Tips for Taking Course 101 Online

Where is Course 101?

Course 101 is part of DLS Gateway. You can find the Course 101 launch page under the Directory module, in the Assessor Management section.

What are the requirements for taking Course 101 online?

You must have a DLS Gateway user account. See your city/town clerk, IT staff or other local Gateway administrator to obtain an account or email the Bureau of Local Assessment (BLA) at bladata@dor.state.ma.us. Please note that you must be listed in Gateway's Local Officials Directory to create an account; your city/town clerk must add you to the Directory. *A valid email address is required* for you to receive automatic confirmation of Course 101 and Module 4, Property Tax Classification completion.

Your Gateway account must have *permissions to view Course 101*. If you do not see Course 101 under Assessor Management, contact your local account administrator or the Bureau of Local Assessment.

The best customer experience comes with using Google Chrome to access Gateway and Course 101. Your browser should allow the use of pop-ups, as Course 101 does contain links to certain supporting documentation and Web pages outside Gateway.

Course 101 has narration, so either *internal or external speakers* are necessary. If you do not have speakers, however, you can view the text of the narration by using the Close Captioning (CC) button to display the text at the bottom of the screen.

How the Course Works

Course 101 consists of ten course modules, each with its own learning assessment to test your knowledge after completing the course material. Each module also contains short Knowledge Checks that test your understanding of the material and provide the correct answers to enhance your learning experience.

To take a learning assessment, you first must **complete a module in its entirety**. Completing a module "unlocks" its associated learning assessment. You may take a learning assessment at any time after completing the module. You do not need to take the assessment immediately after completing the module.

 PLEASE NOTE:

You must complete a module or a learning assessment *in its entirety without exiting to receive credit for completing it*. *Gateway does not track where you left off* in a course module or in an assessment. If you close the course window or your browser before completion, *you will have to start again from the beginning.*
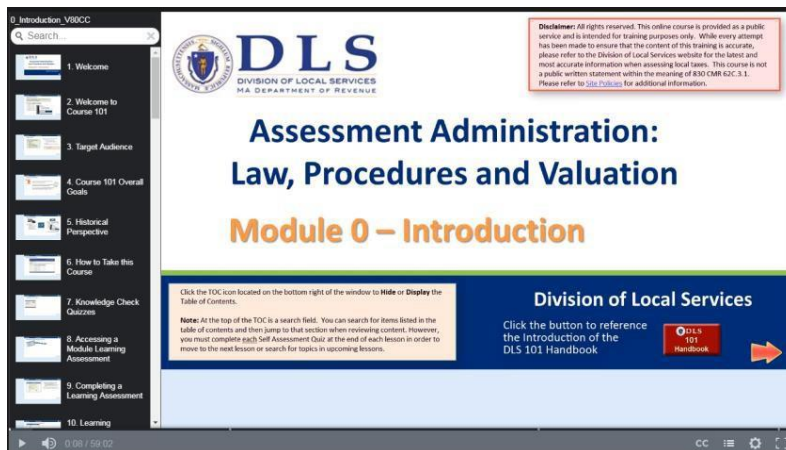
Closing the Course window:

Closing the browser:
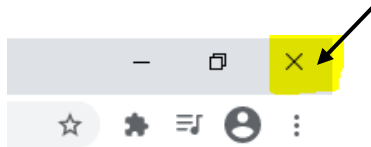
It is best to set aside a block of time, an hour or so, to complete a module or a self-assessment uninterrupted. *If you need to take a quick break, leave your browser open*.

You must complete all 10 modules and all 10 learning assessments to receive credit for completing Course 101. Completing Module 4, Property Tax Classification, and its learning assessment satisfy the independent requirement that all assessors be qualified to classify property.

Begin with Module 0, the Course 101 Introduction. This module contains important information on how the online course works, including demonstrating the screen controls, showing you how to navigate between sections and how to receive credit for completing the course. After completing Module 0 you may take the remaining modules in any order.

You can repeat any Course 101 module as many times as you like, but *you can only pass a knowledge assessment once.* Once you obtain a passing score, the learning assessment link will disappear. The link will remain available, however, until you do score 70% or higher on an assessment.

Completing a course module and beginning the Learning Assessment

At the end of each course module you will see several pages with instructions for receiving credit and for moving on to the module's **learning assessment**. *Please read these pages carefully*, especially when completing your first module.

Before continuing with the learning assessment, you may go back through one or more course sections to repeat the content, or you can click the red "Next page" arrow to continue.

Modules and learning assessments are separate files stored within Gateway. At the conclusion of a module you must return to Gateway to access the learning assessment. Since most modules take more than 30 minutes, your Gateway session will probably have timed out, and you will be taken to the login screen.

Simply enter your username and password on the login screen and Gateway will return you to the Course 101 page. The link for the learning assessment appears in the Learning Assessment "Launch Link" column.

It will remain there until you successfully complete the learning assessment. Once you receive 70% or higher in the assessment, the link will disappear, and the completion date will appear in the Completed column.

Taking a module's Learning Assessment

To begin a learning assessment, click the Take Assessment link. The learning assessment file will open a new browser tab or window.

Click the Start Assessment button to begin or click the Cancel Assessment button if you wish to take the assessment later.

Each module's learning assessment asks a series of questions with multiple choice answers. Unlike the knowledge checks, you will not see the correct answer immediately after answering a question.

Your score will be displayed at the end of the assessment, and a list of questions answered incorrectly can be viewed or printed to help you review those topics. Click the Print icon to print the questions answered incorrectly. Click the check mark icon to continue to the next screen.

There is no "final exam" in Online Course 101. Once you complete all 10 module learning assessments, you have completed the course.

How the Module completion process works

If you receive 70% or higher on the assessment you will see the first part of a Congratulations! page.

⚠️ It is important that you click the Module Credit button – this sends you from the assessment back to DLS Gateway.

⚠️ You must click the link on the Module Completion page for Gateway to update your training record.

The date you completed the assessment will appear in the Learning Assessment - Completed column. The Take Assessment link disappears once you successfully pass the learning assessment.

Directory
Course 101 Training

DOR's Course 101, *Introduction to Assessment Administration: Law, Procedures and Valuation*, is required of all newly elected or appointed assessors.

Congratulations, you've completed the course material for Module: **101 Introduction**
You have already completed the Learning Assessment for this module and will not need to take it again. Click Here to review your course progress.

Module	Module Name	Module Content		Learning Assessment	
		Launch Link	Completed	Launch Link	Completed
0	101 Introduction	Take Module	5/14/2018	--	5/14/2018

After viewing the Course 101 page you should return to the Congratulations! page to complete the process.

Click *Print Certificate* if you would like a certificate of completion (this is not required by DOR; it is for your records only.) Please note that **this is the only opportunity for printing a certificate** - you cannot return to this screen to print it later. You will receive a completion email, however, confirming you've finished the course.

Click the Next arrow to continue to the last course slide.

On the final page, please click the Survey button to take a brief, anonymous survey. Your feedback will help us improve and enhance Course 101 in the future.

PLEASE NOTE: You will receive email confirmation upon course completion and also upon completing Module 4- Property Tax Classification

Browser tips

You can use any Web browser (Chrome, Edge, Firefox, Safari and so on) to take Course 101. The beat customer experience comes from using Google Chrome. Browsers all have different ways of displaying information, and your personal settings may differ from other users' settings. Because each module and learning assessment is a separate file, your browser will open new tabs or windows as it needs to.

Because multiple tabs or windows may have opened as you work through the course, we strongly recommend that when you are done with Course 101 for the day, log out of Gateway if you are still logged in, and close all browser windows. You may also wish to do this in between modules if you experience slow performance; browsers sometimes have difficulty if too many tabs or windows are open simultaneously.

I need help – whom do I call?

- If you have difficulty with Gateway or the course functionality, please contact: bladata@dor.state.ma.us

- If you have questions regarding course content or materials, please email Linda Bradley, Program Coordinator with the Bureau of Local Assessment at bradleyl@dor.state.ma.us.