Research Skills MOOC Problem Solver for Students

I forgot my password.

- Go to the beginning MOOC/Coursesites link and choose FORGOT YOUR PASSWORD.
- Choose the EMAIL ADDRESS OPTION.
- Check the email and follow directions to reset password.
- If this doesn’t work, contact Suzanne Levasseur and/or Ellen Pratt (email addresses below).

I did (part of) the MOOC last semester. Where did my grades go?

- In December 2018, Coursesites retired their existing system and created a new one to begin in January 2019. Previous data is not available. This should only affect a very few students, but work completed before January 2019 must be repeated if you need it for a current course.

How do I email my achievement to my professor?

- In the MOOC, choose COURSE TOOLS from the menu on the left.
- Choose ACHIEVEMENTS. The achievements you have earned will appear brightly colored. On the right of these achievements are three small icons. Choose the third one, the print icon.
- Now, with the achievement certificate large on your screen, press the keys CTRL and Print Screen at the same time. This will take a “screenshot” of everything on your computer screen.
- Create an email to your instructor. In the body of the email press the keys CTRL and V at the same time, which will paste the achievement into the email.

I did the MOOC, but I can’t print the achievement.

- Choose the MY GRADES link under COURSE TOOLS.
  - Compare the list of modules for your course with your grades to be sure you have completed everything. To earn the achievement, you need:
    - FYE 101 – 120 of a possible 150 points
    - ENG 101 – 384 of a possible 480 points
    - CIS 127 – 120 of a possible 150 points
    - Capstone Refresher – 168 of a possible 210 points
  - If you have enough points, make sure the REFLECTION is also complete. It does not have a point value, but it is required for the achievement.
  - Have you used both quiz attempts for each module?
    - If you are not sure, choose MY GRADES in the left menu to see a list of all the grades for the Research Skills MOOC. Click on the GRADED tab for a list of quizzes you have taken. Click on the quiz title and then VIEW ATTEMPTS.
    - If you have, print your grades and contact your instructor. To print grades, choose COURSE TOOLS and then MY GRADES, Ctrl-P to print what is on screen.

What if I have another kind of problem?

- If your problem is not addressed here, please contact Suzanne Levasseur (slevasseur1@mwcc.mass.edu) and/or Ellen Pratt (epratt@mwcc.mass.edu).