

Tips for Completing Online Course 101

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 DLS Gateway Support at DLSGateway@dor.state.ma.us. Please note that you must be listed in Gateway's Local Officials Directory for DLS Gateway Support 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 *the rights to view Course 101*. If you do not see Course 101 under Assessor Management, contact your local account administrator or DLS Gateway Support.

You may use *any Web browser* 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

The screenshot shows the 'Division of Local Services Gateway' website. The top navigation bar includes 'Certification', 'Taxrate', 'LA-3', 'Misc Forms', and 'Directory'. The left sidebar has a menu with 'Local Official Directory', 'Search', 'Edit Jurisdiction', 'Add/Edit Department', 'Add/Edit Person/Position', 'Assessor Management', 'Assessor Certification', and 'Assessor Course 101 Training'. The main content area is titled 'Directory' and 'Course 101 Training'. It states that DOR's Course 101, 'Introduction to Assessment Administration: Law, Procedures and Valuation', is required for newly elected or appointed assessors. Below this, it says: 'Click the links below to access the course modules and learning assessments. You do not need to complete the entire course at once and you can view the material in any order. Gateway will automatically update your Course 101 Status as you progress through the course and send you a confirmation email when you have completed the entire course. The learning assessment link is only available for those learning modules that you have completed.'

Module	Module Name	Module Content		Learning Assessment	
		Launch Link	Completed	Launch Link	Completed
0	101 Introduction	Take Module	--	--	--
1	Assessment Administration	Take Module	--	--	--
2	Mass Appraisal	Take Module	--	--	--
3	Proposition 2 1/2	Take Module	--	--	--
4	Property Tax Classification	Take Module	--	--	--
5	Setting Tax Rate	Take Module	--	--	--
6	Property Tax Abatements	Take Module	--	--	--
7	Property Tax Exemptions	Take Module	--	--	--
8	Personal Property	Take Module	--	--	--
9	Motor Vehicle Excise	Take Module	--	--	--

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.

The left screenshot shows a question: 'The accounting officer declares a surplus in the overlay account.' with a 'Correct' status. Below the question, it says: 'That's correct. The assessors determine whether there is a surplus in the overlay and declare it. The accounting officer then transfers the declared amount to a reserve fund that is available for appropriation through June 30 of the fiscal year.' The answer options are 'True' and 'False', with 'False' selected. There are 'Previous' and 'Next' buttons. The right screenshot shows the results: '3 Correct 100%' and '0 Incorrect 0%'. It has a 'View Answers' button and a 'Continue' button.

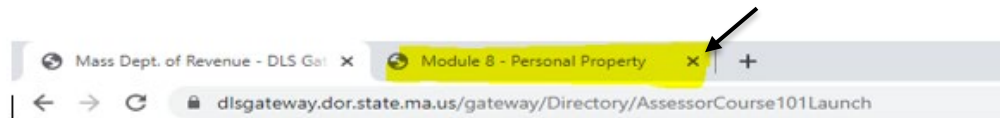
To take a learning assessment, your first must **complete a module in its entirety**. Completing a module “unlocks” its associated learning assessment. You may take a learning assessment at any time after completing the module. You do not need to take the assessment immediately after completing the module.



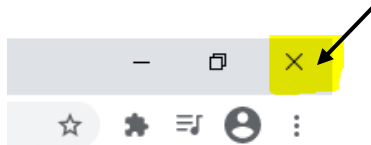
PLEASE NOTE:

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 a lot of 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.

0. Introduction_V00CC

Search

- 1. Welcome
- 2. Welcome to Course 101
- 3. Target Audience
- 4. Course 101 Overall Goals
- 5. Historical Perspective
- 6. How to Take this Course
- 7. Knowledge Check Quizzes
- 8. Accessing a Module Learning Assessment
- 9. Completing a Learning Assessment
- 10. Learning

DLS
DIVISION OF LOCAL SERVICES
MA DEPARTMENT OF REVENUE

**Assessment Administration:
Law, Procedures and Valuation**

Module 0 – Introduction

Click the TOC icon located on the bottom right of the window to **Hide or Display** the Table of Contents.

Division of Local Services

Click the button to reference the introduction of the DLS 101 Handbook

DLS 101 Handbook

Disclaimer: All rights reserved. This online course is provided as a public service and is intended for training purposes only. While every attempt has been made to ensure that the content of this training is accurate, please refer to the Division of Local Services website for the latest and most accurate information when assessing local taxes. This course is not a public written statement within the meaning of 830 CMR 6.00(3). Please refer to [Site Policies](#) for additional information.

Note: At the top of the TOC is a search field. You can search for items listed in the table of contents and then jump to that section when reviewing content. However, you must complete each Self Assessment Quiz at the end of each lesson in order to move to the next lesson or search for topics in upcoming lessons.

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.

Introduction

Steps to Complete Module 0

DLS

Learning Assessment

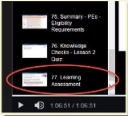

You have completed the content for this module!

In order to receive credit for completing this module, you must successfully complete the Learning Assessment.

Use the Table of Contents if you'd like to review any topics in this module before taking the assessment. When you're ready to take the Learning Assessment, you can quickly return to this page by clicking the last item in the TOC, Learning Assessment.

Note and caution: If you'd like to run through the Knowledge Check Quizzes located at the end of each lesson again, **you'll need to exit and restart the module**. However, please note that **you'll then need to take ALL the quizzes again** (Lessons 1 – 3) before you'll be able to use the TOC to access the Learning Assessment.

Click the Next page arrow if you're ready to proceed to the Learning Assessment.



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.

Introduction


Steps to Complete Module 0

DLS

Launch Learning Assessment

The learning assessment should take approximately 10 minutes to complete.


A score of 70% or higher is required to receive course credit.



What happens if you score 70% or higher?


When you attain a score of 70% or higher, a screen will display providing you with a Module Credit button. You must click the button to receive credit for taking the course.

Note: After receiving course credit, please remember to complete the course survey to provide feedback on the course.




What happens if you score below 70%?

If you score below 70%, you should return to the module and use the table of contents to select lessons/topics you feel you need to review before taking the learning assessment again.





What happens if you click Cancel?

If you click Cancel at any time during the assessment, you will exit the assessment; it will not be scored and your answers will not be saved. You can then review module topics before taking the assessment again.



Click the Learning Assessment button to return to the Gateway Assessor Course101Training web page, where you'll be able to take the Learning Assessment for this module.





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.

LOG IN

Enter your User Name and Password.

User Name

Password

GO

Password is case-sensitive
System times out after 30 minutes without use. Login again to continue.

[Forgot password](#)
[Forgot user name](#)

Simply enter your user name 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.

Division of Local Services Gateway

[Certification](#) [Taxrate](#) [LA-3](#) [Misc Forms](#) **[Directory](#)**

[Help](#) [My Profile](#) [Logout](#)

Local Official Directory
Search
Edit Jurisdiction
Add/Edit Department
Add/Edit Person/Position

Assessor Management
Assessor Certification
Assessor Course 101 Training

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 are now ready to take the Learning Assessment for this module. Click the link below under Learning Assessment to continue.

Module	Module Name	Module Content		Learning Assessment	
		Launch Link	Completed	Launch Link	Completed
0	101 Introduction	Take Module	5/22/2018	Take Assessment	--

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.

Introduction
Module 0 Learning Assessment
DLS

Instructions

This learning assessment should take approximately 10 minutes to complete. After completing the assessment, your score will be displayed. **A score of 70% or higher is required to receive course credit for completing this module.**

What happens if you score 70% or higher?
When you attain a score of 70% or higher, a screen will display providing you with a Module Credit button. You must click the button to receive credit for taking the course.
Note: After receiving course credit, please remember to complete the course survey to provide feedback on the course.

What happens if you score below 70%?
If you score below 70%, you should return to the module and use the table of contents to select lessons/topics you feel you need to review before taking the learning assessment again.

What happens if you click Cancel?
If you click Cancel at any time during the assessment, you will exit the assessment; it will not be scored and your answers will not be saved. You can then review module topics before taking the assessment again.

Cancel Assessment

START Assessment

Massachusetts Department of Revenue

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.

Introduction
Module 0 Learning Assessment
DLS

Learning Assessment
SCORE: 100
Congratulations! Your score is 70% or higher.

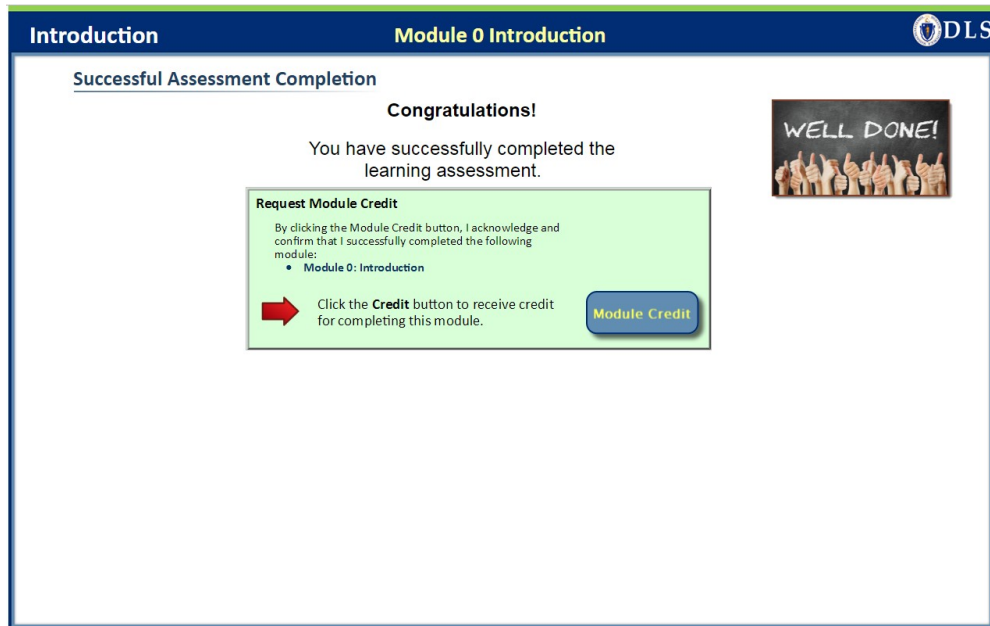
Click the **Print** Button to print the list of questions you answered incorrectly. (Print in landscape mode for best results.)

Click the **OK** button to continue

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.

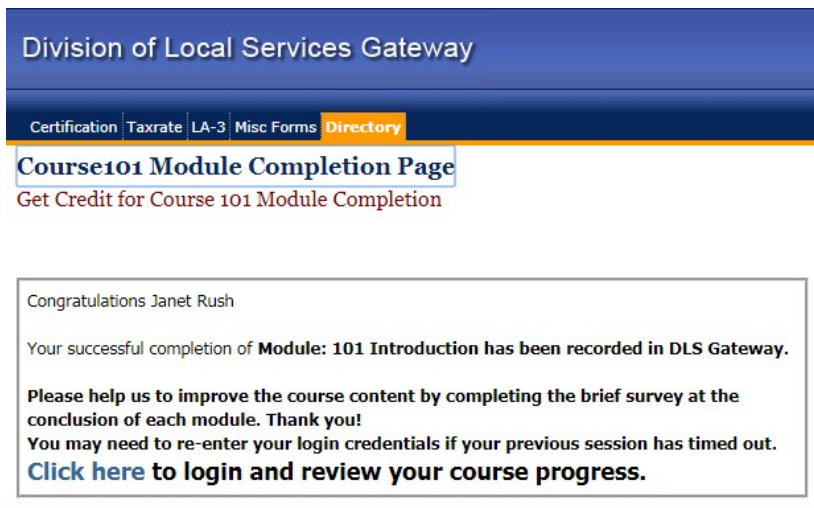
How the Module completion process works



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. You will receive email confirmation upon course completion, and also upon completing Module 4, Property Tax Classification.

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.

Introduction

Module 0 Introduction

DLS

Successful Assessment Completion

Congratulations!

You have successfully completed the learning assessment.

Request Module Credit

By clicking the Module Credit button, I acknowledge and confirm that I successfully completed the following module:

- Module 0: Introduction

Click the **Credit** button to receive credit for completing this module.

Module Credit

You successfully clicked the Module Credit button!

The Gateway Course 101 Training web page should now be updated, confirming that you successfully completed this module.

Before moving on, you may also want to print a Module completion certificate for your records.

(Optional) If you would like a completion certificate for your records, click the **Print Certificate** button and fill out the information.

Note: You will not be able to return to this page after advancing to the next page.


Print Certificate

Note: After clicking the button to receive Credit (mandatory) and printing your Certificate (optional after receiving credit), don't forget to click the **Next Page** arrow button, where you'll have an opportunity to complete a SurveyMonkey module **Feedback survey**!

➡



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.

Introduction **Module 0 Learning Assessment** 

Next Steps / Send Us your Feedback

This online Course - **Assessment Administration: Law, Procedures and Valuation: Module 0 – Introduction** was produced by the
Massachusetts Department of Revenue (DOR)


Department of Revenue


Send us your feedback!

Please click on the button to open the **Module Survey** and answer a few questions that will help us to better meet your needs in the future.

Note: The survey is anonymous.

We welcome your Feedback!

Please click the button to complete a course evaluation survey (using Survey Monkey).



Ready to move on to Module 1?

If you're ready to take **Module 1, Assessment Administration**, click the launch link from your **Gateway Course 101 Training** web page.

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.

Browser tips

You can use any Web browser (Chrome, Edge, Firefox, Safari and so on) to take Course 101. 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 DLS Gateway support:

- Email: DLSGateway@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 course101@dor.state.ma.us.