

Coursera

Learner

Guide

Authored by Coursera
C4WR Version 1.0 - April 21st 2020
Coursera © Copyright 2020.
All rights reserved.



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.

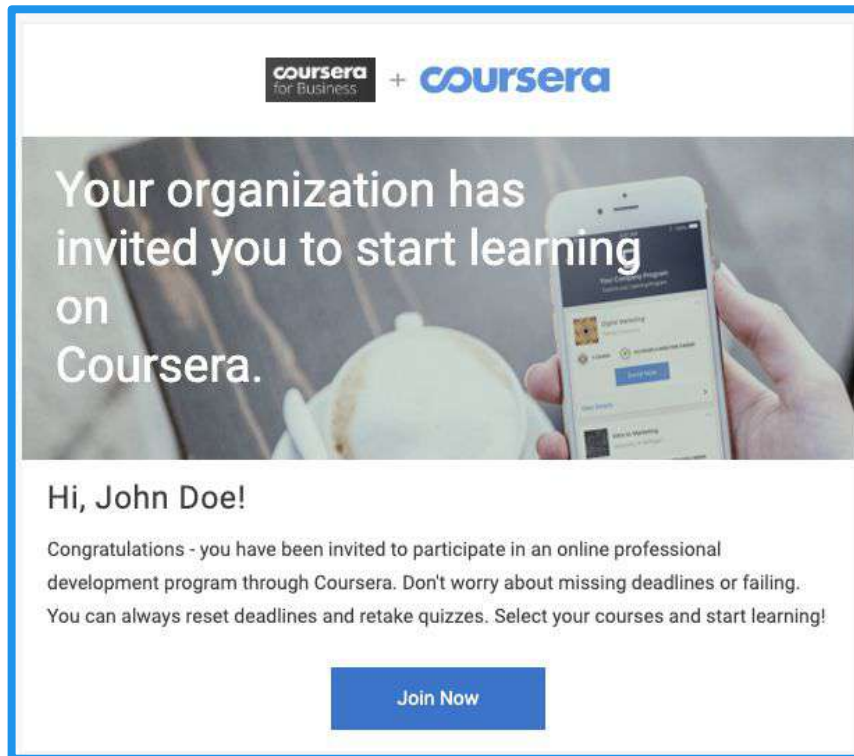
**Joining your
Coursera Workforce Recovery
Initiative Learning Program**



Check your email inbox

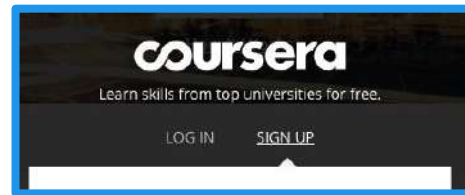
Open the Coursera invitation email sent to your email. Click on **Join Now** to redirect to the Coursera home page.

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



or...

or

EMAIL

PASSWORD

[Forgot password?](#)

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

[Having trouble logging in?](#)

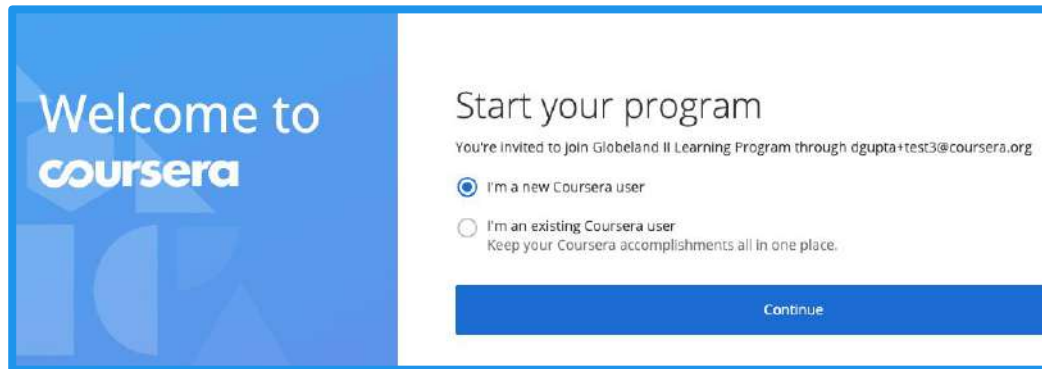
Setting up your Coursera account



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 chosen a course that interests you, click on the course tile to access the course details.

AVAILABLE COURSES

SPECIALIZATIONS (SERIES OF GROUPED COURSES)

Course Title	Institution	Number of Courses
Data Visualization with Tableau	University of California, Davis	5 COURSES
Executive Data Science	Johns Hopkins University	5 COURSES
Developing Applications with Google Cloud	Google Cloud	4 COURSES
Responsive Website Development and Design	University of London, Goldsmiths, University of London	6 COURSES
Functional Programming I...	École Polytechnique Fédérale de Lausanne	5 COURSES
iOS App Development with Swift	University of Toronto	4 COURSES
Machine Learning	University of Washington	4 COURSES
	Vanderbilt University	5 COURSES

Click on a 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.

The screenshot shows the course page for "Design Thinking for Innovation" offered by the University of Virginia. The page includes a 4.6 star rating from 2,925 ratings and 876 reviews. There are two buttons: "Enroll for Free" (with a subtext "Starts Aug 28") and "Save for Later". Below the buttons, it says "Paid for by your organization". The "About this Course" section describes innovation as everyone's business and mentions design thinking tools. A "SKILLS YOU WILL GAIN" section lists Strategic Thinking, Design Thinking, Innovation Management, Design Management, and Innovation. On the right, there are four feature icons: "100% online" (Start instantly and learn at your own schedule), "Flexible deadlines" (Reset deadlines in accordance to your schedule), "Beginner Level", and "English" (Subtitles: English, Korean, Vietnamese, Arabic).

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**.

My Courses Catalog

MY COURSES

The Science of Well-Being
Yale University

10 WEEKS
Resume

PROGRESS

You can finish this time
You've already completed 74% of your course! Reset your deadlines so you can finish the rest!

Reset my deadlines

The Science of Well-Being
Yale University

COURSE



The Science of Well-Being

★★★★★ 4.9 2,701 ratings

Offered by
Yale

Go to Course

Save for Later

Paid for by your organization

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.

The screenshot shows a course page with a left-hand navigation menu and a main content area. The navigation menu includes: Overview, Week 1 through Week 6, Grades, Notes, Discussion Forums, Messages, Resources, and Course Info. The main content area features a course title, a progress bar, and a video player for the first module.

Course Title: The Manager's Toolkit: A Practical Guide to Managing People at Work
by University of London & Birkbeck, University of London

Navigation Menu:

- Overview
- Week 1
- Week 2
- Week 3
- Week 4
- Week 5
- Week 6
- Grades
- Notes
- Discussion Forums
- Messages
- Resources
- Course Info

Course Information:

- You can start learning right away. Courses follow a week-based schedule, and you can go faster, if you like.
- Don't miss out on deadlines and events. Add all your assignment deadlines and important dates to your calendar. You can also set it up later in Settings. [Add to calendar](#) [Set up later](#)

Progress Bar: START, WEEK 1, WEEK 2, WEEK 3, WEEK 4

Module Content:

WEEK 1

Video: Welcome and Introduction part 1
It'll take about 7 min. After you're done, continue on and try finishing the week ahead of schedule. [Start](#)
7 min

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.

Welcome to Initiating and Planning Projects! We hope you will have a valuable learning experience as you make your way

▼ More

START 07/31 WEEK 1 WEEK 2 WEEK 3 WEEK 4

WEEK 3 Video: 3.3 Case Study
You're doing great! Pick up where you left off and you'll be done in no time.
2 min [Resume](#)

✓ WEEK 1

✓ WEEK 2

WEEK 3 Estimated time: 53 min

Get to Know your Stakeholders

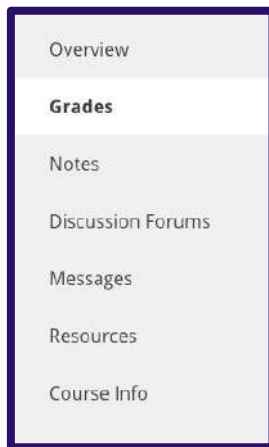
	REQUIRED	GRADE	DUE
Videos 13 min left	Quiz Module 3 Quiz 20 min		Aug 20
Readings 20 min left			

?

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.



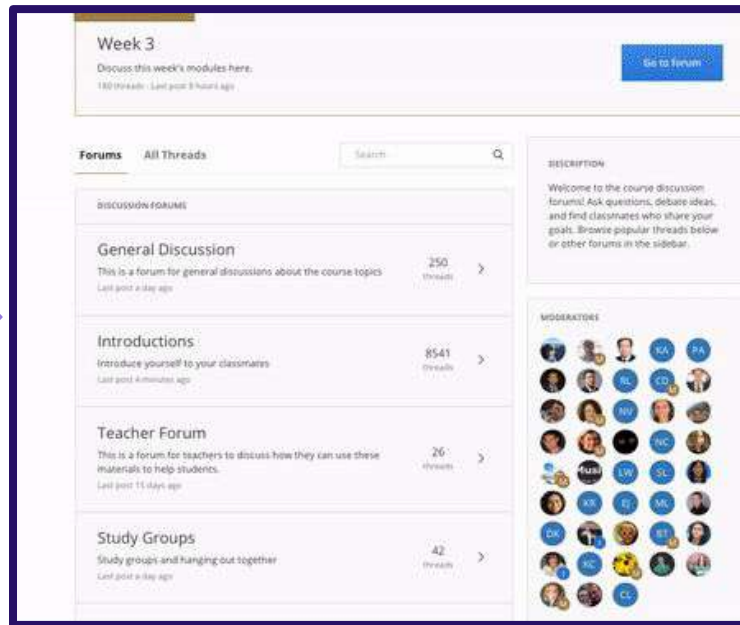
The screenshot shows the Grades page interface. At the top, there is a notification: "There is 1 assignment due this week or overdue." with a document icon and a yellow circle containing the number 1. Below this is a table with columns: Item, Status, Due, Weight, and Grade.

Item	Status	Due	Weight	Grade
✓ Week 2 Quiz Quiz	Passed	Aug 11 11:59 PM PDT	10%	83.33%
✓ Week 3 Quiz Quiz	Passed	Aug 18 11:59 PM PDT	10%	85.71%
✓ Week 4 Quiz Quiz	Passed	Aug 25 11:59 PM PDT	10%	100%
⊛ Week 5 Quiz Quiz	—	⊛ Sep 1 11:59 PM PDT	10%	—
⊛ Week 6 Quiz Quiz	—	⊛ Sep 8 11:59 PM PDT	10%	—
Reflect on the Requirement Challenge Submit your assignment and review 2 peers' assignments to get your grade.			50%	—
⊛ Submit your assignment	—	⊛ Oct 6 11:59 PM PDT		
⊛ Review 2 peers' assignments	—	⊛ Oct 9 11:59 PM PDT		

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.

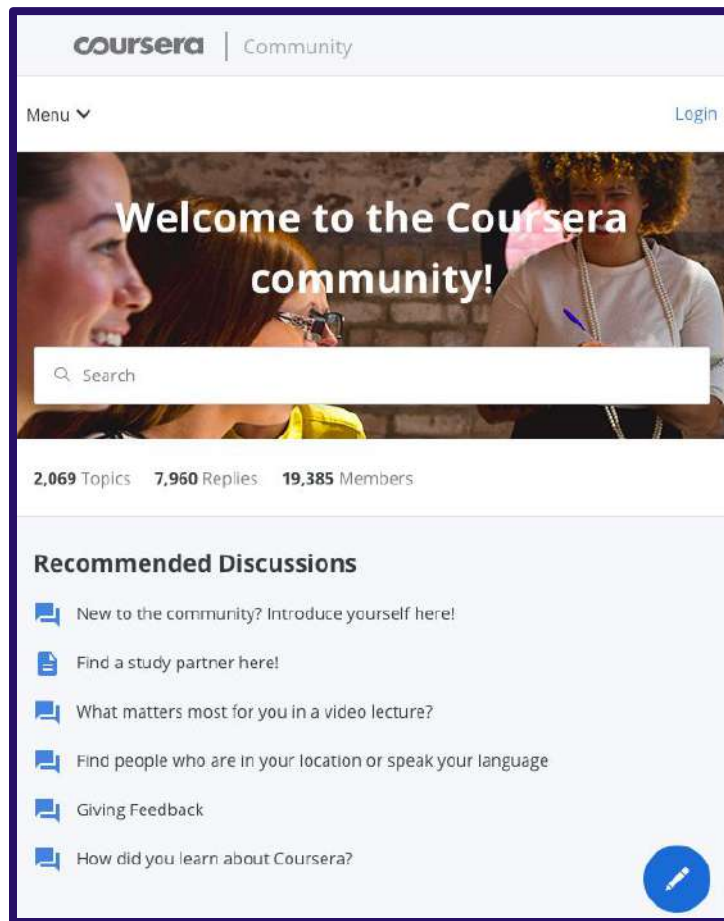


Connect beyond your course in the Coursera Community

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



The screenshot shows the Coursera Community homepage. At the top, the Coursera logo is on the left and the word "Community" is on the right. Below the logo is a "Menu" dropdown arrow. On the far right is a "Login" link. The main header features a large image of two women smiling, with the text "Welcome to the Coursera community!" overlaid. Below the image is a search bar with a magnifying glass icon and the word "Search". Underneath the search bar, statistics are displayed: "2,069 Topics", "7,960 Replies", and "19,385 Members". The section below is titled "Recommended Discussions" and lists six discussion topics, each with a speech bubble icon: "New to the community? Introduce yourself here!", "Find a study partner here!", "What matters most for you in a video lecture?", "Find people who are in your location or speak your language", "Giving Feedback", and "How did you learn about Coursera?". A blue circular button with a white pencil icon is located in the bottom right corner of the page.

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.

The screenshot shows a Coursera video player for the course "Introduction to Structured Query Language (SQL)". The video title is "Welcome to the Course". The left sidebar lists course materials, including lecture materials (e.g., "Video: Welcome to the Course", "Video: Installing MAMP on a Macintosh") and optional assignments. The video player itself shows a video of a man speaking, with a transcript below it. The transcript is in English and includes the text: "Welcome to SQL and databases. Now, this course is very different from the previous course. We're not going to write any HTML, we're not going to write any PHP, we're not going to write any CSS, and we're not going to..."

Callouts A-E point to specific features:

- A:** Fully interactive transcripts that correspond to the video timestamps (points to the transcript text).
- B:** Change language of the subtitles (points to the "English" dropdown menu).
- C:** Download videos for offline viewing (points to the "Download" button).
- D:** Change video playback speed (points to the video player controls).
- E:** Your saved notes will be stored here (points to the "Notes" panel on the right).

A

Fully interactive transcripts that correspond to the video timestamps

B

Change language of the subtitles

C

Download videos for offline viewing

D

Change video playback speed

E

Your saved notes will be stored here

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.

← Lesson #2 Quiz
Quiz: 5 questions

1 point

1. A stress test: (check all that apply)

- Tries to incorporate all potential economic and financial crises, such as recessions, appreciation and depreciation of currency, liquidity crisis, etc.
- Does not look at historical returns, and looks at all the details of the portfolios and their vulnerabilities during all sorts of potential financial crises.
- Aims to test the behavior of historical returns and their fluctuations during all sorts of potential financial crises.
- Tries to incorporate all the interconnections between financial institutions.

1 point

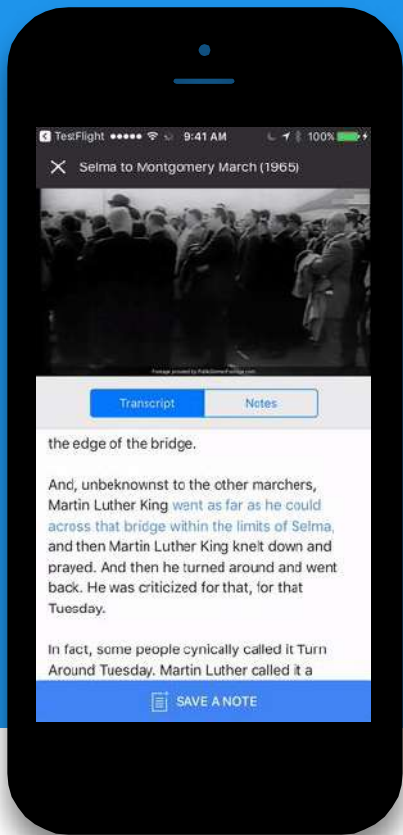
2. A 5% 3-month Value At Risk (VaR) of \$1 million represents:

- A 5% chance of the asset increasing in value by \$1 million during the 3-month time frame.
- A 5% decline in the value of the asset after 3 months, per each \$1 million of notional.
- A 5% chance of the asset declining in value by \$1 million during the 3-month time frame.
- The likelihood of a 5% of \$1 million decline in the asset over the next 3-month.

1 point

3. In the Capital Asset Pricing Model (CAPM), a measure of systematic risk is captured by:

- The standard deviation of returns.
- The variance of returns.
- The Beta.



Download the Coursera mobile app to learn on the go!



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



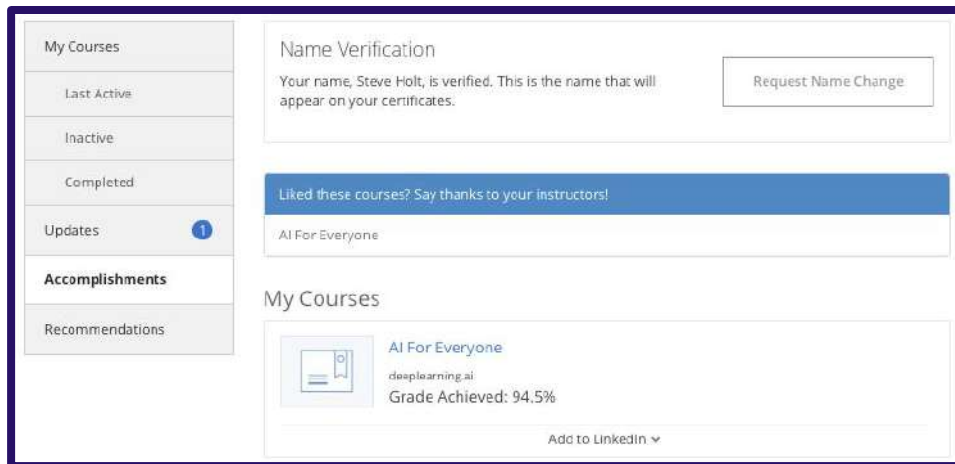
Access and share certificates of completion

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**.

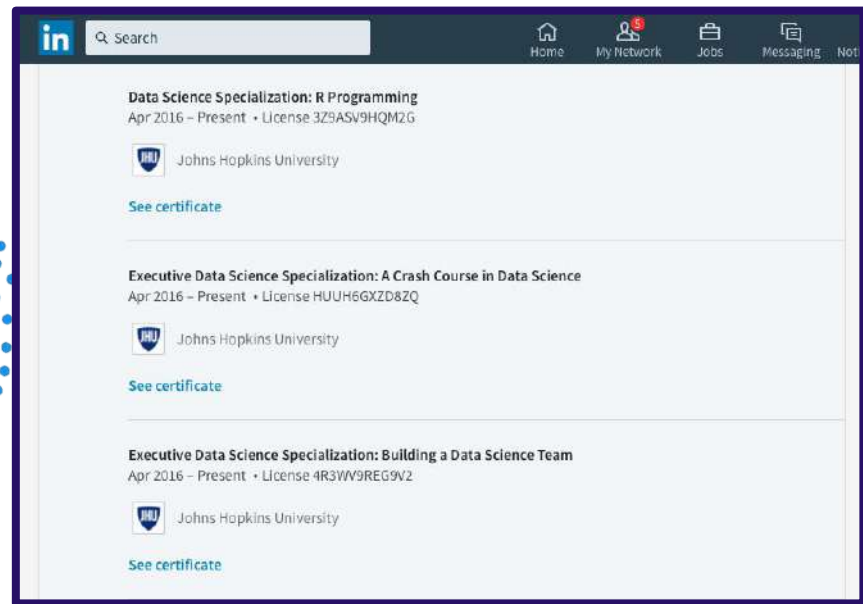
Next, click on the **Accomplishments** tab in the left-hand menu.

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

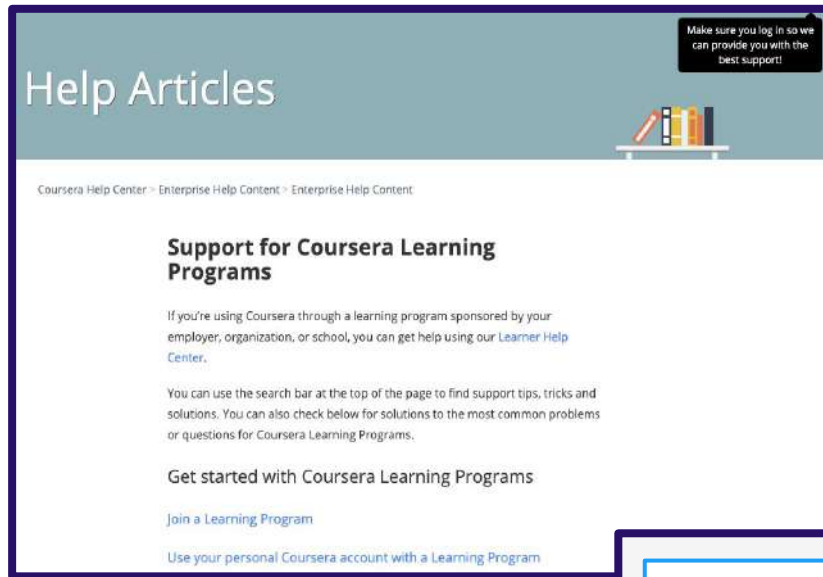


Learner Support

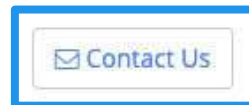
You are supported 24 hours, 7 days a week, and 365 days per year by our Learner Services team through chat and email.

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.



The screenshot shows the 'Help Articles' page for 'Enterprise Help Content'. At the top right, there is a notification box that says 'Make sure you log in so we can provide you with the best support!'. Below the header, there is a breadcrumb trail: 'Coursera Help Center > Enterprise Help Content > Enterprise Help Content'. The main heading is 'Support for Coursera Learning Programs'. The text below explains that users using Coursera through a learning program sponsored by their employer, organization, or school can get help using the Learner Help Center. It also mentions that users can use the search bar at the top of the page to find support tips, tricks, and solutions, and that they can check below for solutions to the most common problems or questions for Coursera Learning Programs. There are two links: 'Join a Learning Program' and 'Use your personal Coursera account with a Learning Program'.



Click [here](#) to chat with one of our support agents.

You can find this button on your program home-page, or inside a 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	<ul style="list-style-type: none"> You click Join Now and nothing happens or there is an error. 	<ul style="list-style-type: none"> Your invitation was deleted by your admin or your organization contract ended (invite is no longer valid).
Enrollment	<ul style="list-style-type: none"> You can't pay for a course that is not in the Learning Program or after you've reached your organization's enrollment limit. You want to unenroll from a course (within 14 days or outside of 14 days). You have a question about how long you have to take courses. 	<ul style="list-style-type: none"> 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." You can't enroll in a course because your organization's subscription has expired. You want to enroll in an additional course for free. You want to be removed from the program or don't want to be on Coursera anymore. You want to take more courses and have hit your enrollment limit. You have a question about how many courses you may take. You want more time to take courses.
Courses & Content	<ul style="list-style-type: none"> You have questions about how courses or specializations work. You encounter broken videos, content missing, or inaccurate course content. 	<ul style="list-style-type: none"> You have questions about how the courses will help you going forward You need help on which courses to take first to follow your career trajectory. You have recommendations about which courses to take—you can also use the Recommendations tab in My Coursera
Accomplishments	<ul style="list-style-type: none"> You have Certificate troubleshooting issues. 	<ul style="list-style-type: none"> You have questions about learning progress being reported to your ministry

Have fun learning!

