# Coursera

# Learner Guide

**Authored by Coursera**
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# Welcome to Coursera!

Congratulations on joining your government's Coursera learning program! This guide is written to help you navigate the Coursera platform and start learning.

## What is Coursera?

Coursera is the world's premier learning platform (or **MOOC** - **M**assive **O**pen **O**nline **C**ourses). It brings online educational content from the best universities and industries in an easy-to-use online platform. We at Coursera envision a world where anyone, anywhere can transform their life by accessing the world's best learning experience.

## Why learn on Coursera?

While learning on Coursera you will...

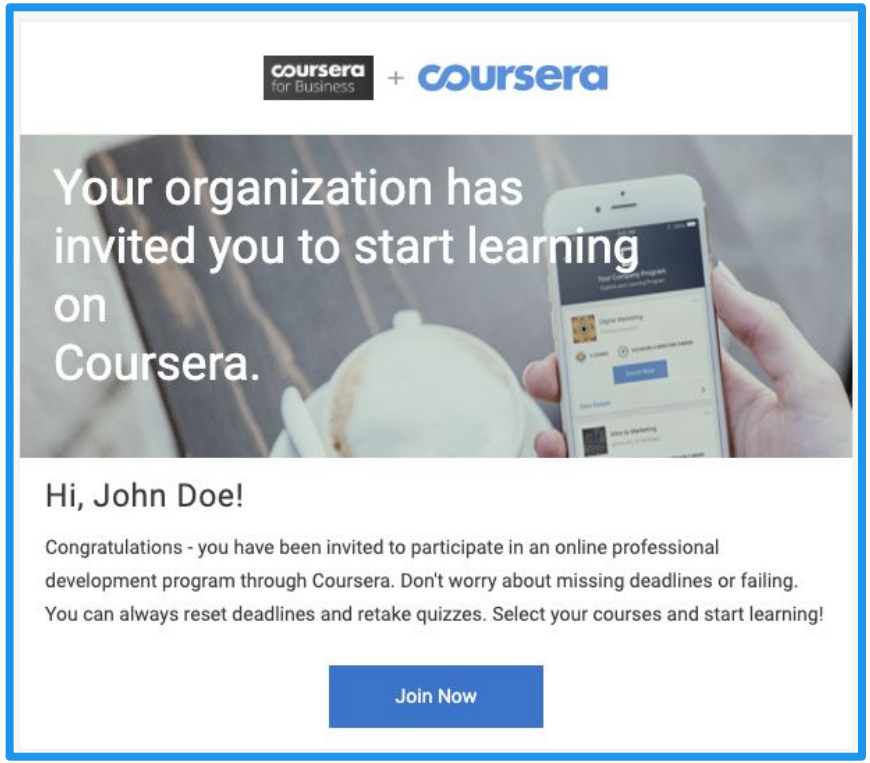
- ✓ Learn new skills to help you excel in your current role.
- ✓ Help prepare for your dream job.
- ✓ Refresh your education & keep your competitive edge.
- ✓ Become better informed on a variety of topics.
- ✓ Access content from 160+ universities & 30+ industry partners.
- ✓ Be part of a community of over 50+ million global learners.

# Joining your Coursera Workforce Recovery Initiative Learning Program

# Check your email inbox

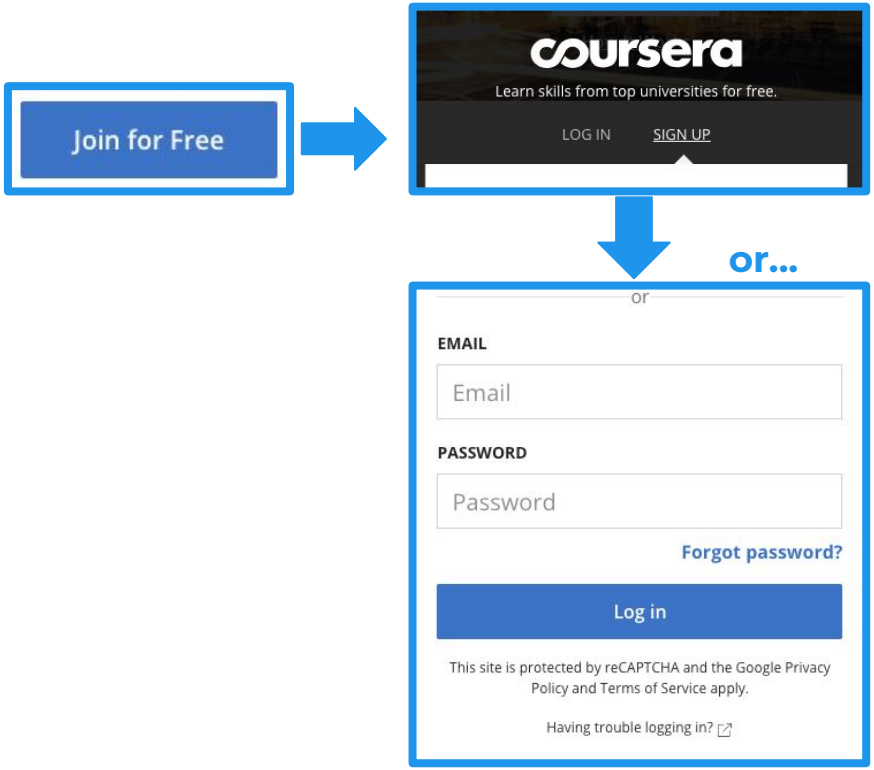
Open the Coursera invitation email sent to your email. Click on **Join Now** to redirect to the Coursera home page.

Your Coursera admin may also email you a direct URL to join your government's Coursera program.



# Click
# “Join For Free”

**Sign Up** to create your Coursera account if you don’t have one already or **Log in** directly with your existing account



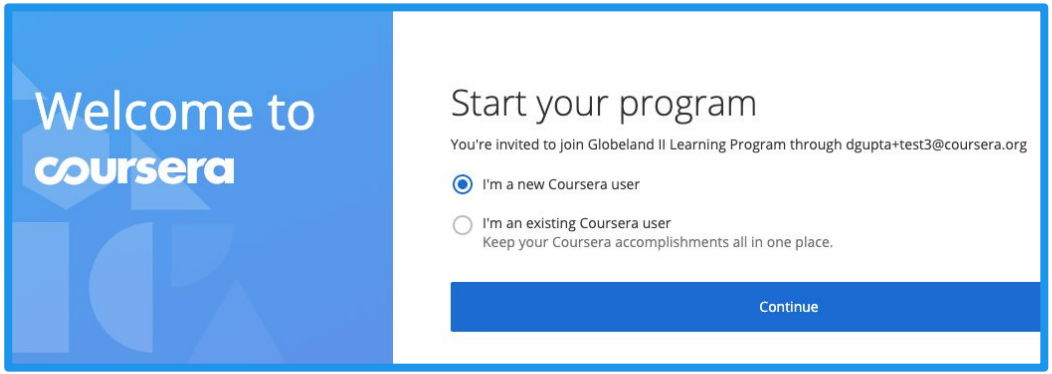
# Setting up your Coursera account

# Create your account

After you've joined your program, you'll be redirected to a **Welcome to Coursera** page where you will have 2 options for account setup.

**A)** If you **don't have** an existing Coursera account, select **I'm a new Coursera user**

**B)** If you **do have** an existing Coursera account click the 2nd option **I'm an existing Coursera user**. On the next page you'll enter your Coursera password to join the program.



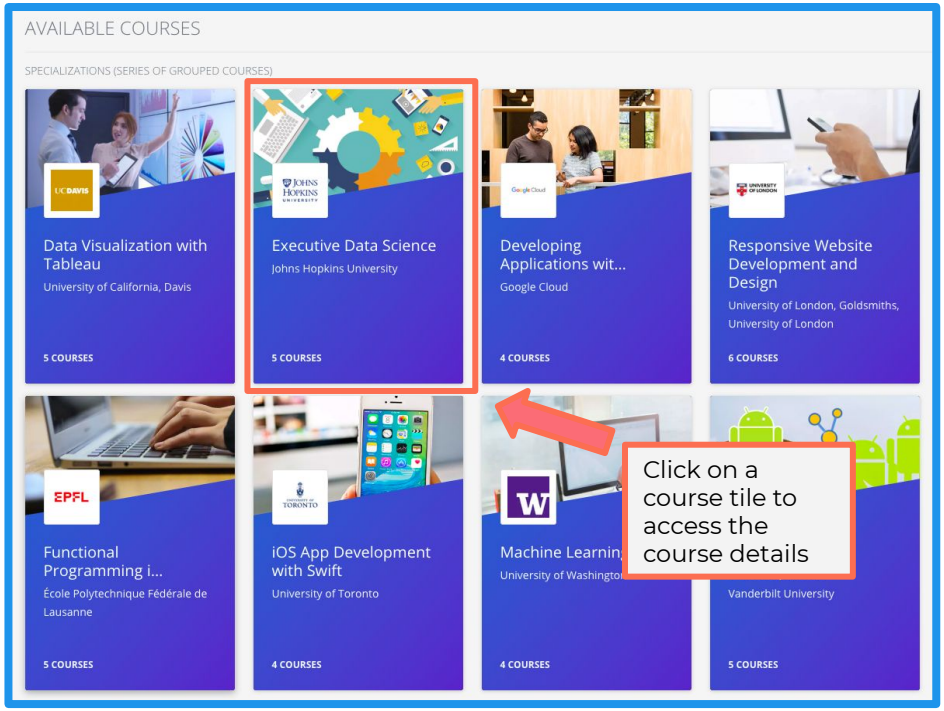

If you've gone past this step and need help merging a pre-existing Coursera account, you can go to the Learner Help Center and start a chat with a Coursera Support agent for assistance.

# Enrolling in a Course

# Choose your course

After you create a new Coursera account or log in with an existing Coursera account, you'll be taken to the program home page.

Click on the **Catalog** tab to browse the courses curated for your workforce recovery program. Once you have a chosen a course that interests you, click on the course tile to access the course details.



# Start your course

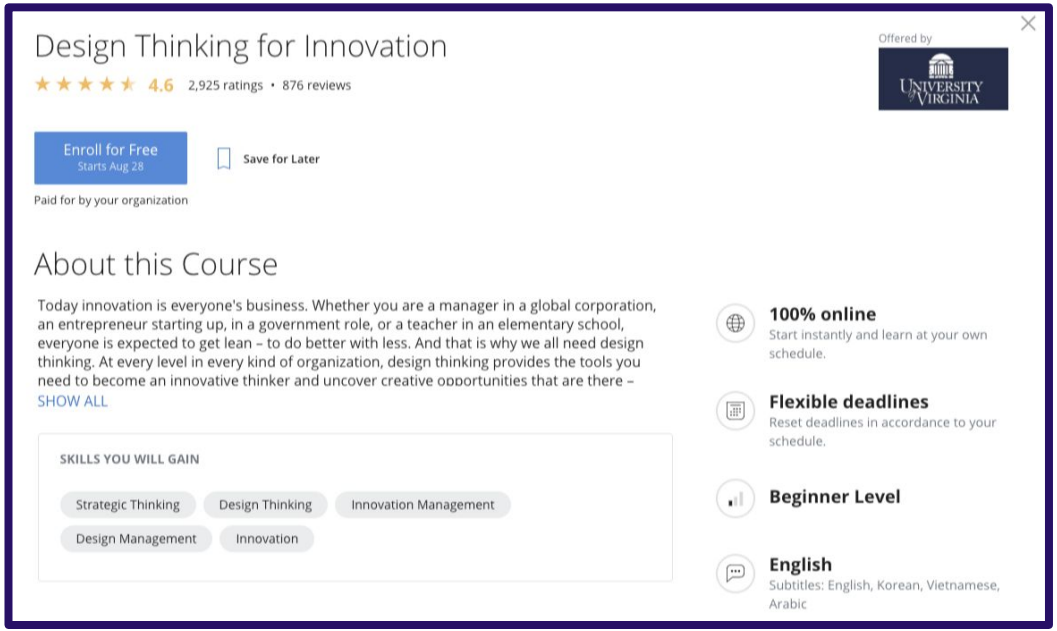
On the course details page, click on **Enroll for Free**. Follow steps on screen to start learning.

Each course has a very detailed description to help you better choose the course that fits you. The description includes:

- ✓ Skills that you will gain
- ✓ Level
- ✓ Workload
- ✓ Rating
- ✓ Detailed syllabus

If you decide to enroll, click on the **Enroll for free** button on your top left—it will change to say **Go To Course**. The courses are being offered through your government by Coursera as part of the Coursera for Workforce Recovery Initiative in response to the current coronavirus pandemic situation.

Start dates are suggested to keep you on track—you can reset if things get busy. Once you enroll you can start watching videos and taking quizzes immediately.

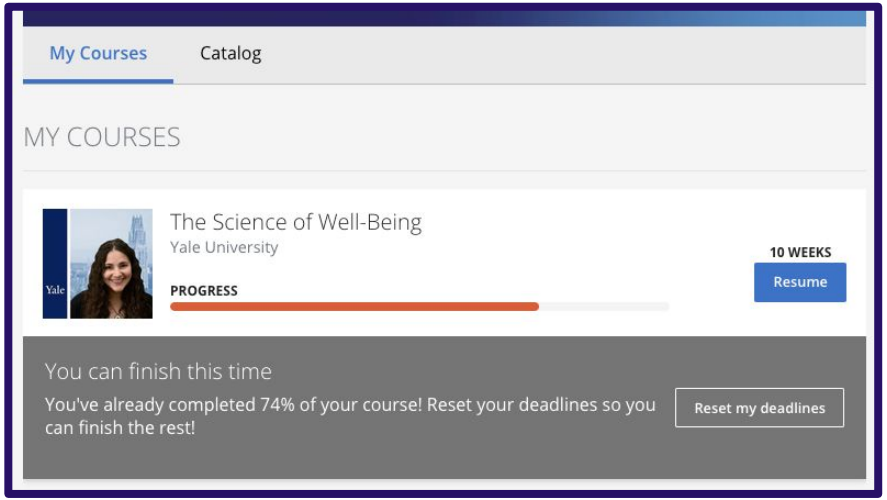


# Starting a Course

# Go to your course

After you enroll in a course, it will show under the **My Courses** tab on your program home page. Click on **Resume** or **Preview** on the right to enter the course.

You can also get to your course under the **Catalog** tab on your program page. Navigate to the class tile, click into it, and then click on **Go to Course**.

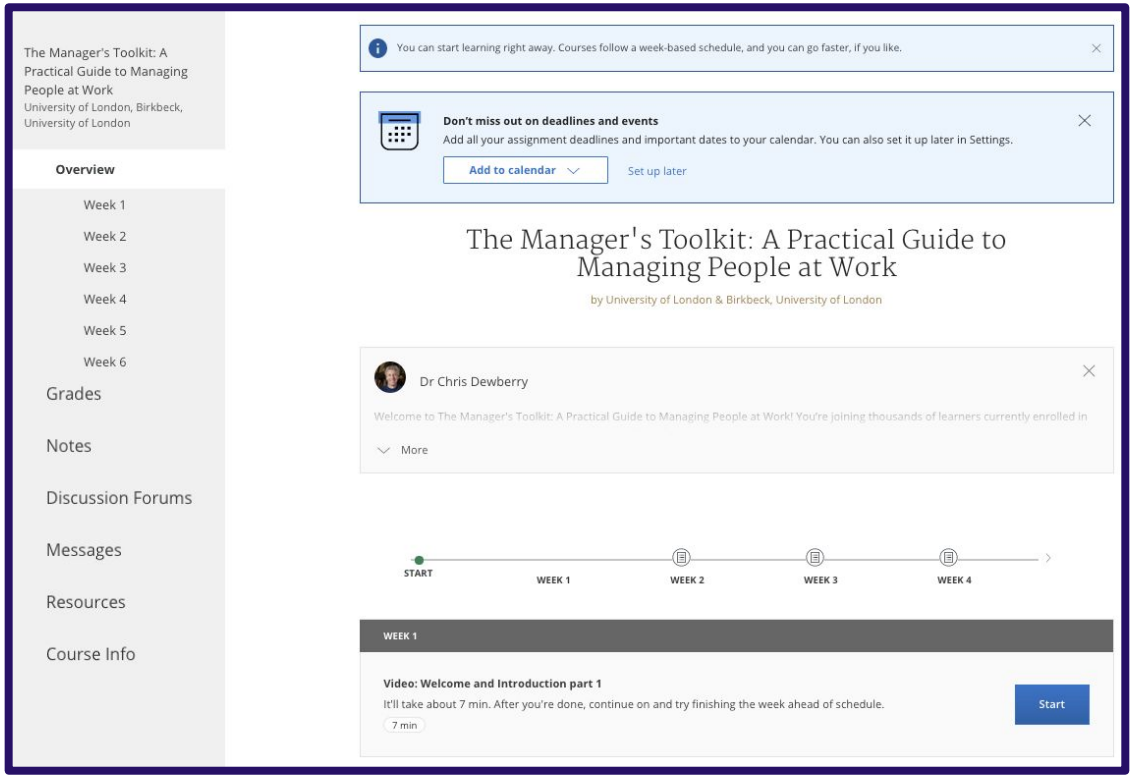


# Access course materials

When you enroll in a course, you will be taken to the Course Page. The course will be broken down by weeks in the left navigation bar, and links to assignments, videos, and readings will appear in the right fields.

Click on **Start** to access the first module in the course.

Click on **Resume** if you are returning to a course to start where you last left off.

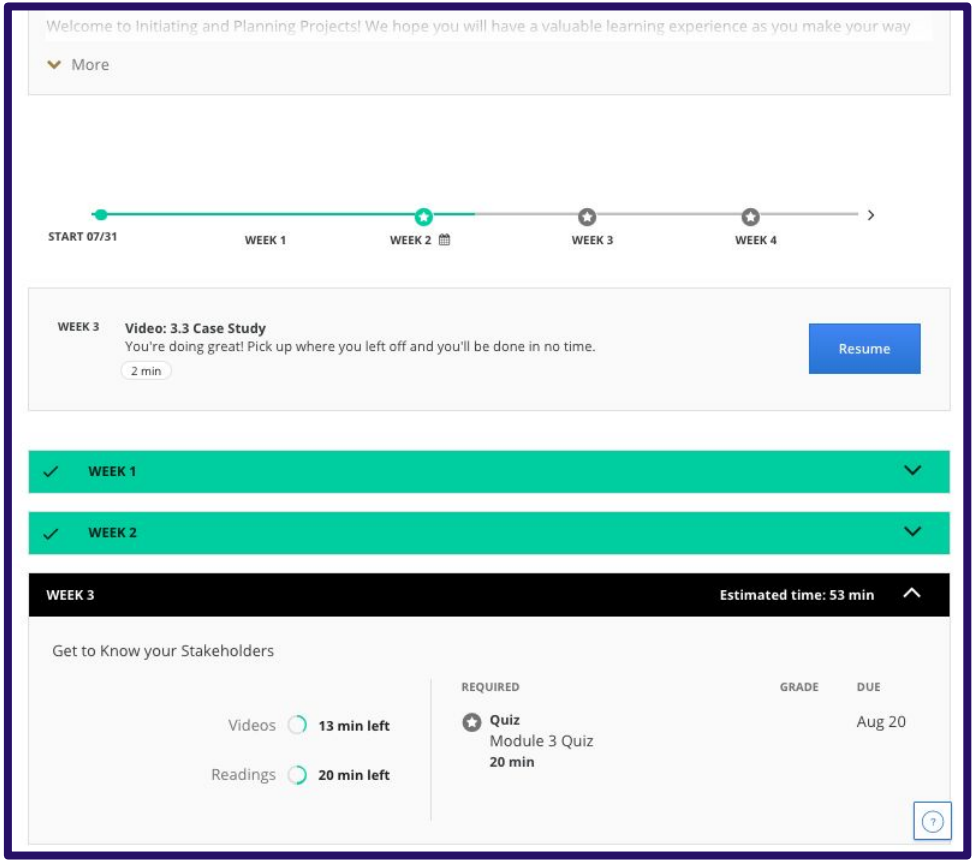


# View your course progress at a glance

Every course page has a timeline to help you easily see how you are progressing through a course. You can see what you have completed, and what you need to do next.

The **Resume** button takes you back to where you last left off—even if it was in the middle of a watching a video.

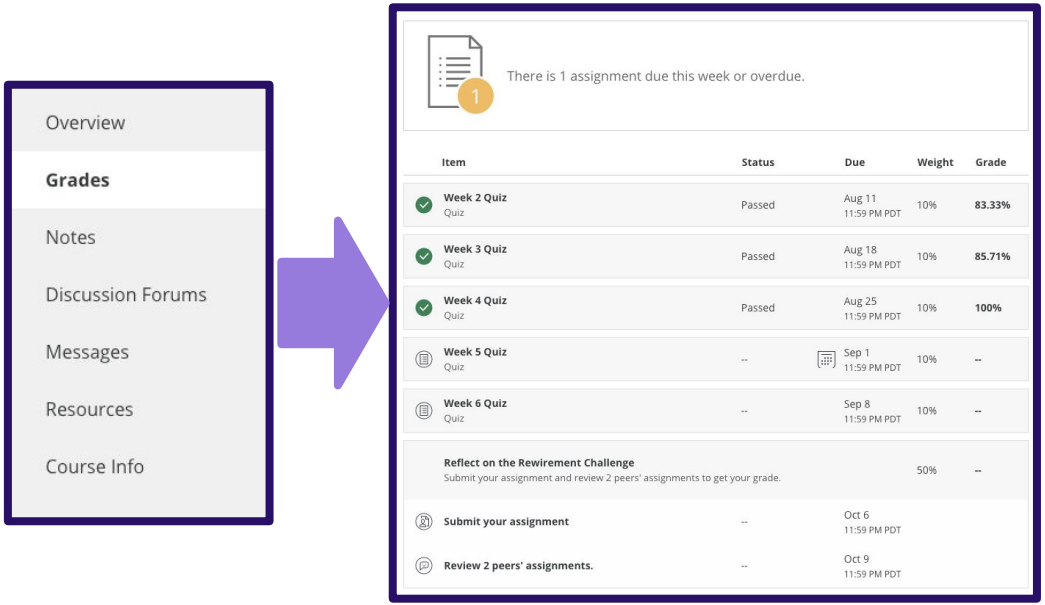
Start dates are suggested to keep you on track—you can reset them if things get busy.



# **Keep track** of your grades and completed assignments

On the **Grades** tab, you can:

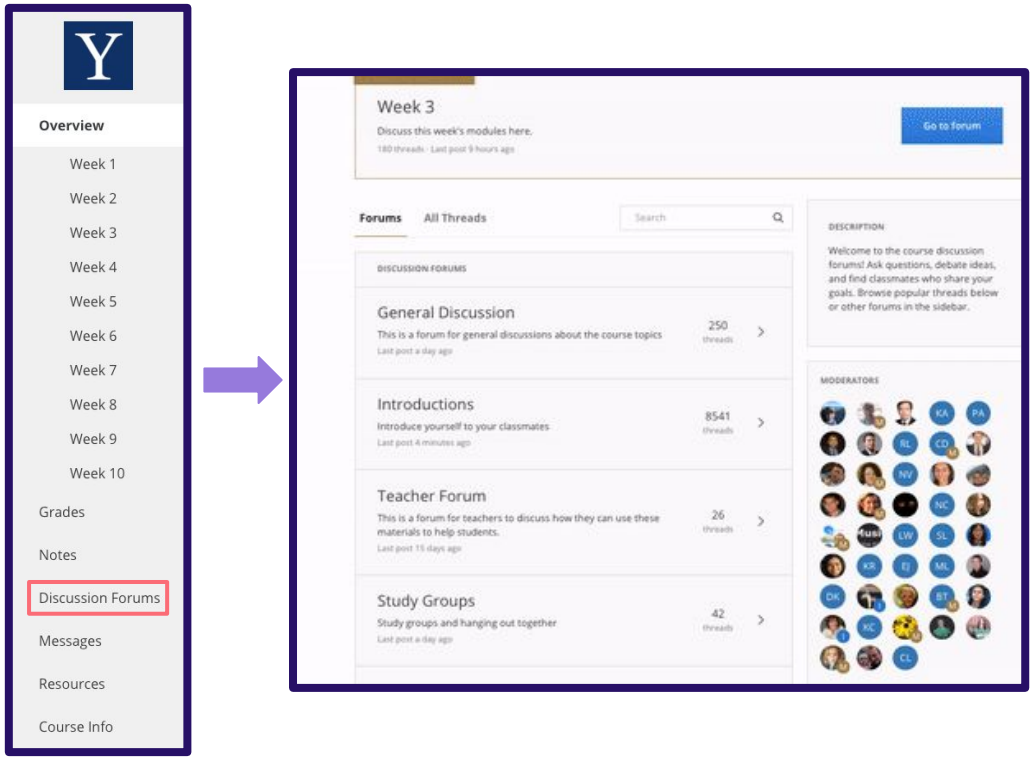
- ✓ View all the quizzes and assignments in the course.
- ✓ See which assignments are due or overdue
- ✓ See all your graded quizzes, and completed assignments.
- ✓ Retake quizzes and assignments from this page if you need to improve a score or if you did not pass the first time.



# **Discussion forums** for your course

You'll have the opportunity to exchange feedback on assignments and discuss ideas in your course discussion forums as you work together to master new concepts and best practices.

**Discussion forums** are accessed through the left-hand menu on your course page. These are available for most courses.

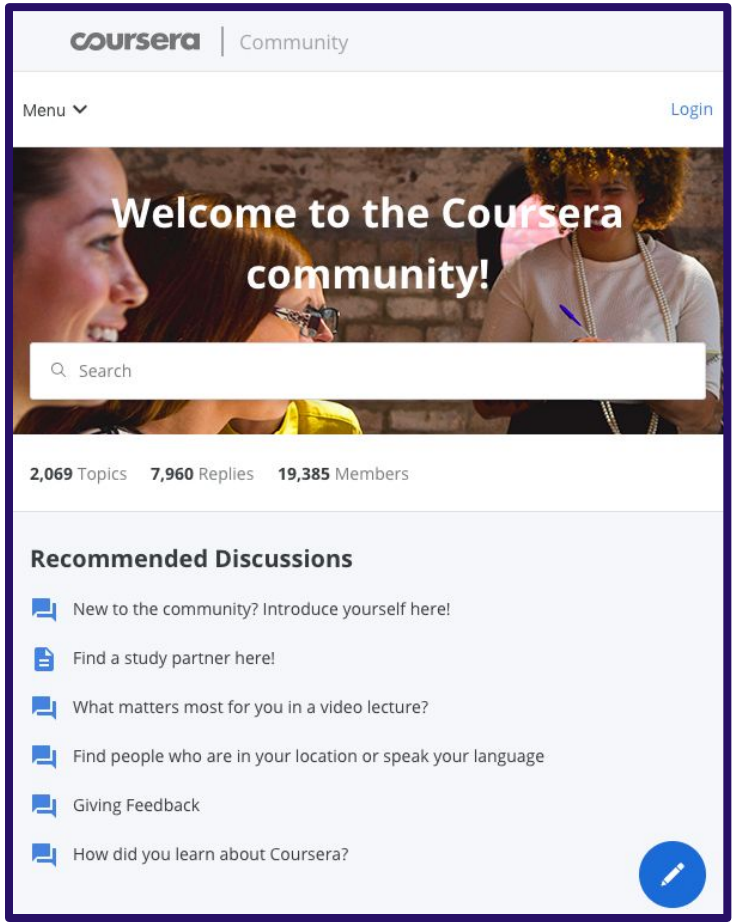


# **Connect beyond your course** in the Coursera Community

Visit www.coursera.community while logged in to your Coursera account. Click on **Login** at top right to get started.

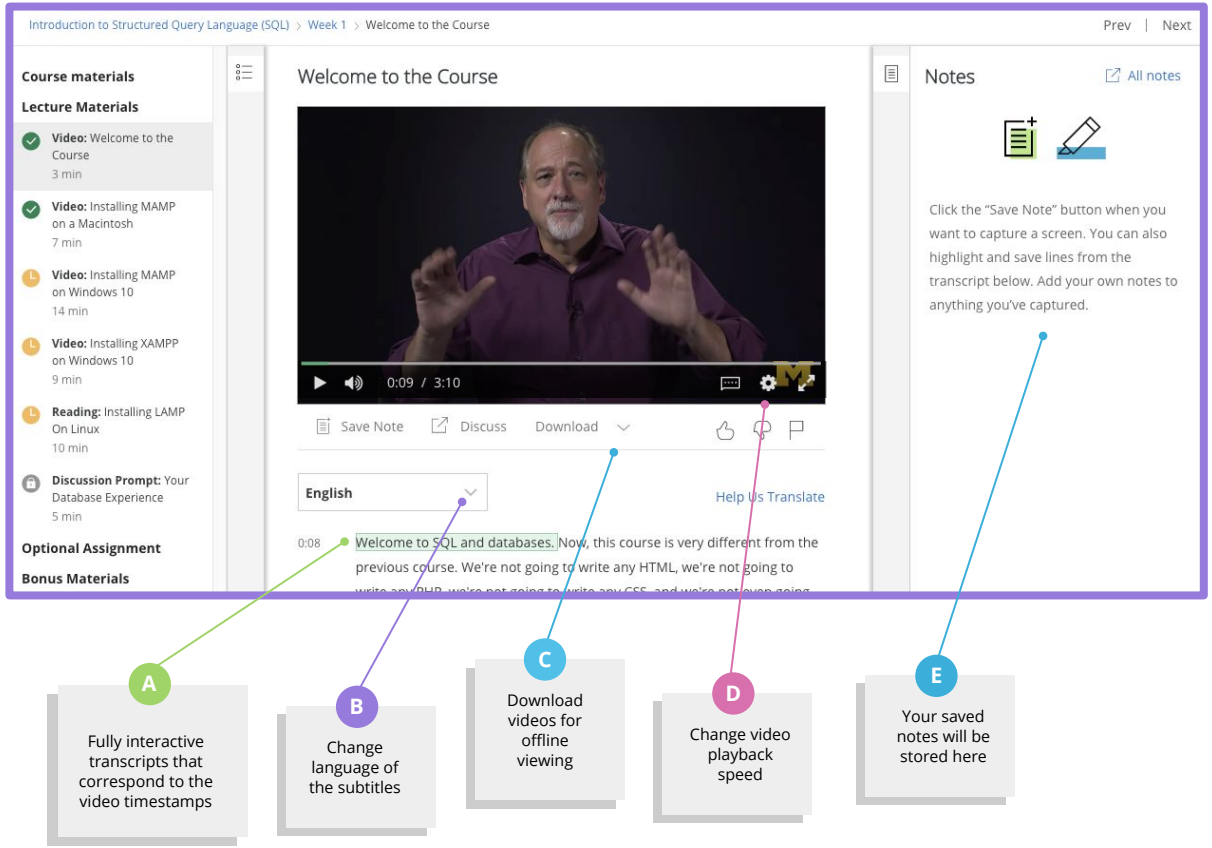
In the **Community**, you can:

- ✓ Dive deeper into topics of interest
- ✓ Ask and answer questions
- ✓ Meet other people using Coursera to improve personally and professionally
- ✓ Get and share study tips
- ✓ Attend online events



# Finding video segments with Coursera's interactive & searchable transcript

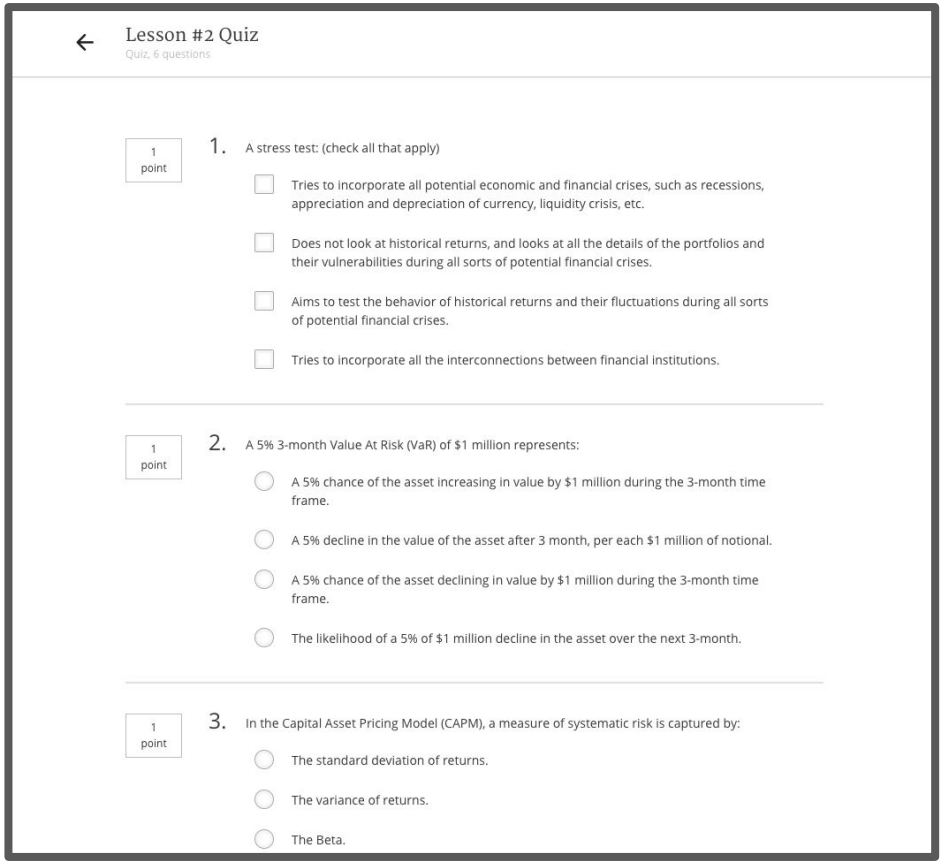
The full transcript of each video can be clicked and jump to the corresponding point in the video. Search the transcript if you're looking for a particular lesson concept.



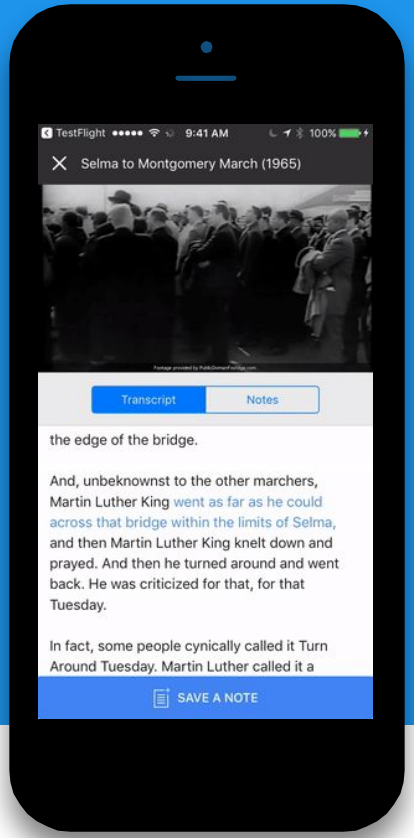
# **Graded quizzes** ensure you understand concepts

Quizzes include multiple question types from the instructor to test learners through the course.

You can retake quizzes and assignments if you need to improve a score or if you did not pass the first time.



Mobile App




## Download the Coursera mobile app to learn on the go!

GET IT ON Google Play

Download on the App Store

### Ease of use

95% of the 2000+ courses on Coursera can be taken from beginning to end on your mobile phone, laptop, or tablet.

### Unparalleled accessibility

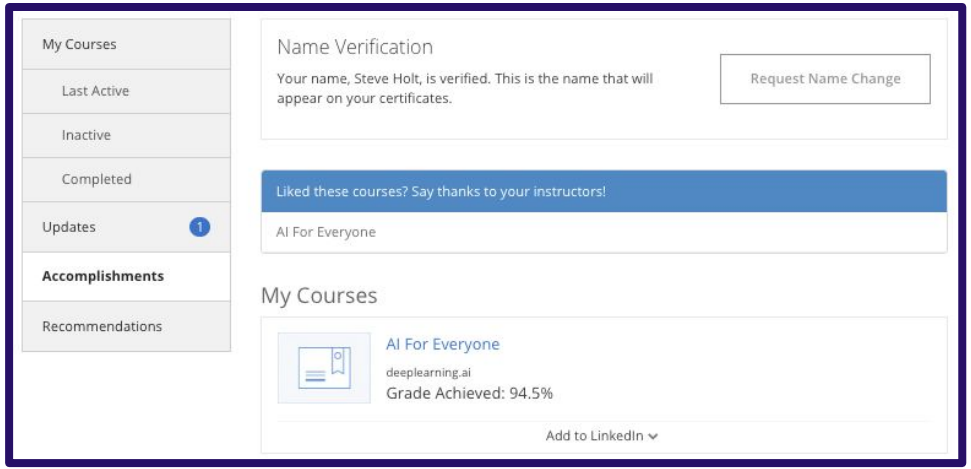
Coursera is available anywhere at any time. Courses are available offline, over 35 languages subtitled, with availability across Android and iOS.

### Intuitive classroom experience

Coursera keeps lectures and lessons short, so learners can make meaningful progress in just a few minutes a day.

# Sharing your accomplishments

# Access and share **certificates of completion**




You can access your certificates of completion under the **Accomplishments** tab in the **My Coursera** page.

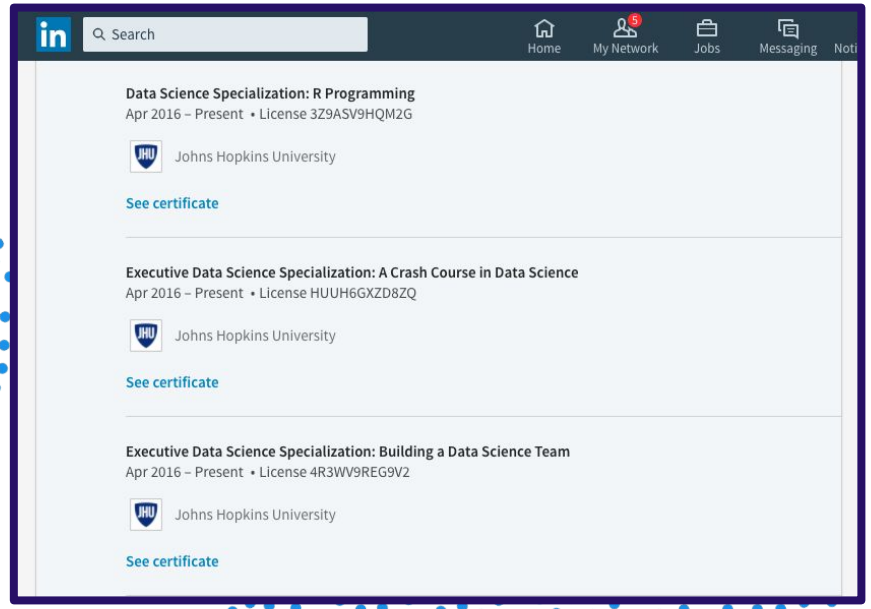
To access the **My Coursera** page click on the arrow on the upper left-hand corner on your Coursera home page. In the dropdown menu click on **My Coursera**.

Next, click on the **Accomplishments** tab in the left-hand menu.

Once here, you will be able to share the course certificate directly to LinkedIn.

# Coursera credentials are the second **most popular credential** on LinkedIn

Coursera certificates are the second most popular credential on LinkedIn. When you complete a course, you have the option to upload your certificate to LinkedIn where it will appear in your profile.



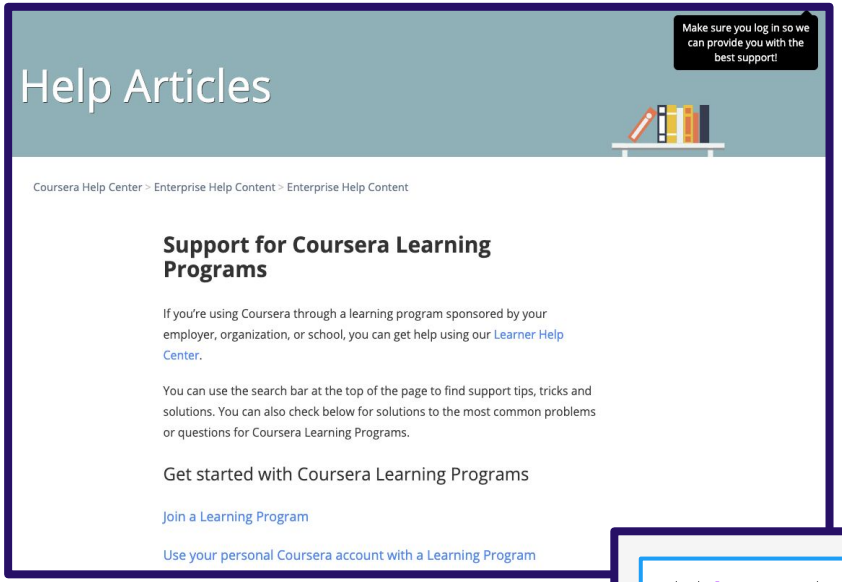
# Getting help

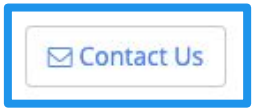
# Learner Support

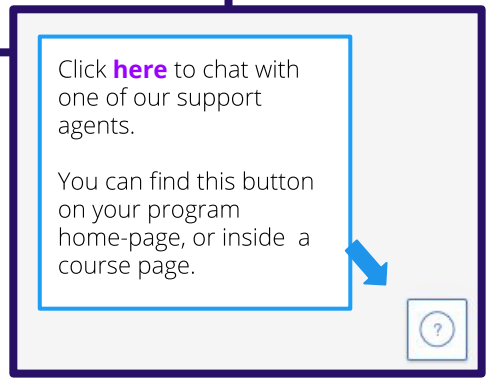
You are supported 24 hours, 7 days a week, and 365 days per year by our Learner Services team through chat and email.

You can find self-help content in the Learner Help Center.

You have direct access to chat support from your program page or course page.



# Additional Support

Refer to this table to know who to reach out to for additional support.

| Issue Type | Go to Coursera Support if... | Go to your Coursera Program Admin if... |
|---|---|---|
| Accepting Invitation | • You click **Join Now** and nothing happens or there is an error. | • Your invitation was deleted by your admin or your organization contract ended (invite is no longer valid). |
| Enrollment | • You can't pay for a course that is not in the Learning Program or after you've reached your organization's enrollment limit.<br>• You want to unenroll from a course (within 14 days or outside of 14 days).<br>• You have a question about how long you have to take courses. | • You can't enroll in the course you want because it is not included in the learning program or if you see the message, "You don't yet have access to X Learning Program. However, you can still browse everything Coursera has to offer."<br>• You can't enroll in a course because your organization's subscription has expired.<br>• You want to enroll in an additional course for free.<br>• You want to be removed from the program or don't want to be on Coursera anymore.<br>• You want to take more courses and have hit your enrollment limit.<br>• You have a question about how many courses you may take.<br>• You want more time to take courses. |
| Courses & Content | • You have questions about how courses or specializations work.<br>• You encounter broken videos, content missing, or inaccurate course content. | • You have questions about how the courses will help you going forward<br>• You need help on which courses to take first to follow your career trajectory.<br>• You have recommendations about which courses to take—you can also use the Recommendations tab in My Coursera |
| Accomplishments | • You have Certificate troubleshooting issues. | • You have questions about learning progress being reported to your ministry |

# Have fun learning!