COURSERA FAQS

OVERVIEW

The New York State Department of Labor is partnering with Coursera, the leading online training provider, to help unemployed and dislocated New Yorkers gain no-cost access to nearly 4,000 programs across high-growth industries like data science, business and technology. Many of these programs are pathways to certifications, professional certificates and can help elevate your career.

New York State continues to curate content based on industry demand to help job seekers gain skills to help them advance in their careers.

WHO IS ELIGIBLE FOR COURSERA?

Individuals must be a dislocated worker or an unemployed adult whose unemployment is COVID-19 related in order to sign up for a Coursera license through the New York State program. To see who qualifies, please click here: **labor.ny.gov/workforcenypartners/ta/ta21-1b.pdf**

Generally, if you are currently working (unless you are at imminent risk of losing your job), you are NOT eligible at this time.

WHAT CAN I LEARN?

Below is a small sampling of the wide range of more than 4,200 courses, programs and professional certificates available through Coursera:

- How to Manage a Remote Team
- Business Writing
- Introduction to Mechanical Engineering Design and Manufacturing Machine Learning
- Motors and Motor Control Circuits
- Generative Design for Additive Manufacturing
- Learning How to Learn: Powerful mental tools to help you master tough subjects

- Marketing in a Digital World
- Supply Chain Operations
- Influencing People
- The Science of Well-Being
- Data Science Specialization
- Project Management
- Successful Negotiation: Essential Strategies and Skills
- Python for Everybody
- Cybersecurity
- Google IT Support Professional Certificate
- The Business of Health Care Specialization
- Epidemiology for Public Health Specialization
- Medical Neuroscience
- Financial Markets
- Facebook Social Media Marketing
- Entrepreneurship
- Introduction to Game Development
- The Art of Negotiation
- AI for Everyone
- Programming Foundations with JavaScript, HTML and CSS
- Introduction to HTML5
- Understanding User Needs
- Use Mailchimp to Build an E-mail Marketing Campaign
- Developing An Entrepreneurial Mindset: First Step Towards Success
- Introduction to iOS App Development
- Principles of Game Design

HOW DOES SOMEONE ENROLL IN COURSES?

First, ensure they have signed up for a New York State account and have received an email with login instructions.

If they wish to use the curated course content that is geared to careers available in New York State and their region, click **"Browse Catalog."**

If they do not see courses in their desired learned path, they should click **"Explore"** to search through additional courses.

Additionally, veterans and eligible spouses will be provided access to a specific collection curated for veterans and their families.

HOW DOES SOMEONE SIGN UP?

To request a no-cost account, unemployed or dislocated workers should visit: www.labor.ny.gov/coursera and complete the Sign Up form. Activation may take up to **48 hours.**

HOW LONG ARE LICENSES GOOD FOR?

The Department of Labor program will expire in November 2022, though it may be renewed before that date. Please check back here for additional details.

FAQ: COURSERA COURSES

IS THERE AN OVERALL CATALOG OF COURSES?

Yes. An overall list may be accessed here:
www.coursera.org/browse.
Please note that you should not sign up through this link.

WHAT CERTIFICATES ARE AVAILABLE?

You may find a list here:
www.coursera.org/professional-certificates.

WILL THERE BE A FEE FOR THE CUSTOMERS TO GET THE FINAL CERTIFICATE?

There are no fees associated with certificate programs under the New York State license.

CAN YOU EARN A DEGREE THROUGH COURSERA?

While Coursera does offer this for some programs, this is not something being offered through the New York State program. We strongly recommend you investigate degrees available to you through your local community colleges, BOCES and public and private colleges like SUNY and CUNY.

ARE COURSERA COURSES CREDIT-BEARING?

This is not something being offered through the New York State program, but you may wish to discuss courses with a college should you be planning to attend in the future. We strongly recommend you investigate credit-bearing courses available to you through your local community colleges, BOCES and public and private colleges like SUNY and CUNY.

DO COURSES LINK TO LOCAL COLLEGES OR PROGRAMS?

Not at this time, but this is something the Department of Labor plans to launch in the future.

HOW CAN I LEARN ABOUT COURSE PREREQUISITES?

Upon viewing each course or collection of courses as part of a certification program, you will be able to see: the level of the courses (i.e. beginning level with no prior experience required), the language, available subtitles, anticipated time to complete, skills to be gained, course ratings and reviews and a syllabus for each course.

FAQ: ELIGIBILITY

IF SOMEONE IS WORKING, BUT IS CONSIDERED UNDEREMPLOYED, MAY THEY USE COURSERA?

At this time no, as we are prioritizing licenses for those who are unemployed/dislocated.

IF SOMEONE RECEIVED NOTIFICATION THEY ARE TO BE LAID OFF, MAY THEY USE COURSERA?

Yes.

ARE STAFF MEMBERS ABLE TO REGISTER FOR A FREE ACCOUNT?

No. However, a sampling of courses, some of which may be audited outside of the New York State program, may be accessed here: **www.coursera.org/browse.**

CAN AN INDIVIDUAL WHO IS UNEMPLOYED NOT BECAUSE OF COVID STILL USE COURSERA?

Yes.

IF SOMEONE STARTS A COURSE AND THEN DROPS OUT, WILL THEY BE ABLE TO RE-ENROLL FOR FREE?

Yes.

IS THERE A LIMIT TO HOW MANY COURSES A CUSTOMER CAN TAKE?

No. However, courses can be intensive learning experiences and learners may want to only take one or two courses at once, depending on how much time they are able to devote to learning.

WILL REGISTRATION OR ENROLLMENT EXPIRE?

After a period (yet to be determined) of inactivity, users will be reminded of the need to take courses or enroll. They will then be removed from the system. If a user is removed they will be notified via email.

LANGUAGE AND ACCESSIBILITY

HOW DOES SOMEONE SIGN UP FOR THE NYS SPANISH LANGUAGE PROGRAM?

To request a no-cost account, unemployed or dislocated workers should visit: **www.labor.ny.gov/coursera** and complete the Inscríbete Ahora form. Activation may take up to **48 hours**.

HOW ACCESSIBLE IS COURSERA CONTENT?

Coursera aims to conform with **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA**. In addition, all course lecture videos offer closed captioning. To learn more, please visit: **learner.coursera.help/hc/en-us/articles/360050668591-Accessibility-Statement**

HOW WILL WE BE ABLE TO TRACK FOR COMPLETION?

There will be designated DOL and Local Area staff with Admin permissions in Coursera. These staff can identify customers enrolled in courses and status of completion of those courses. At the time that we integrate Coursera with OSOS, we will review and take appropriate action to automate the closure of services and entry of any credential/skills gain obtained.

HOW WILL INDIVIDUALS BE IDENTIFIED IN OSOS?

Customers will be tracked by the OSOS ID.

WHAT IF SOMEONE IS ALREADY SELF-REGISTERED AND USING COURSERA UNDER ONE OF THE DOL REGIONAL PROGRAMS?

If they are actively using a DOL regional program, they can simply be registered to a local area's program and their progress will carry over.

WILL PARTICIPANTS HAVE TO BE ENTERED INTO OSOS AND WILL THEY COUNT ON PERFORMANCE?

Ultimately, we plan to integrate Coursera with OSOS so that we can effectively and efficiently track participation in courses, automating services in the system. However, in these initial phases, staff will need to identify, and data enter the services in OSOS for customers who are enrolled in Coursera. NYSDOL will work to identify customers who are enrolled in Coursera courses so that the service or activity can be entered or generated in OSOS. These customers initially will not count in performance. They will count as reportable individuals until more effective methods for tracking and completion are put in place.

WILL PEOPLE WHO GET A COURSERA LICENSE BE REQUIRED TO REGISTER AS A WIOA PARTICIPANT?

NYSDOL plans to integrate Coursera with OSOS so participants can be effectively and efficiently tracked through the system. However, until this integration is complete local staff will need to data enter an activity in OSOS for customers who are enrolled in Coursera. NYSDOL added an activity, "Referred to Coursera Enrollment," to OSOS on **December 10, 2020** for this purpose. NYSDOL will work to identify customers who were enrolled in Coursera prior to this date to ensure the activity is entered in OSOS.

Coursera customers will initially be counted as reportable individuals and will not count in performance. Once Coursera has been fully integrated with OSOS, NYSDOL will review and take appropriate action to automate the closure of services and entry of any credential and/or skills gain obtained with the intent of customers being included in performance as appropriate.

FURTHER ASSISTANCE

If you are having trouble within a specific course, please contact Coursera through the chat feature available on the Coursera website.

If you requested a license and have not heard back in **48 hours**, please email: **coursera.help@labor.ny.gov**.

If you are a local program administrator with questions, please email: **coursera.help@labor.ny.gov**.