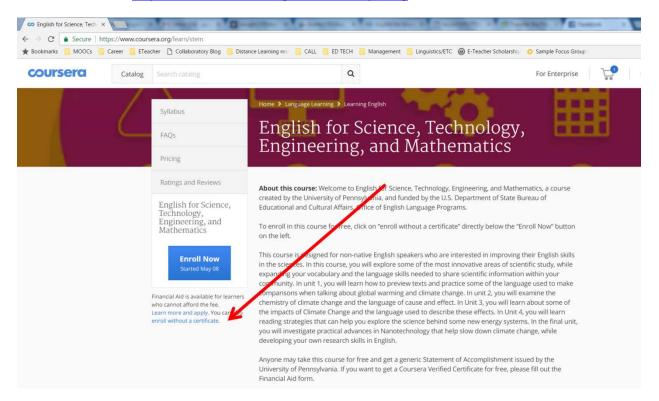
Enrollment and Certificate Troubleshooting—May 12, 2017

<u>Ae_moocs@state.gov</u>

If participants try to enroll in the English for STEM Course and find a screen that requires them to pay, please have them go back to the Enroll Now Page: <u>https://www.coursera.org/learn/stem</u>

Next, direct them to click on the fine blue type that says "enroll without a certificate." The direct link to this screen is here: <u>https://www.coursera.org/learn/stem#pricing</u>

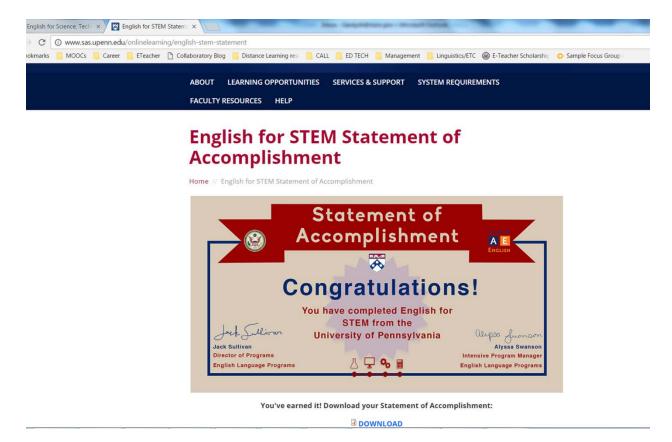


Then, direct them to click on the "no certificate" option:

C Secure ht	ttps://www.cours	sera.org/learn/stem#pricing				
kmarks 📙 MOOCs 📙	Career 📒 ETea	cher 📋 Collaboratory Blog	Distance Learning res 🧧 CALL 🧧 ED TECH 📒 Management	Linguistics/ETC 🛞 E-Teacher Sch	olarship 🔗 Sample Focus Group	
oursera	Catalog	Search catalog	٩	For Enterprise		
		Syllabus		Enroll with certificate	Enroll without certificate	
		FAQs	Access to course materials	\oslash	\bigotimes	
		Pricing	Access to graded materials	\oslash	\oslash	
		Ratings and Reviews	Earn a shareable Course Certificate	\odot		
		English for Science Technology, Engineering, and Mathematics		Erell	No Certificate	

Once they do this, they will be enrolled in the course. Certificate options include the following for our audience:

1. Participant enrolls for free and does not choose the "certificate" option. They will automatically earn a Statement of Accomplishment upon course completion directly from UPENN that is downloadable. This Statement of Accomplishment looks like this:



- Participant enrolls for free AND participates in a MOOC camp. They will automatically earn a Statement of Accomplishment upon course completion directly from PENN AND if Post would like to, they may also print MOOC Camp Certificates from the SharePoint site (<u>http://eca.r.state.sbu/Policy/Tech@ECA/MOOC/default.aspx</u>) – you could also coordinate with the MOOC-WG. (<u>MOOC-WG@state.gov</u>)
- Participant applies for financial aid - <u>https://www.coursera.org/payments/finaid?cartId=7462656</u> and when approved, will obtain a free, verified certificate from Coursera.
- 4. Participant can pay the U.S. \$49 to have the verified certificate using the payment options specified on the registration page.
- 5. If participants are participating in a Department of State-sponsored MOOC Camp, then they can be eligible for a free verified certificate issued by Coursera. Please contact <u>ae_moocs@state.gov</u> directly for this option.