In the Career Coach experience, you can direct students to your campus resources such as career fairs and appointments for career advising. Students will also find the courses you offer and alumni.

Is Career Coach designed to replace career advisors?

No, Career Coach is designed as an integrated experience to compliment and support campus career advising. Career Coach provides a central hub for students to engage in the career-related activities you offer.

Which faculty/staff roles is Career Coach designed for?

The faculty/staff license is designed to be used by faculty, staff, and IT admins who will be involved in enabling Career Coach for students and supporting their engagement.

How can faculty and staff use Career Coach?

Faculty and staff can use Career Coach to view and understand the student experience. There are guides to help get students started and build their engagement. These resources are found on <https://support.microsoft.com>.

What can we do to support engagement with Career Coach?

There are lots of ways to encourage engagement across your entire academic community, including using Teams for messaging, reaching out to alumni, hosting live demos and trainings, and leveraging the Career Coach activity guide. For details on how to build and manage engagement, visit the planning guide.

Should the IT admin connect the LinkedIn Page for our educational institution or for a department?

Connect the LinkedIn Page for the educational institution unless Career Coach is adopted by a specific department or program only.

Who is the Super Admin for our LinkedIn Page?

The Super Admin is the staff member who created and manages the educational institution's LinkedIn Page.

How many alumni on LinkedIn are needed for a good experience in Career Coach?

General guidance is for the alumni base to be at minimum 10x the student user base to ensure a variety of careers, skills, and profiles are included in the experience. The number of alumni is listed at the top of the LinkedIn Page for the educational institution.

How can alumni manage their privacy settings?

Career Coach leverages a unique integration with Microsoft and LinkedIn to display career insights based on alumni profiles on LinkedIn. Students can privately view those profiles unless alumni change their [LinkedIn visibility preferences](#).

Do we need a LinkedIn Learning license?

Career Coach features a small subset of certain LinkedIn Learning courses that offer specific career-related guidance and activities within the app at no additional charge. With a separate LinkedIn Learning campus

subscription, access to the full 16,000+ course library is seamlessly integrated into the experience, which empowers students to build the skills they need to launch their career.

Student experience

When should students get started with Career Coach?

Start students anytime, keeping in mind each of these steps in the career journey:

- **Discover:** Students are starting their educational career and it's helpful to begin exploring a variety of careers and learn more about individual strengths, interests, and aspirations.
- **Navigate:** Students have a strong sense of the careers that interest them and need to grow their skills, learn how to share their story, and find real-world opportunities to gain experience.
- **Land a job:** Graduation is near, and students are preparing to be on the job market.

How do students get personalized guidance from Career Coach?

Students get guidance that is personalized when they complete their profile with their education, upload a transcript or resume, and connect their profile to their LinkedIn account. They can also use search filters to explore options based on their interests and preferences.

What happens to a student's profile they graduate?

When students graduate and their student Office account closes, they will not have access to their Career Coach profile anymore. Students should download their Career Coach activity beforehand and continue their career journey with LinkedIn.

Can students use Career Coach on a mobile device?

Yes, students can use it on any device they use for Teams.

How does Skills Explorer work?

When a student uploads a resume or transcript, an AI model analyzes it based on thousands of resumes and job descriptions. Skills are identified from the resume text or course descriptions associated with the course IDs on the transcript. These skills are matched with commonly used skills on LinkedIn and added to the student's Career Coach profile.

Students can upload a resume or transcript. Their details changed. Should they resubmit?

When students gain new learning or work experiences, they should upload a new document to identify skills they gained.

What part of the experience is personalized for each student?

The careers, people, and learning experiences, as well as jobs and other opportunities are personalized for each student.

What kinds of real-world experiences can students find using Career Coach?

Students can find jobs, internships, co-ops, and volunteer opportunities, as well as campus competitions, projects, and other events.

Do students need a LinkedIn account to use the LinkedIn features in Career Coach?

Most of the Career Coach experience can be accessed without a LinkedIn account. The ability for students to view alumni career paths and connect with alumni on LinkedIn within Career Coach is only available with a LinkedIn account connected to Career Coach.

How and when does a student move to LinkedIn from Career Coach?

Students are encouraged to create a LinkedIn profile when they begin using Career Coach. Students can learn best practices for creating a profile and keeping it current. With Career Coach, they'll also discover easy ways to find work experiences, LinkedIn Learning courses, and make profile updates.

Is there value in students using LinkedIn and Career Coach simultaneously?

Yes, Career Coach is designed as a private place for students to explore, learn, and connect within their local academic community. In parallel, Career Coach encourages them to explore and engage on LinkedIn to build their professional presence, connect with a global network, and find and apply for work experiences.