

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.

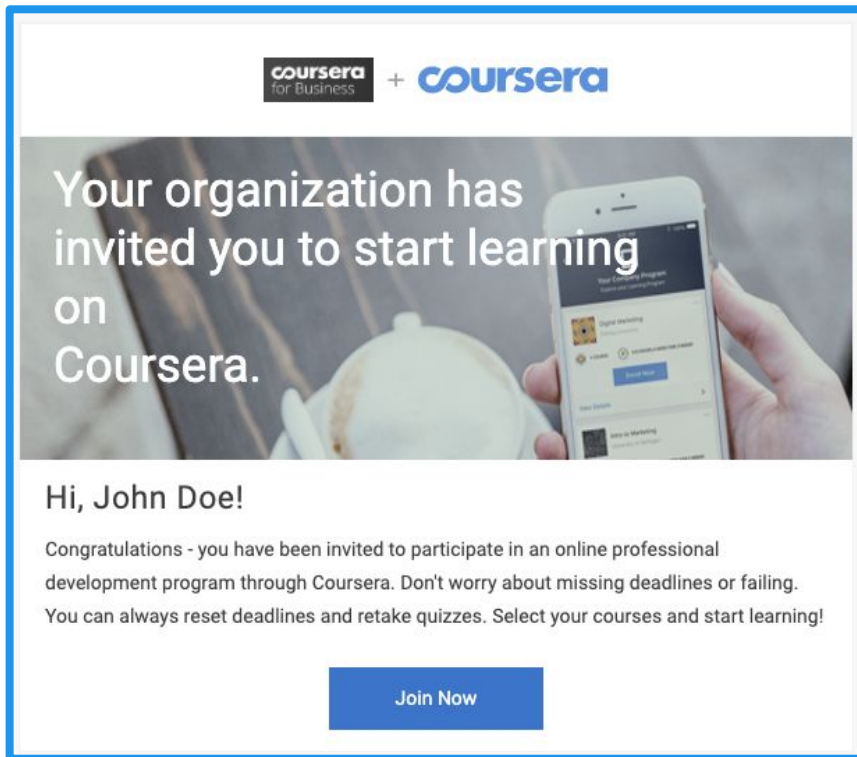
Joining your Coursera Workforce Recovery Initiative Learning Program



Check your email inbox

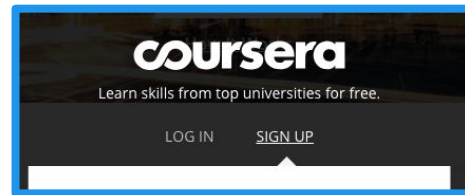
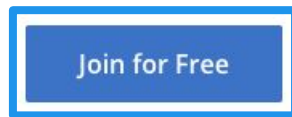
Open the Coursera invitation email sent to your email. Click on **Join Now** to redirect to the Coursera home page.

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?](#)

Log in

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

Having trouble logging in? [?](#)

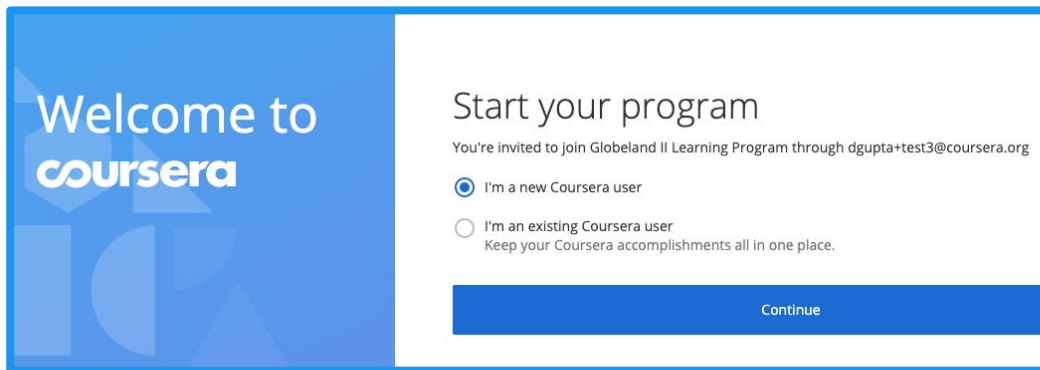
Setting up your Coursera account



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.



Welcome to
coursera

Start your program

You're invited to join Globeland II Learning Program through dgupta+test3@coursera.org

☒ I'm a new Coursera user

☐ I'm an existing Coursera user
Keep your Coursera accomplishments all in one place.

Continue



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.

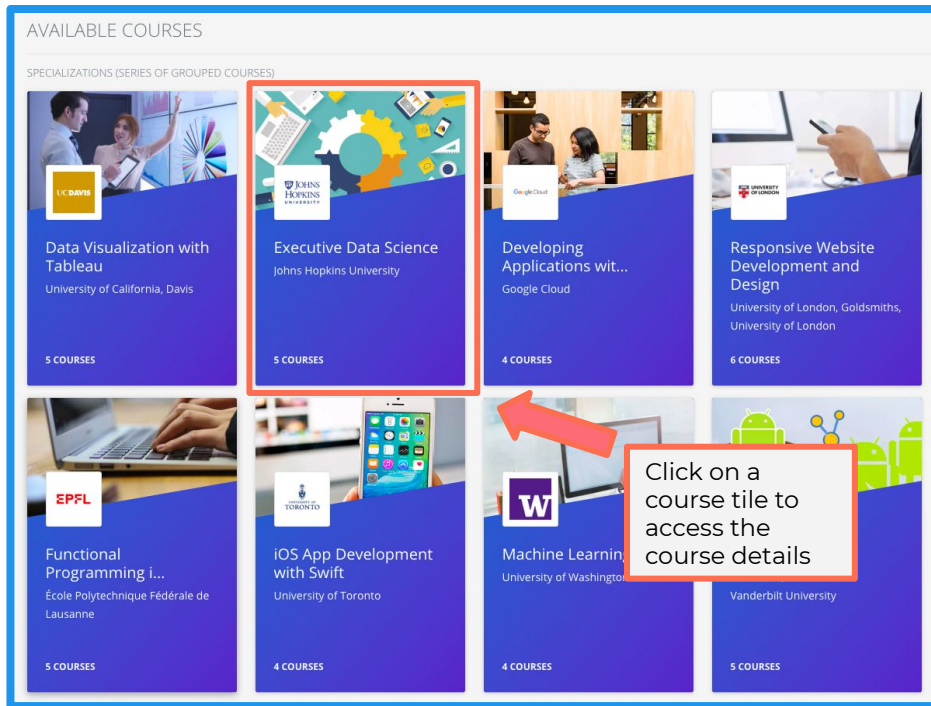
Enrolling in a Course



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.



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.

Design Thinking for Innovation

★★★★★ 4.6 2,925 ratings • 876 reviews

[Enroll for Free](#)
Starts Aug 28

[Save for Later](#)

Paid for by your organization

About this Course

Today innovation is everyone's business. Whether you are a manager in a global corporation, an entrepreneur starting up, in a government role, or a teacher in an elementary school, everyone is expected to get lean – to do better with less. And that is why we all need design thinking. At every level in every kind of organization, design thinking provides the tools you need to become an innovative thinker and uncover creative opportunities that are there – [SHOW ALL](#)

SKILLS YOU WILL GAIN

Strategic Thinking


Design Thinking


Innovation Management


Design Management


Innovation


Offered by



**100% online**
Start instantly and learn at your own schedule.

**Flexible deadlines**
Reset deadlines in accordance to your schedule.

**Beginner Level**

**English**
Subtitles: English, Korean, Vietnamese, Arabic

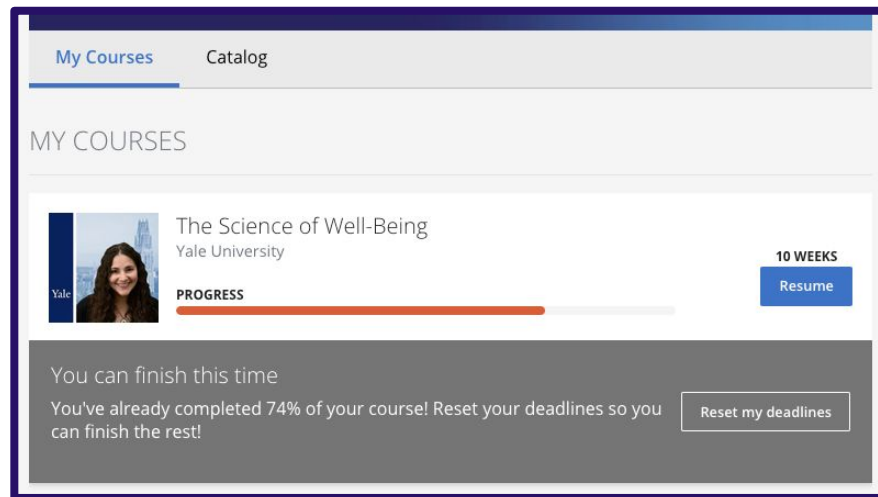
Starting a Course



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**.



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 displays the course interface. On the left is a navigation sidebar with the following items: Overview, Week 1, Week 2, Week 3, Week 4, Week 5, Week 6, Grades, Notes, Discussion Forums, Messages, Resources, and Course Info. The main content area features a header for the course title, 'The Manager's Toolkit: A Practical Guide to Managing People at Work', by University of London & Birkbeck, University of London. Below this is a welcome message from Dr Chris Dewberry. A progress bar shows the course structure from START to WEEK 4, with WEEK 1 currently selected. The main content area for WEEK 1 displays a video titled 'Video: Welcome and Introduction part 1' with a duration of 7 min and a 'Start' button.

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

Dr Chris Dewberry

Welcome to The Manager's Toolkit: A Practical Guide to Managing People at Work! You're joining thousands of learners currently enrolled in

More

START WEEK 1 WEEK 2 WEEK 3 WEEK 4

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.
7 min

Start

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

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


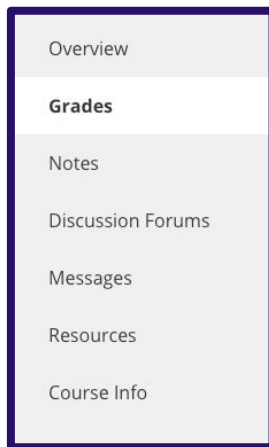
REQUIRED	GRADE	DUE
<p>Videos 13 min left</p> <p>Readings 20 min left</p>	<p>★ Quiz</p> <p>Module 3 Quiz</p> <p>20 min</p>	<p>Aug 20</p>

?

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.



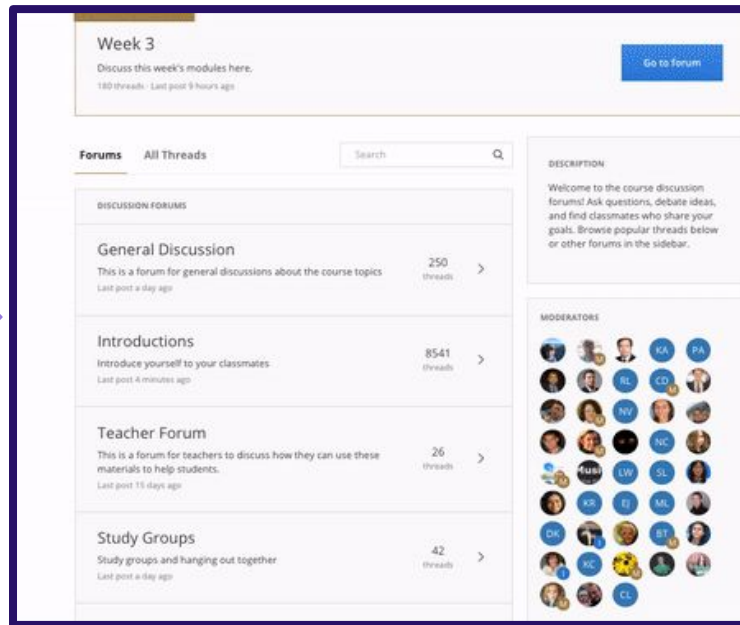
There is 1 assignment due this week or overdue.

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 Rewirement 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.

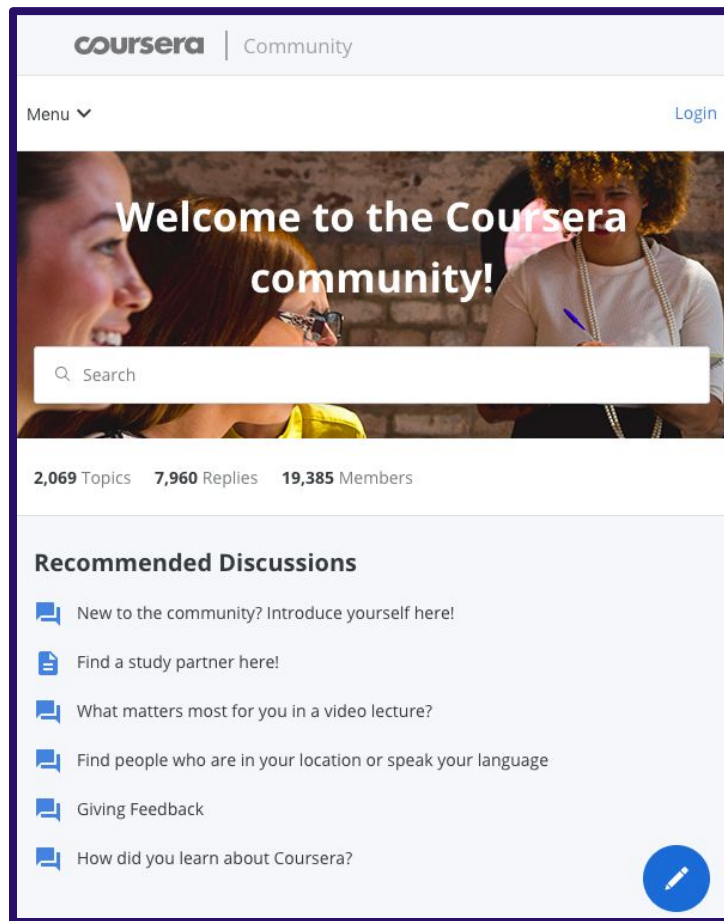


Connect beyond your course in the Coursera Community

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



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 the Coursera video player interface for the course "Introduction to Structured Query Language (SQL)". The video title is "Welcome to the Course". The video player shows a man speaking, with a progress bar at 0:09 / 3:10. Below the video player, there is a transcript section. The transcript is titled "Welcome to the Course" and contains the following 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 even going to write any JavaScript." The transcript is interactive, with a search bar and a list of timestamps. Callouts A-E point to specific features: A points to the transcript text, B points to the language dropdown menu (set to English), C points to the "Download" button, D points to the "Help Us Translate" button, and E points to the "Notes" section on the right.

Introduction to Structured Query Language (SQL) > Week 1 > Welcome to the Course

Prev | Next

Course materials

Lecture Materials

- ✓ Video: Welcome to the Course 3 min
- ✓ Video: Installing MAMP on a Macintosh 7 min
- Video: Installing MAMP on Windows 10 14 min
- Video: Installing XAMPP on Windows 10 9 min
- Reading: Installing LAMP On Linux 10 min
- Discussion Prompt: Your Database Experience 5 min

Optional Assignment

Bonus Materials

Welcome to the Course

0:09 / 3:10

Save Note Discuss Download

English

0:08 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 even going to write any JavaScript.

Help Us Translate

Notes All notes

Click the "Save Note" button when you want to capture a screen. You can also highlight and save lines from the transcript below. Add your own notes to anything you've captured.

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, 6 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 month, 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:

☐

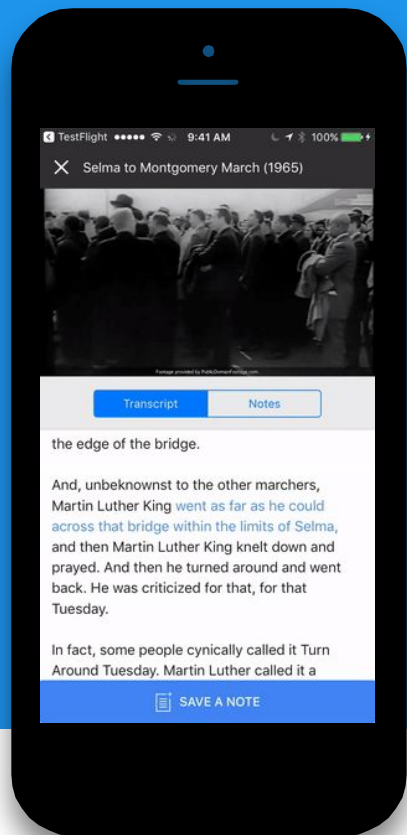
The standard deviation of returns.

☐

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**



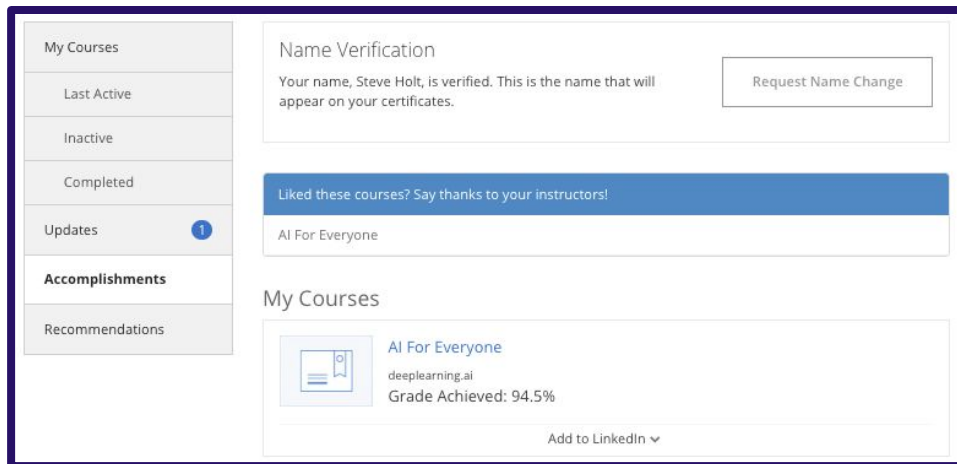
Access and share certificates of completion

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**.

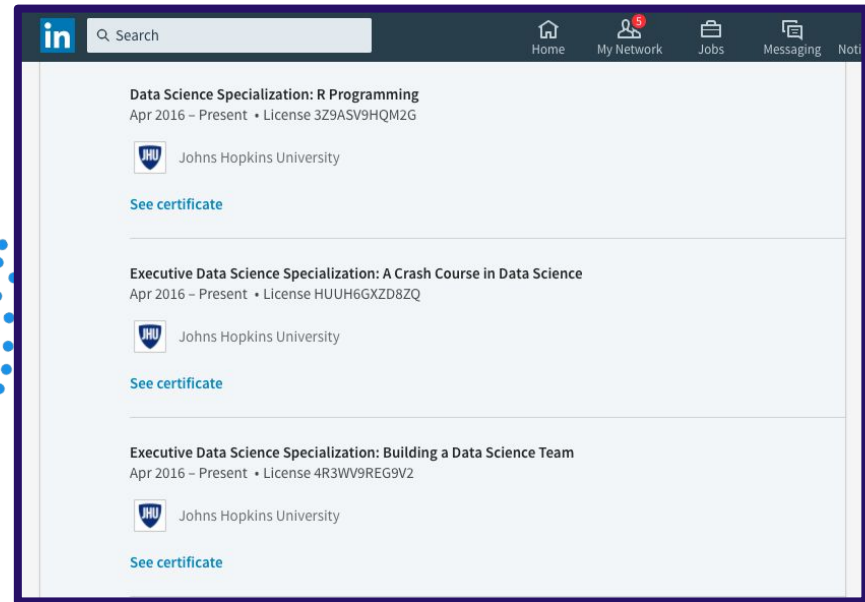
Next, click on the **Accomplishments** tab in the left-hand menu.

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



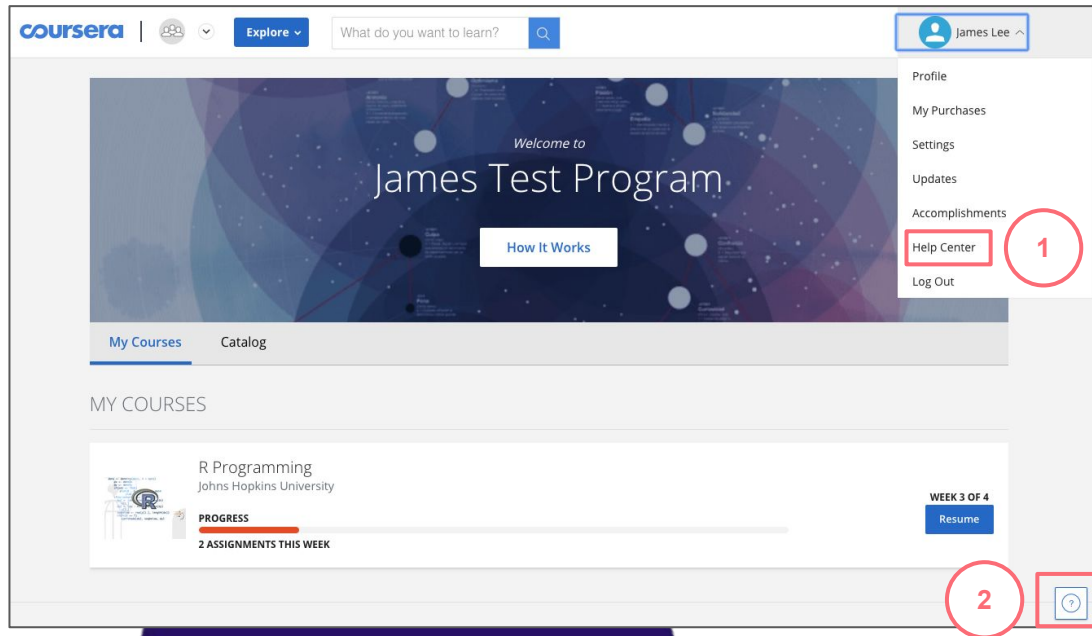
Learner Support

You are supported 24 hours, 7 days a week by our support team through email.

We provide support through our [Learner Help Center](#). This is a great place to learn about how Coursera works and get answers to your specific questions & issues.

You can access the Help Center from:

- 1) Top menu of your Coursera account
- 2) Bottom of the Program Home page and in-course pages



Learner Support

Once you enter the Help Center, take these steps to access support:

1. Click "Log In"
2. Find answers by browsing Help Topics or using the search bar
3. Check out the [Enterprise Help](#) Section
4. If you need further assistance, you can click "Contact Us" at the bottom of help articles to reach the ticket form

Note: For questions about specific course content or help with assignments, please visit the 5) **Discussion Forum** (accessible from the Course) and review existing posts by your peers / make a new post.

The screenshot shows the Coursera Help Center interface with five numbered callouts:

- 1:** Points to the "Log In" button in the top right corner.
- 2:** Points to the search bar in the "How can we help?" section.
- 3:** Points to the "Support for Coursera Learning Programs" article in the "Help Articles" section.
- 4:** Points to the "Contact us" form in the "Contact us" section.
- 5:** Points to the "Discussion Forums" link in the "Overview" sidebar.

The interface includes a top banner with a message about high support volumes, a search bar, and a "Log In" button. The main section is titled "How can we help?" and features a search bar and four "Help Topics": Account Setup, Payments, Enrollment, and Troubleshooting. The bottom section is divided into "Help Articles" and "Contact us". The "Help Articles" section shows a list of articles, including "Support for Coursera Learning Programs". The "Contact us" section shows a form to get help from Coursera staff. The "Overview" sidebar on the right lists various support options, including "Discussion Forums".

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!

