Bertelsmann University

Udacity Technology Scholarship Program
FAQs for Bertelsmann Employees

ⓘ **Overview**

Udacity Technology Scholarship Program
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General

What is Udacity?

Udacity, a global pioneer in lifelong learning, is an online education platform that develops practical tech-focused online courses in collaboration with leading tech companies. The company is headquartered in Mountain View, California. Bertelsmann is one of Udacity's largest shareholders. Udacity's Nanodegree programs are co-created with industry leaders and are designed for lifelong learners. Udacity Nanodegree programs focus on jobs related to Software Development, Data Science, Cloud Computing, Artificial Intelligence and more.

Why learn with Udacity?

- Benefit from interaction and exchange with the community
- Job-related projects by industry experts
- Focus on business-relevant skills
- Get useful help from mentors

What is a Nanodegree program?

A Nanodegree program is an innovative online curriculum path that is outcome-based and career-oriented. Every program provides a clear end goal, and the ideal path to get the students there. Courses are built with industry leaders like Google, AT&T, and Facebook, and are taught by leading experts on the respective subjects. While progressing through a Nanodegree, students benefit from personalized mentoring for technical support, as well as detailed project reviews and feedback. Graduates earn an industry-recognized credential.

What is an Udacity course like?

Udacity courses are highly interactive with activities like quizzes and exercises interspersed between short videos and interviews with instructors and industry experts. The quizzes are a tool to help you learn, and an ongoing resource, so you can watch the videos and try the quizzes as many times as you like. Udacity Nanodegrees also include project(s), which must be completed and submitted. Students will receive feedback from mentors on these projects. In case of uncertainties and questions, the mentor supports the students individually.

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The Udacity Technology Scholarship Program

What is the Udacity Technology Scholarship Program?

Over a three-year period, Bertelsmann is investing several million euros in funding as many as 50,000 tech scholarships on the online education platform Udacity to strengthen people's tech skills. The idea is to teach employees the digital skills needed for tomorrow's job market. Specifically, the Group is funding 15,000 tech scholarships annually for Udacity Challenge Courses. In addition, ten percent of participants will receive a scholarship for a full Nanodegree in their selected subject area. The scholarship program is aimed equally at beginners (basic computer skills are recommended) and experienced programmers. It focuses on three tech learning paths:

* Cloud, i.e. applications for online-based IT infrastructures
* Data, i.e. applications for the analysis and interpretation of large volumes of data
* Artificial Intelligence (AI), i.e. applications related to machine learning and intelligent algorithms

The program builds on the success of previous initiatives and, with the 2020-2021 round, it is now in its second implementation of the three-year initiative.

How does the 2nd round differ from that of the previous year?

The structure and basic conditions of the Udacity Tech Scholarship remain identical. The second implementation will see the following changes:

* New learning content: New Challenge Courses as well as other Nanodegrees are being offered. The Data and AI Track have a higher business focus in this round (page 7-12).

* Fewer prerequisites: For the Data and AI tracks, hardly any previous knowledge is required. Only for the Cloud track, in-depth programming knowledge is required (page 8-12).

* Faster application: A motivation letter is no longer required in the application process (page 13).

* Updated selection criteria: The criteria for selecting the Challenge Course participants as well as for selecting 10% of participants who will receive a Nanodegree have been adjusted slightly (page 15). The requirements for participating in the community will be highlighted in greater detail this year (page 15).

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What is the structure of this scholarship program?

As the scholarship consists of three different learning paths (Cloud, Data, AI), the participants have to decide for which learning path they would like to apply.
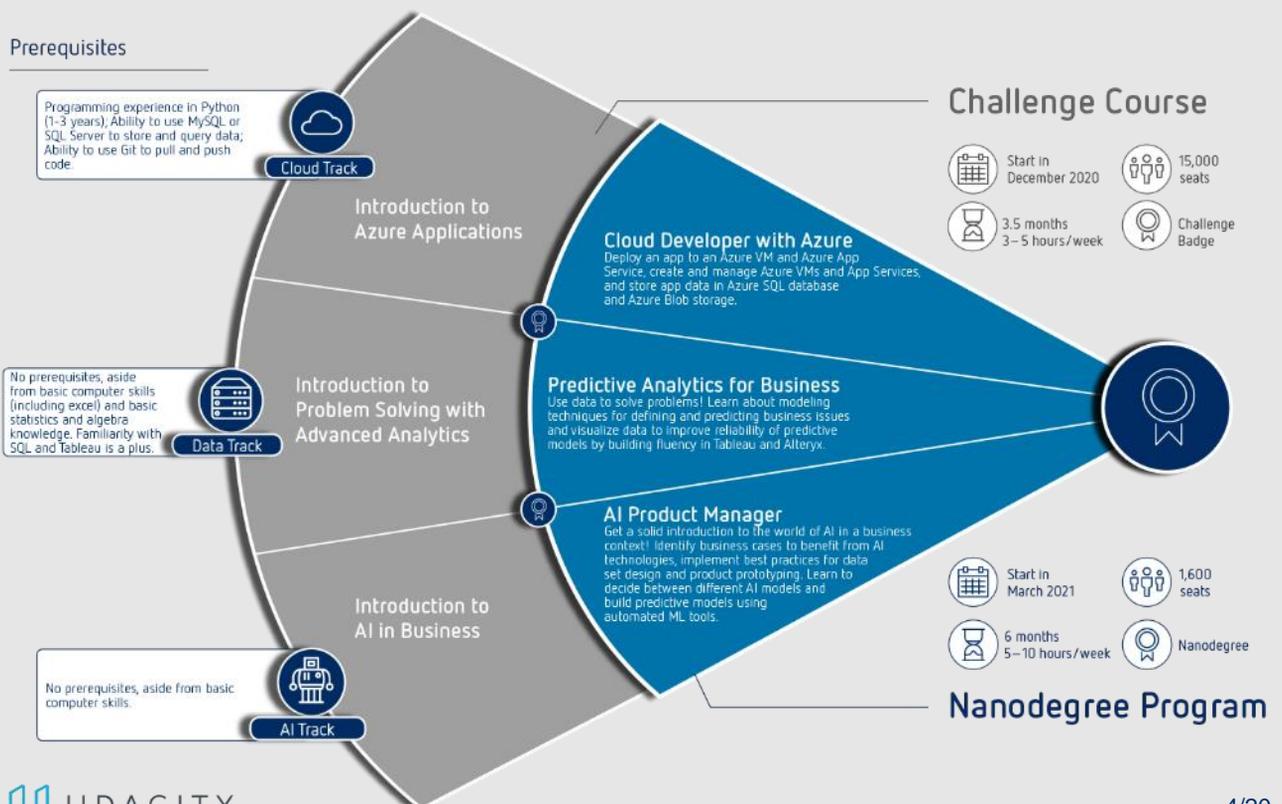
Each learning path consists of two phases:

Phase 1: Challenge Course December 3, 2020 – March 15, 2021

During the first phase of this scholarship, the student is provided with an access to an introductory Challenge Course for 3.5 months. Applicants should be prepared to invest about 3 – 5 hours per week during this period. The scholarship recipients participating in this initial phase of the program will be part of a robust student community where they can engage with and receive support from their classmates.

Phase 2: Full Nanodegree Program March 25, 2021 – September 24, 2021

Ten percent of participants will receive a scholarship for a full Nanodegree program in their chosen subject area. Access to these Nanodegree programs includes expert project reviews, mentorship, and community support. Applicants should be prepared to invest about 5 – 10 hours per week for the 6 months of the program.

Prerequisites

Programming experience in Python (1-3 years); Ability to use MySQL or SQL Server to store and query data; Ability to use Git to pull and push code.

Cloud Track

Introduction to Azure Applications

No prerequisites, aside from basic computer skills (including excel) and basic statistics and algebra knowledge. Familiarity with SQL and Tableau is a plus.

Data Track

Introduction to Problem Solving with Advanced Analytics

No prerequisites, aside from basic computer skills.

AI Track

Introduction to AI in Business

Cloud Developer with Azure
Deploy an app to an Azure VM and Azure App Service, create and manage Azure VMs and App Services, and store app data in Azure SQL database and Azure Blob storage.

Predictive Analytics for Business
Use data to solve problems! Learn about modeling techniques for defining and predicting business issues and visualize data to improve reliability of predictive models by building fluency in Tableau and Alteryx.

AI Product Manager
Get a solid introduction to the world of AI in a business context! Identify business cases to benefit from AI technologies, implement best practices for data set design and product prototyping. Learn to decide between different AI models and build predictive models using automated ML tools.

Challenge Course

Start in December 2020

15,000 seats

3.5 months 3 – 5 hours/week

Challenge Badge

Start in March 2021

1,600 seats

6 months 5 – 10 hours/week

Nanodegree

Nanodegree Program

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What is the difference between the Bertelsmann Tech Curricula and the Tech Scholarship Program?

Tech Scholarship	Tech Curricula
Free of charge	Fee-based (mostly) Different price models depending on provider
Phase 1: Challenge Course Phase 2: Nanodegree	Immediate access to learning content / Nanodegrees possible
Predefined & predetermined selection of Challenge Courses & Nanodegrees for each year	Choose from a variety of Nanodegrees
Courses for all three Tech tracks: Cloud, Data & AI	Available for Data and Cloud (since August 2020). AI to follow in 2021
One round a year with 15,000 fellow students all starting at the same time	Very flexible timing. Choose between several starting and course dates
Defined skillset/degree of difficulty in the respective tracks	Choose between different degrees of difficulty – from beginner to advanced
	Besides Udacity, several different premium learning partners with different learning formats and profiles are available

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When will the results be announced? When do classes start?

Applications open on September 15 and close on November 16, 2020. Scholarship recipients are announced at the end of November 2020. The Challenge Course starts on December 3, 2020 and lasts 3.5 months until March 15, 2021 with 10% continuing to start their Nanodegree program on March 25, 2021.

What is the program language?

The program language of the Challenge Course and all Udacity Nanodegree programs is English. All Udacity course videos have English subtitles.

Where does the program take place?

The program takes place 100% online. Students can work from wherever they want to, as long as they have a working internet connection.

Are there specific class hours when students need to be online or can they go through the lessons and study whenever they want?

After class starts, participants can study on their own schedule as long as they complete the course in the specified time. That means they will have complete access to the course directly in their classroom for 24 hours a day. Students have different schedules and will work on their course at different times and on different days. What is important is that students make constant progress each and every week and get through all the content before the end of the course.

What are the technical requirements for participating in this program?

The participants can learn on a computer at any time. The learning content is extensive and requires a desktop computer. However, individual videos can be downloaded and watched on a mobile device.

Udacity's full technical requirements are listed here: www.udacity.com/tech-requirements

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Cloud Track –
Applications for Online-based IT Infrastructures

What is Cloud Computing?

Cloud Computing is the delivery of computing services – servers, storage, databases, networking, software, analytics, intelligence and more – over the Internet (the "Cloud") to offer faster innovation, flexible resources, and economies of scale. Some examples include:

- Elastic resources: Scale up or down quickly and easily to meet changing demand
- Metered services: Pay only for what you use
- Self-service: Find all the IT resources you need, with self-service access

Who needs Cloud Computing capabilities?

Cloud Computing can help organizations create business value for long-term viability and sustainability by providing flexibility and versatility. IT features of Cloud Computing lead to measurable increase in business value on both dimensions of performance benefit and collaboration benefit through Cloud Computing capability.

Target group: Professionals who can benefit particularly from building their Cloud skills include developers or IT Ops managers interested in automating IT infrastructure, building software delivery pipelines, and deploying and managing infrastructure.

What are typical job duties?

Cloud developers implement and maintain cloud infrastructures in companies. They help to make business processes even more effective through the use of modern cloud solutions, and support them in making the best possible use of new technologies.

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What is the "Introduction to Azure Applications" Challenge Course?

The "Introduction to Azure Applications" Challenge Course is a 3.5-month standalone course. It helps students learn the unique skills that define the success of Azure services. Students will learn the foundations of Azure services. This Challenge Course is the first chapter of the following "Cloud Developer with Azure" Nanodegree Program. This Challenge Course is mandatory for scholarship students who wish to qualify for the full Nanodegree program and cannot be skipped.

Time investment: 3.5 months, about 3 – 5 hours per week

Prerequisites: To succeed in this course, students should be able to do the following:

- script backend applications in Python
- use MySQL or SQL Server to store and query data
- use Git to pull and push code

In addition, students should have/create a GitHub account and a free Azure account.

What is the "Cloud Developer with Azure" Nanodegree program?

In the "Cloud Developer with Azure" Nanodegree program, students learn to deploy an app to an Azure VM and Azure App Service, create and manage Azure VMs and App Services, and store app data in Azure SQL database and Azure Blob storage.

Time investment: 6 months, about 5 – 10 hours per week

Prerequisites: To succeed in this course, students should be able to do the following:

- program in Python with 1-3 years of experience
- use MySQL or SQL Server to store and query data
- use Git to pull and push code

In addition, students should have/create a GitHub account and a free Azure account.

Detailed information about the program will be available on the Udacity website from August: www.udacity.com/

How can candidates prepare themselves for the Cloud track until the Challenge Course starts in December?

Bertelsmann employees can access the online course collection "Getting started with the Cloud" on peoplenet. This course collection offers an introduction to the core concepts, and a wealth of resources to dive deeper into the topic of Cloud. Students can use this link to directly start the courses on peoplenet.

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Data Track –
Applications for the Analysis and Interpretation of Large Volumes of Data

What is Data Science?

Data Science is an interdisciplinary field that brings together tools, processes, and systems to extract insights from data. It involves concepts from a variety of fields, ranging from mathematics/statistics to computer science and programming, to machine learning, through to visualization and presentation. At its core, Data Science involves using automated methods to analyze massive amounts of data and to extract knowledge from them.

Who needs Data Science capabilities?

Data is everywhere. The amount of data we create is going to increase exponentially in the years ahead. The ability to analyze this data and derive the right business decisions will be crucial for competitive advantages in the future. Everyone will need to have some level of experience with data, and some ability to distill insights related to their business or role. Executives, managers, marketers, analysts … almost everyone will be surrounded by data in their work. Data Science brings together a foundation in statistics, the technology to analyze data, and the business strategy to ask the right questions and form insights from data. Depending on their role and strengths, individuals may focus on different components of Data Science, but they will undoubtedly benefit from continually expanding their knowledge and skills in this field.

Target group: Professionals who can benefit particularly from building their Data Science skills include Finance, Analytics, Business Ops Specialists, and Product Managers with some data experience, especially if they are eager to learn to code in Python and start a career in Data Science.

What are typical job duties?

Predictive analytics experts make use of data, statistical algorithms, and machine-learning techniques to identify the likelihood of future outcomes based on historical data. To do this, they model relationships, and search for patterns and anomalies. The goal is to go beyond knowing what has happened, to providing a best assessment of what will happen in the future. Experts in this role use predictive analytics and business intelligence to solve real-world business problems and support business stakeholders in decision making.

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What is the "Introduction to Problem Solving with Advanced Analytics" Challenge Course?

The "Introduction to Problem Solving with Advanced Analytics" Challenge Course is a 3.5-month standalone course in which students will learn a scientific approach to solving problems with data. Students will master specific frameworks to organize and plan their analytical approach. Over the course of the program, they will learn to create mental models to clearly define business issues. This Challenge Course is the first chapter of the following "Predictive Analytics for Business" Nanodegree Program. It is mandatory for scholarship students who wish to qualify for the full Nanodegree program and cannot be skipped.

Time investment: 3.5 months, about 3 – 5 hours per week

Prerequisites: To succeed in this course, students should be comfortable working with data in spreadsheets. Beside basic computer skills, students should have basic statistics and algebra knowledge.

What is the Nanodegree program "Predictive Analytics for Business"?

This Nanodegree program prepares students for a career in predictive analytics and enables them to master a scientific approach to solving problems with data.
Over the course of the program, students will learn to:
- Create mental models to clearly define business issues
- Visualize and prepare data to improve efficacy of predictive models
- Identify and implement a variety of predictive modeling techniques

Participants will build fluency in two leading software packages:
- Tableau, a powerful data visualization tool
- Alteryx, a tool that enables you to prepare, blend, and analyze data quickly

Time investment: 6 months, about 5 – 10 hours per week

Prerequisites: To succeed in this course, students should be comfortable working with data in spreadsheets. Besides basic computer skills, students should have basic knowledge of statistics and algebra. Students do not need any programming experience. Familiarity with SQL and Tableau is a plus. Detailed information about the program is available here:

www.udacity.com/course/predictive-analytics-for-business-nanodegree--nd008

How can candidates prepare themselves for the Data track until the Challenge Course starts in December?

Bertelsmann employees can use the peoplenet to access various online course collections in the field of data and gain an overview of the topic - Further information on this can be found in the News section of the Bertelsmann University website.

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Artificial Intelligence Track –
Applications Related to Machine Learning and Intelligent Algorithms

What is Artificial Intelligence?

Artificial Intelligence (AI) is one of the fastest-growing and most transformational technologies of our time, with 2.3 million new jobs opening up by 2020. Artificial Intelligence is the simulation of intelligent, human-like processes by machines. The applications for it are nearly limitless and the industry is growing fast. Some of the activities computers with Artificial Intelligence are designed for include: Speech recognition, image recognition, and self-driving cars.

Who needs Artificial Intelligence capabilities?

The demand for AI specialists has never been greater, and top companies across all industries are competing for AI talent. Some examples of industries using AI today are Finance, Consumer Goods, Transportation, Healthcare, Legal, and Agriculture.

Target Group: Individuals who are experienced with data and programming and are interested in the fields of AI and machine learning.

What are typical job duties?

AI Product Managers are responsible for designing and delivering a profitable AI solution. They define product strategy and KPIs and design a user-centered prototype that adheres to engineering and stakeholder constraints. AI Product Managers develop and monitor an execution timeline that handles competing priorities. They create a comprehensive product roadmap. Finally, they build tests to enhance product features based on market data.

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What is the "Introduction to AI in Business" Challenge Course?

The "Introduction to AI in Business" Challenge Course is a 3.5-month standalone course in which students learn the unique skills that define the success of a machine-learning product. Students will learn how to identify business cases that can benefit from AI technologies, and implement best practices for designing datasets and product prototypes. The course gives a baseline understanding of major ideas, fluency in what is happening, etc. **The focus is for students to learn business opportunities and how to build products / bring value with AI as a tool.** This Challenge Course is the first chapter of the following "AI Product Manager" Nanodegree Program. It is mandatory for scholarship students who wish to qualify for the full Nanodegree program and cannot be skipped.

Time investment: 3.5 months, about 3 – 5 hours per week

Prerequisites: To succeed in this course, students should have basic computer skills and be comfortable navigating online.

What is the "AI Product Manager" Nanodegree program?

In this AI Product Manager Nanodegree program, students can explore unique skills that define the success of a machine-learning product.

Participants will learn:
- How to identify business cases that can benefit from AI technologies
- Implement best practices for designing datasets and product prototypes

A graduate of this program will be able to:
- Decide to use an unsupervised, supervised, or deep-learning model when approaching a specific problem
- Design a data annotation job to create a novel dataset
- Build predictive models using automated machine-learning tools
- Compare the performances of learned models using suitable metrics
- Prototype, test, and iterate an AI product

Time investment: 6 months, about 5–10 hours per week

Prerequisites: To succeed in this course, students should have basic computer skills and be comfortable navigating online. Basic knowledge in data analysis is a plus.

Detailed information about the program is available here:

www.udacity.com/course/ai-product-manager-nanodegree--nd088

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The Application Process

When does the application period start?

Applications open on September 15, 2020.

Where can Bertelsmann employees and interested external parties apply for the Udacity Technology Scholarship Program?

The application must be made proactively on this respective Udacity landing page
(go-live on September 15, 2020): **www.udacity.com/bertelsmann-tech-scholarships**

Who can apply?

All Bertelsmann employees, as well as the external general public, who want to expand their Cloud, Data and AI skills and are at least 18 years old may apply for this Udacity Technology Scholarship Program. The prerequisites for each learning path vary and have been kept very low this year, so that almost no previous knowledge is required for the Data and AI Track. All necessary prerequisites are explained in the descriptions of the tracks. Applicants should be prepared to invest about 3 – 5 hours per week during the Challenge Course and about 5 – 10 hours per week during the Nanodegree programs.

What information is requested in the application?

The application form is structured into four parts:
1. Choice of track (Data, Cloud or AI)
2. Background information (Personal data)
3. Short self-assessment (multiple choice) for the Cloud Track

The full set of application questions will be available at the Udacity landing page www.udacity.com/bertelsmann-tech-scholarships once applications are open (go-live on September 15, 2020).

One piece of information Bertelsmann employees should be prepared to provide is their peoplenet ID so that they identify as Bertelsmann employees instead of applicants from the general public.

Is it possible to apply for more than one track?

As part of the application, the candidates have to choose **one** track (Cloud, Data or AI) they would like to apply for.
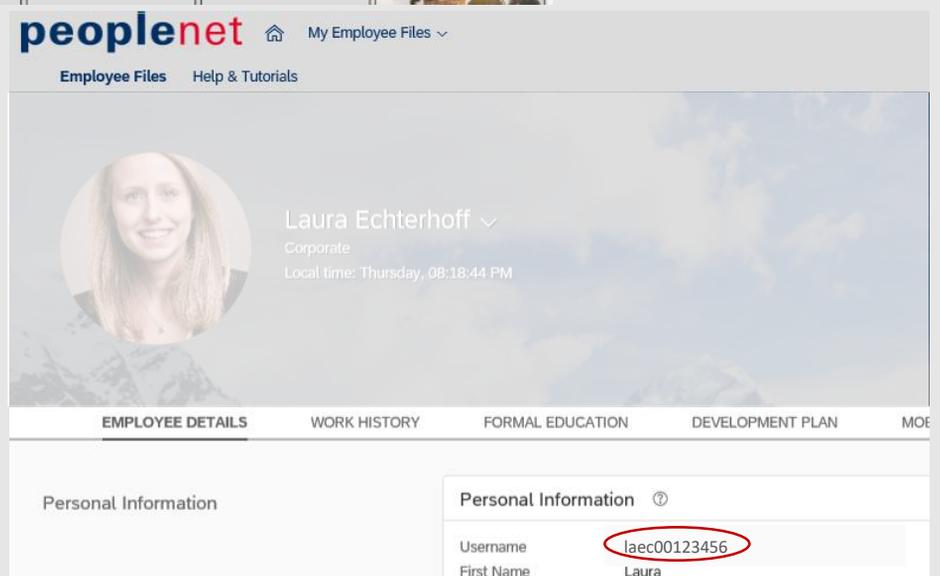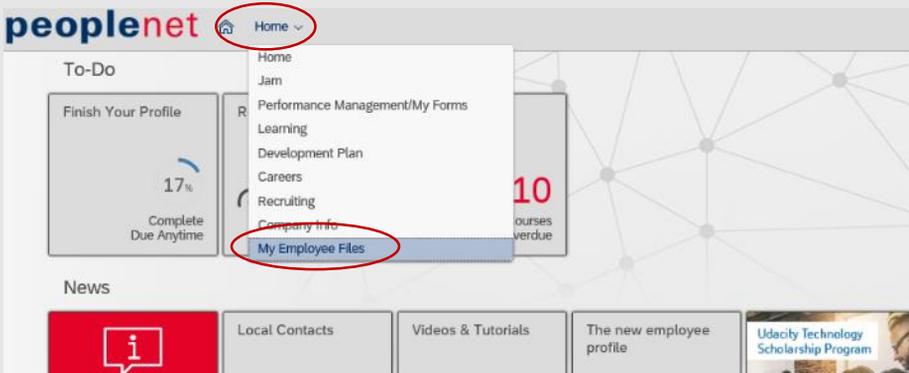
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Why is a peoplenet ID requested during the application process?

In the application process, applicants are identified as Bertelsmann employees by their peoplenet ID. The submission is on a voluntary basis. If students whish to identify as a Bertelsmann employee, the (correct) Peoplenet ID should be provided. The peoplenet ID can only be entered during the application phase and does not have to be re-entered later.

How can employees find out their peoplenet ID?

The peoplenet ID can be viewed on peoplenet under "My Employee Files" (see screenshot below). If the peoplenet ID is already required for logging in (no identity management), students should contact their local HR department.

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Challenge Course & Nanodegree Program

What are the criteria for being selected as one of the 15,000 Challenge Course recipients?

Udacity will evaluate the scholarship applications with a view to selecting recipients who possess:

- Diversity of all races, genders, beliefs, and backgrounds
- Diversity of perspective and experience
- Willingness to dedicate sufficient time to scholarship
- Prerequisite knowledge for the Cloud Track

What are the criteria for being one of 10% and hence a recipient of a full Nanodegree program?

Of the 15,000 original scholarship recipients, 10% will be selected for the follow-on Nanodegree program based on:

1. 100% completion of all lessons, videos and quizzes in the Challenge Course (deadline March 15)
2. Participation in community events and support of classmates in the Slack community
3. All the selection criteria used in phase 1

   - Diversity of all races, genders, beliefs and backgrounds
   - Diversity of perspective and experience
   - Willingness to dedicate sufficient time to scholarship
   - Prerequisite knowledge for the Cloud Track

Community participation as a selection criterion – What is important?

- Think "quality" over "quantity"
- Udacity-organized initiatives
- Student initiatives (organization or participation)
- Support of classmates
- Regular presence (activity according to login)

The above criteria will be assessed by Udacity Community Managers, among others. Students should participate in the orientation web conferences organized by Udacity at the beginning of the course. In this informative web conference, Udacity will again explain what is important in community participation and what is given special attention to.

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Even if students consider all the criteria mentioned above and fully meet them, unfortunately this is no guarantee for receiving a Nanodegree Scholarship, as only 1,600 Nanodegree places are available. If more students meet the criteria than seats available, the criteria applied during the selection of challenge course participants will also be taken into account again. If there are students who meet all the criteria mentioned above in equal parts, in this case a lottery will decide the selection of the Nanodegree recipient.

Is there an entrance exam for the Nanodegree program?

There is no entrance exam for the Nanodegree program. Students are selected according to the criteria above.

Can students participate in the Nanodegree program even if they were not selected for the program?

Students can book the course for a fee to continue learning alongside their fellow students. Further information can be found on peoplenet.

How long can students access the Challenge Course content?

The Challenge Course content is available to all students for the duration of the course. After the end of the Challenge Course on March 15, 2021, students will no longer be able to access the course in their online classroom, and therefore will no longer be able to view the content.

How long can students access the Nanodegree content?

The Nanodegree program content is available to all students for the duration of the course. All students who successfully complete the Nanodegree program ("graduates") will continue to have access to the content for another 12 months.

What kind of support do the mentors provide during the Nanodegree program?

The students receive support from mentors in the form of detailed project evaluations and feedback. Students can post their questions in a mentor forum and receive an answer within 2 hours, regardless of the time zone they are in.

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Do students get a certificate?

Upon completion of the Challenge Course and participation in the Nanodegree program, each student will receive a badge that can be used on social media channels (e.g. LinkedIn, Xing). In addition, participants who have provided their peoplenet ID can print out a participation confirmation on peoplenet.

Upon completion of the Nanodegree program, graduates also receive an official certificate directly from Udacity. After the students have successfully completed their projects, their identity will be verified, and students may be asked for a final interview. Once this procedure has been completed, the certificate can be viewed, printed and forwarded via the Udacity account.

Deadlines

Students have 3.5 months to complete the Challenge Course, which ends on March 15, 2021. The Nanodegree program can be completed within 6 months, by 24 September 2021. An extension of these deadlines is not possible.

Participants should be aware that the deadlines given in the Udacity classroom may refer to the original periods and not to the extended periods for the Scholarship and may therefore not be correct. Udacity will send an email containing the actual, correct deadlines to all students during the program.

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Bertelsmann-specific Conditions

Costs

Who is shouldering the costs?

Bertelsmann pays the costs for all scholarship programs from a central budget.

Peoplenet & Reporting

Is the application page available through peoplenet?

As Udacity is responsible for the application process and the execution of the program, an application through peoplenet is not possible. All employees must use the external Udacity link (go-live on September 15, 2020): **www.udacity.com/bertelsmann-tech-scholarships**

Will the participation be uploaded to the employee's peoplenet learning plan/learning history?

Bertelsmann University will assign the courses in each phase (Challenge Course and Nanodegree program) to the peoplenet learning plan/learning history of all employees who have provided their peoplenet ID in the application process.

Legal Issues

Who is responsible for the processing of personal data?

Udacity Inc. ("Udacity" in the following) is solely responsible for the execution of the scholarship program and it´s processing of personal data in connection with it. As a data controller and if the scholarship program is offered to participants established in the European Union, Udacity has to comply with the EU General Data Protection Regulation (hereinafter "GDPR").

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What personal data is processed?

The scope, nature and purpose of the data processing upon participation in the scholarship program, along with further information on data protection, can be found in the Udacity Privacy Policy: www.udacity.com/legal/privacy

Bertelsmann SE & Co. KGaA ("Bertelsmann" in the following) does not transfer any personal data to Udacity except the IP address when the landing page link is used. As a sponsor and partner of the scholarship program, Bertelsmann receives a list of all participants. The legal basis for receiving this is Article 6 Section 1 f GDPR; accounting is the legitimate interest. Access to the list is restricted to a few employees at Bertelsmann University. A transmission within the group of companies does not normally take place.

As part of registration, participants can indicate their peoplenet ID if they are employees of the Bertelsmann Group. If a peoplenet ID is provided, their participation in the scholarship program is added to the learning plan and learning history in the peoplenet employee profile. Indication is optional and voluntary, and the learning plan/learning history is basically only accessible by the employee, their manager, the local HR department, and Bertelsmann University. The legal basis for the transfer is Article 6 Section 1 f GDPR; the legitimate interest is documentation of training and advancement at employee's request.

How is data protection ensured at Udacity?

Bertelsmann has concluded an agreement with Udacity under which Udacity is obliged to comply with GDPR. Udacity is located in the U.S. To safeguard a secure and legal transfer of personal data between the European Union and the U.S., Bertelsmann and Udacity have concluded EU Standard Contractual Clauses (Controller-to-Controller).

What rights do participants have in connection with data protection?

As a data subject, participants have a right of access, right to rectification, right to erasure, right to restriction of processing, right to data portability and the right to object. The participants also have the right to lodge a complaint with the applicable data protection authority.

Contact for data protection at Udacity: https://eu.udacity.com/legal/gdpr-compliance

Contact for data protection at Bertelsmann: datenschutz@bertelsmann.de

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Who is responsible for the process and execution of the program?

Udacity is solely responsible for all steps.

What are the terms and conditions?

The full terms and conditions are posted here:

www.udacity.com/legal/terms-of-service

Does the time spent on completing a course count as working time?

Participation in the scholarship program is voluntary. Regulations governing working hours are agreed locally with the respective HR department and/ or the supervisor on an individual basis.

Info and Contact

Who will manage communication with the participants and support them during the scholarship program?

The Udacity team will provide participants with all necessary information during the scholarship program. This will include everything from announcement emails after Udacity reviews applications, to ongoing student encouragement emails to scholarship recipients, to next step details at the end of each stage, and more. Emails will come from:

scholarships-support@udacity.com or support@udacity.com

Who can be contacted in case of questions?

- For **general** questions about the scholarship program and for user support (e.g. application process, timeline), please contact: scholarships-support@udacity.com.
- For any **content-related** questions, please first contact the corresponding mentors. If the questions go beyond the knowledge of the mentors, please also contact: scholarships-support@udacity.com.
- For **Bertelsmann-specific** questions (e.g. peoplenet), please contact: university@bertelsmann.com.
- For **divisional-specific** questions (e.g. working time), please contact your local HR department.