



Google



Google Career Certificates Withdrawal Guidance

The Google Career Certificate Program has a limited number of Scholarships available. As a result, assigned Scholarships that are not actively being used should be withdrawn from candidates for reassignment.

The following actions will occur prior to withdrawal of a Scholarship:

- The Coursera online training platform provides multiple automated messages to Scholarship recipients to encourage engagement (see examples below).
- We strongly encourage staff to reach out directly to Scholarship recipients who have not actively engaged in the training, based on the Coursera reports, to inquire about continued interest. Remind the customer they can request another Scholarship at a later date, if appropriate. Agree to a one-week follow-up at which time, inactivity will result in withdrawal of the Scholarship.
- An email summarizing the above bullet should be sent following the discussion. A note should be entered in MOSES.

If a scholarship recipient remains inactive as of the date agreed upon, the Google Scholarship administrators and counselors will need to communicate to withdraw the Scholarship.

MOSES notes should be updated to reflect all communications and actions regarding these activities.

Coursera automated messages are shown below:

Automated Messages

These are the messages automatically generated by the system and sent to learners.

Message purpose	Sent
1 Remind learners to join the program Includes all invited learners who did not join a learning program	One week and two weeks since original invitation was sent
2 Remind learners to enroll in a course or Specialization Includes learners who joined but are not currently enrolled	First and second Saturday since learner joined the program
3 Remind inactive learners to use the learning program Includes learners currently enrolled in a course but inactive	10 and 14 days after learner has enrolled
Congratulate learners who completed a course Includes learners who completed a course or Specialization	After completion

1



Hi, Kim Leonard!

Congratulations - you have been invited to participate in an online professional development program through Coursera. Select your courses and start learning!

This is your personal invitation. **Do not share** it with anyone else. If anyone else uses it, they'll be able to access your Coursera account.

Ready to get started?

[Join Now](#)

2



Hi Kim Leonard!

Thanks for joining the **Massachusetts Department of Career Services Learning Program** program offered by **Google Scholarships**. The next step is to enroll in a course that's right for you. With these courses, you will learn job-relevant skills and be able to earn credentials.

[Enroll today](#)

3

Don't miss out on building your professional skills

Hi Oliver Smith!

You haven't enrolled in any courses yet and they are still waiting for you. Enroll today and join your fellow learners!



Automated message learner receives once Administrator withdraws Scholarship:



Sorry, your Massachusetts Department of Career Services Learning Program program is no longer available

Dear Kim Leonard, Google Scholarships has removed your membership in the Massachusetts Department of Career Services Learning Program program. You can continue to take courses and access your course certificates via your Coursera account. Your current course progress is preserved, however your enrollment status has changed to auditor for courses that are no longer sponsored by Google Scholarships.

If you think you have been removed in error, please contact your organization's learning coordinator.

Happy learning!

Coursera Team