

# Coursera for Pakistan

## Presentation for Focal Persons



**Prime Minister's**  
Youth Programme



Higher Education  
Commission of Pakistan

**coursera**

CONFIDENTIAL - DO NOT SHARE

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# What is DLSEI?

- The Digital Learning & Skills Enrichment Initiative (DLSEI) is an initiative under Prime Minister's Laptop Scheme executed through the Higher Education Commission of Pakistan. DLSEI intends to enhance online learning and skills development among passionate students. They will be able to access courses and certifications from top universities of the world and get an opportunity to enrol themselves into the highest ranked and most expensive online courses absolutely **FREE OF COST**.
- This program will enhance students' skills & abilities, and further equip them in a better way for practical life challenges, self-development etc. Moreover this program is initially focused on the students who have already received laptops through the Prime Minister's Laptop Scheme.

# About COURSERA

- **Coursera** is the World's largest online learning platform founded by Stanford professors Andrew Ng and Daphne Koller that offers courses, specializations, and degrees.
- Coursera works with universities and other organizations to offer online courses, specializations, and degrees in a variety of subjects, such as engineering, humanities, medicine, biology, social sciences, mathematics, business, computer science, digital marketing, data science, and others.
- As of June 2018, Coursera had more than 33 million registered users and more than 2,400 courses.



# Contract

## Coursera & HEC

- HEC Pakistan and Coursera International signed an agreement on 12<sup>th</sup> of April, 2018.
- Coursera is the World's largest online education provider, partnering with best universities & institutions around the World. There is a special emphasis on Technology & Engineering courses which equip students with most in-demand skills around the World.
- Initially 8000 students will be able to avail these courses on first come first serve basis. Only one course per student will be allowed. Credit renewal is dependent upon the success of this project.
- Noon Consulting in collaboration with Coursera International & Higher Education Commission is committed, to ensure that this initiative under Prime Minister's Youth Support Programme to provide Free Online Courses to the Prime Minister Laptop Scheme students is executed in a successful manner. Our prime focus is to;
  - Create awareness on how the eligible students can benefit from Coursera online courses of their Interest / domain free of cost.
  - Educate them on choosing the right courses to enhance their respective knowledge areas.



# Marketing

The marketing campaign includes the following;

- SMS Marketing Campaign
- Email Marketing Campaign
- Roadshows
- Marketing Material

## **SMS Marketing Campaign**

A pre-launch SMS will be sent to the students to inform them about the initiative taken by HEC and PMLS and to avail this opportunity by taking courses from top-ranked universities around the world.

## **Email Marketing Campaign**

A pre-launch Email will be sent to the students to inform them about the Digital Learning and Skills Enrichment Initiative taken by HEC and PMLS and to avail this opportunity by taking courses from top-ranked universities around the world.

## **Roadshows**

Roadshows are a part of the marketing campaign. The Noon Consulting team will visit different universities on the instructions of HEC Pakistan. The roadshows will be conducted in order to aware the masses about the Digital Learning & Skills Enrichment Initiative (DLSEI) of HEC & PMLS.

## **Marketing Material**


The marketing material includes posters, standees, flyers, banners, web banners. It will be distributed in the universities specifically targeting the awardees of Prime Minister's Laptop Scheme.

# Flyers

**Digital LEARNING**  
& SKILLS ENRICHMENT INITIATIVE

Brought to you by

  
Prime Minister's  
Youth Programme



In Partnership with

**coursera**

Exclusively Marketed by:

**NOON**  
CONSULTING

**FAST  
TRACK  
YOUR  
CAREER**

## APPLY AT THE EARLIEST

100% SUBSIDIZED ONLINE COURSES FROM TOP US & GLOBAL UNIVERSITIES  
Currently 8000 Courses Available on **FIRST COME FIRST SERVE BASIS**  
We are delighted to offer courses for interested learners FREE OF COST

You can now avail this opportunity to acquire professional certifications from the top ranked US and Global Universities through the world's largest online learning platform COURSERA

Coursera.org has partnered with the Prime Minister's Youth Programme & Higher Education Commission of Pakistan to provide learners with leading courses from the top ranked universities to recipients of Laptops under Prime Minister's Laptop Scheme, FREE OF COST

You can choose from a wide library of courses from Universities like University of Michigan, University of Chicago, University of London, Duke University, Yale, University of Colorado, University of Virginia, UC San Diego, IE Business School, IESE Business School, Northwestern University, John Hopkins, Columbia University, Illinois, Vanderbilt University, and many other leading universities across the Globe.

These courses will help you learn, enhance your skills, stand-out from your peers, accelerating your career to the Next Level, or help you land your dream job

## 100% SUBSIDY ON ALL COURSES

### TOP UNIVERSITIES



Currently 8000 Courses  
Available on  
**FIRST COME  
FIRST SERVE BASIS**

Launch date to be  
announced soon...

Invitation link  
will be sent to your  
email after launch

For Support Contact Us at:

[www.helpdesk.hec.gov.pk](http://www.helpdesk.hec.gov.pk)

\*Please use your existing HEC helpdesk login credentials

OR  
[www.facebook.com/dsei](https://www.facebook.com/dsei)  
[support.dsei@hec.gov.pk](mailto:support.dsei@hec.gov.pk)

- \* Only one course per student
- \* Other terms & conditions apply
- \* Only for PMLS laptop recipients

# Banners

Digital **LEARNING**  
& SKILLS ENRICHMENT INITIATIVE

**FAST TRACK  
YOUR  
CAREER**

Brought to you by

  
Prime Minister's  
Youth Programme



In Partnership with  
**coursera**

Exclusively Marketed by:  
**NOON**  
NOON CONSULTING

# Posters

**Digital LEARNING**  
& SKILLS ENRICHMENT INITIATIVE

Brought to you by

**FAST TRACK YOUR CAREER**

Prime Minister's Youth Programme

In Partnership with

**coursera**

Exclusively Marketed by:

**NOON CONSULTING**

## APPLY AT THE EARLIEST

100% SUBSIDIZED ONLINE COURSES FROM TOP US & GLOBAL UNIVERSITIES  
Currently 8000 Courses Available on **FIRST COME FIRST SERVE BASIS**  
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These courses will help you learn, enhance your skills, stand-out from your peers, accelerating your career to the Next Level, or help you land your dream job

## 100% SUBSIDY ON ALL COURSES

### TOP UNIVERSITIES



Currently 8000 Courses  
Available on  
**FIRST COME  
FIRST SERVE BASIS**

**Launch date to be  
announced soon...**

Invitation link  
will be sent to your  
email after launch

For Support Contact Us at:

[www.helpdesk.hec.gov.pk](http://www.helpdesk.hec.gov.pk)

\*Please use your existing HEC helpdesk login credentials

OR  
[www.facebook.com/dsei](https://www.facebook.com/dsei)  
[support.dsei@hec.gov.pk](mailto:support.dsei@hec.gov.pk)

- \* Only one course per student
- \* Other terms & conditions apply
- \* Only for PMLS laptop recipients

# Standeers

**Digital LEARNING**  
& SKILLS ENRICHMENT INITIATIVE

**FAST TRACK  
YOUR  
CAREER**

 Prime Minister's  
Youth Programme



 coursera

Brought to you by In Partnership with

**TOP UNIVERSITIES**

 UNIVERSITY OF MICHIGAN	 THE UNIVERSITY OF CHICAGO	 UNIVERSITY OF LONDON
 Duke UNIVERSITY	 Yale	 University of Colorado Boulder
 UNIVERSITY VIRGINIA	 UC San Diego	 iC Business School
 IESE University of Navarra	 Northwestern University	 JOHNS HOPKINS UNIVERSITY
 COLUMBIA UNIVERSITY	 ILLINOIS UNIVERSITY	 VANDERBILT UNIVERSITY

**REGISTER AT:**  
[www.coursera.org/pakistan/register](http://www.coursera.org/pakistan/register)

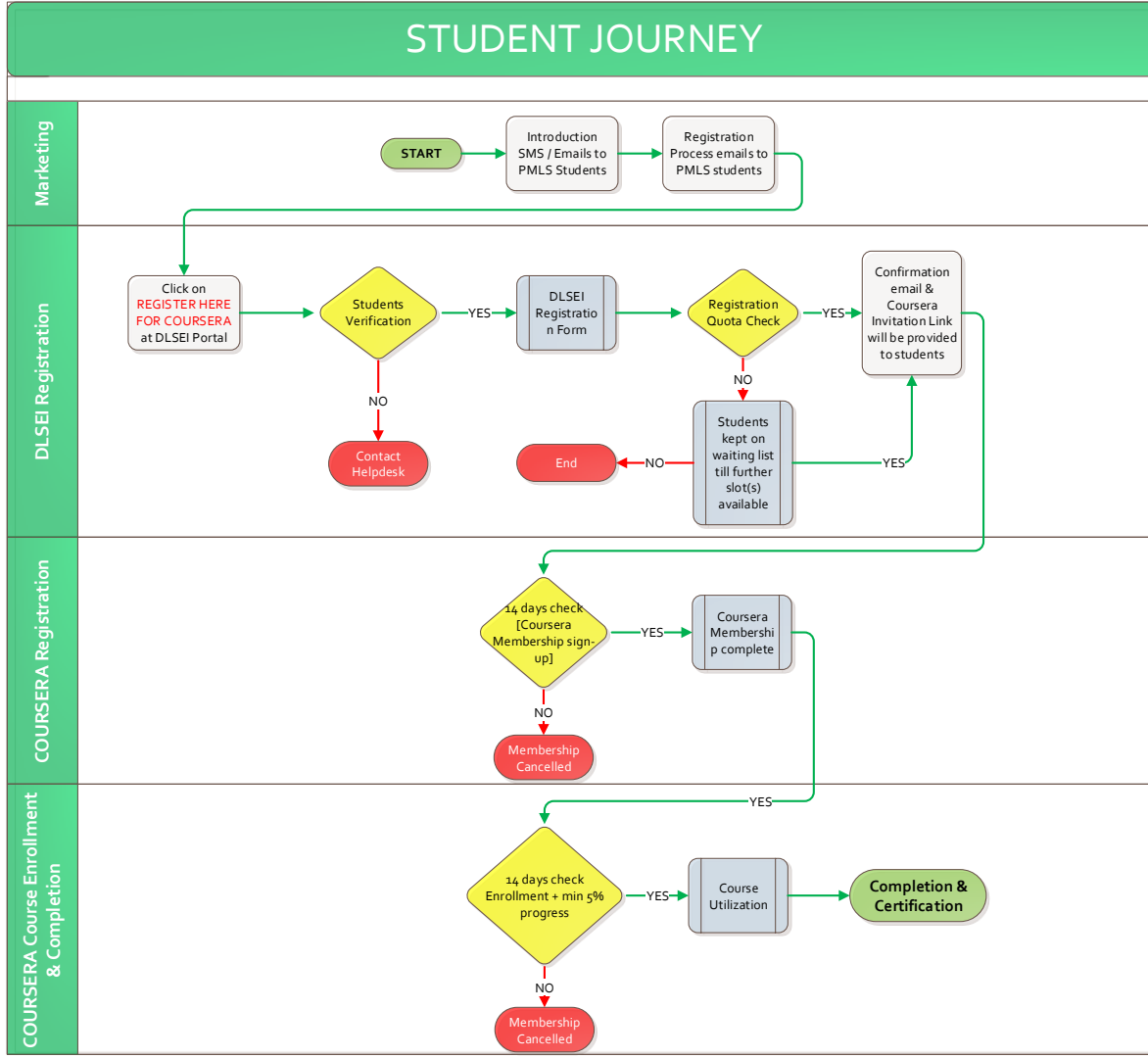
**For Queries:**  
[www.facebook.com/dlsej](https://www.facebook.com/dlsej)  
[support.dlsej@hec.gov.pk](mailto:support.dlsej@hec.gov.pk)  
[www.coursera.org/pakistan/helpdesk](http://www.coursera.org/pakistan/helpdesk)

Exclusively Marketed by:  
 NOON



# Student Journey

# STUDENT JOURNEY




# Students Enrollment

## Students Verification / Registration


# 1. Initial Landing Page

REGISTRATION STATUS




FAST TRACK  
YOUR  
CAREER


Brought to you by



Prime Minister's  
Youth Programme




In Partnership with




An Initiative under Prime Minister's Laptop Scheme executed through the Higher Education Commission of Pakistan.

TOP UNIVERSITIES


Yale




UNIVERSITY OF TORONTO




VANDERBILT  
UNIVERSITY




UNIVERSITY OF CAMBRIDGE




UNIVERSITY OF ILLINOIS




DUKE




COLUMBIA  
UNIVERSITY




UNIVERSITY OF LONDON




UNIVERSITY OF EDINBURGH




UNIVERSITY OF CHICAGO




NORTHWESTERN  
UNIVERSITY




UNIVERSITY OF MICHIGAN



IESE



UC SAN DIEGO



UNIVERSITY OF CALIFORNIA  
BERKELEY

Prime Minister's Laptop Scheme is a revolutionary step towards the socio-economic development of youth, in a bid to combat soaring unemployment in the country. It has a broad canvas of schemes aimed at enabling youth and poor segments of the population to:

● Get good employment opportunities.

● Secure economic empowerment.

● Acquire skills needed for gainful employment.

● Have access to higher education and IT tools.

● Access to on-the-job training/internship for young graduates to improve productive job probabilities.

This program is aimed at spreading the use of Digital Learning amongst the college/university level students in order to bring about a technology revolution and bridge the digital divide.


NOW DLSEI IS OFFERING THE WORLD'S BEST COURSES FOR FREE!!!!!!

The Digital Learning & Skills Enrichment Initiative (DLSEI) is an initiative under Prime Minister's Laptop Scheme executed through the Higher Education Commission of Pakistan. DLSEI intends to enhance online learning and skills development among passionate students. They will be able to access courses and certifications from top universities of the world and get an opportunity to enroll themselves into the highest ranked and most expensive online courses absolutely FREE OF COST.

This program will enhance students' skills & abilities, and further equip them in a better way for practical life challenges, self-development etc. Moreover this program is initially focused on the students who have already received laptops through the Prime Minister's Laptop Scheme.

REGISTER HERE FOR COURSERA


For Support Contact Us at



[www.helpdesk.hec.gov.pk](http://www.helpdesk.hec.gov.pk)

● Please use your existing HEC help desk credentials

OR



[support.dlsei@hec.gov.pk](mailto:support.dlsei@hec.gov.pk)

★ Only one course per student

★ Other terms and conditions apply

★ Only for PML2 laptop recipients

In case of any query, please visit HEC Helpdesk or Email us at [support.dlsei@hec.gov.pk](mailto:support.dlsei@hec.gov.pk)

CONFIDENTIAL - DO NOT SHARE

## 2. Student Verification Page – Pre- Registration




### The Digital Learning & Skills Enrichment Initiative

Please provide below information !

 CNIC eg:(3010110011221)

 HEC registered email eg:(email@xyz.com)

 HEC registered mobile No. eg:(03001234567)

☐ Send Code to new Mobile Number

SUBMIT

Verify yourself to get access to the best Massive Open Online Courses (MOOCs) from around the world.

In case of any query, please visit [HEC Helpdesk](#) or Email us at [support.dlsei@hec.gov.pk](mailto:support.dlsei@hec.gov.pk)

### 3. Student Registration Page (Option Selected: NO)



In case of any query, please visit [HEC Helpdesk](#) or Email us at [support.dsei@hec.gov.pk](mailto:support.dsei@hec.gov.pk)

PLEASE FILL THIS FORM TO REGISTER FOR COURSE/RAI

FULL NAME\*

FATHER NAME\*

CNIC eg.(3010110011221)\*

PLEASE ENTER YOUR ACADEMIC DETAILS:

1 - Are you currently enrolled into any Degree/Program? YES/NO

NO☐ Yes☒

ENROLLMENT NO\*

Select City

Please Select the University\*

Select University

Please Select the Campus\*

Select Campus

Please Select the Department\*

Select the Department

Please Select the Degree Level\*

Select Degree Level

What was your degree program?\*

What was your CGPA?\*

2 - Are you currently employed? Yes / No

NO☐ Yes☒

3 - Have you heard about Coursera prior to this Government Initiative? Yes / No

NO☐ Yes☒

4 - Which field do you intend to study from the following categories?

- ☐ Arts and Humanities
- ☐ Business
- ☐ Computer Science
- ☐ Data Science
- ☐ Information Technology
- ☐ Life Sciences
- ☐ Math and Logic
- ☐ Personal Development
- ☐ Physical Science and Engineering
- ☐ Social Sciences
- ☐ Language Learning

5- Why do you want to take these courses?

- ☐ Improve Your Resume
- ☐ Improve Chances of Employment
- ☐ Improve Self Knowledge & Academics
- ☐ Because it is for free
- ☐ Other

6 - Will you take these courses if they are not free but offered at subsidized rates? Yes/No

NO☐ Yes☒

7 - Please tell us how you can benefit from this course? (Minimum 250 Characters required)\*

Note: Please write meaningful sentences in the box. All applications will be reviewed. Strict actions will be taken against those who violates this rule, which may include expulsion from the course!

AGREE or DISAGREE

Solemn Declaration:


I \_\_\_\_\_ S/o, D/o \_\_\_\_\_ solemnly declare that



- I do hereby confirm that I am the awardee of PMLS
- I acknowledge that this opportunity is given to me on a first come first serve basis after verifying the eligibility of the student.
- I do hereby confirm that I will provide the correct information while for online course registration.
- I would be responsible to complete the course within specified time.
- If I failed to complete the course within specified time then Higher Education Commission may cancel my registration at any time
- If I failed to comply with the rules of registration or drop the course any time before the completion, Higher Education Commission reserves a right that it may exclude me from future programs offered by HEC or Prime Ministers Youth Program
- I understand and accept all terms & conditions for registration of online courses

☐ I Accept\*

SUBMIT

# 4. Student Registration Page (Option Selected: YES)





In case of any query, please visit [HEC Helpdesk](#) or Email us at [support.dsei@hec.gov.pk](mailto:support.dsei@hec.gov.pk)

PLEASE FILL THIS FORM TO REGISTER FOR COURSERA!

FULL NAME\*

FATHER NAME\*

CNIC eg.(3010110011221)\*

PLEASE ENTER YOUR ACADEMIC DETAILS:

1 - Are you currently enrolled into any Degree/Program? YES/NO

NO ☒ Yes

ENROLLMENT NO\*

Select City

Please Select the University\*

Select University

Please Select the Campus\*

Select Campus

Please Select the Department\*

Select the Department

Please Select the Degree Level\*

Select Degree Level

What is your degree program?\*

What is your CGPA?\*

2 - Are you currently employed? Yes / No

NO ☒ Yes

Which organization do you work for?

What is your designation / position?

How long have you been working with the above mentioned Organization?

Select How long have you been working

3 - Have you heard about Coursers prior to this Government Initiative? Yes / No

NO ☒ Yes

How did you hear about it

☐ Friends

☐ Social Media

☐ Word of Mouth

☐ Magazines

☐ Email

☐ Other

4 - Which field do you intend to study from the following categories?

☐ Arts and Humanities

☐ Business

☐ Computer Science

☐ Data Science

☐ Information Technology

☐ Life Sciences

☐ Math and Logic

☐ Personal Development

☐ Physical Science and Engineering

☐ Social Sciences

☐ Language Learning

5- Why do you want to take these courses?

☐ Improve Your Resume

☐ Improve Chances of Employment

☐ Improve Self Knowledge & Academics

☐ Because it is for free

☐ Other

6 - Will you take these courses if they are not free but offered at subsidized rates? Yes/No

NO ☒ Yes

7 - Please tell us how you can benefit from this course? (Minimum 250 Characters required)\*

Note: Please write meaningful sentences in the box. All applications will be reviewed. Strict actions will be taken against those who violates this rule, which may include expulsion from the course!

AGREE or DISAGREE

Solemn Declaration:

I, \_\_\_\_\_ S/o, D/o \_\_\_\_\_ solemnly declare that

☒ I do hereby confirm that I am the awardee of PMLS

☒ I acknowledge that this opportunity is given to me on a first come first serve basis after verifying the eligibility of the student.

☒ I do hereby confirm that I will provide the correct information while for online course registration.

☒ I would be responsible to complete the course within specified time.

☒ If I failed to complete the course within specified time then Higher Education Commission may cancel my registration at any time

☒ If I failed to comply with the rules of registration or drop the course any time before the completion, Higher Education Commission reserves a right that it may exclude me from future programs offered by HEC or Prime Ministers Youth Program

☒ I understand and accept all terms & conditions for registration of online courses

☐ I don't want to accept myself within 30 days of course initiation from Ministry Education Commission and/or after this consent on the form

☒ I Accept\*

SUBMIT

## 5. Student Registration Confirmation Page



In case of any query, please visit [HEC Helpdesk](#) or Email us at [support.dlsei@hec.gov.pk](mailto:support.dlsei@hec.gov.pk)

# Congratulations!!!

START LEARNING AT COURSERA



Congratulations you are now registered with Coursera's massively open online courses absolutely free of cost. Click on the link above to Start Learning at Coursera.




# Students Enrollment

## Coursera Membership / Course Enrolment

## 6. Coursera Terms & Conditions Pop-up Page

 for 



HIGHER EDUCATION COMMISSION OF PAKISTAN TERMS  
and CONDITIONS

Coursera

I do hereby confirm that I am the awardee of PMLS.

I acknowledge that this opportunity is given to me on a first come first serve basis after verifying the eligibility of the student.

I do hereby confirm that I will provide the correct information while for online course registration.

I would be responsible to complete the course within specified time.

If I failed to complete the course within specified time then Higher Education Commission may cancel my registration at any time.

If I failed to comply with the rules of registration or drop the course any time before the completion, Higher Education Commission reserves a right that it may exclude me from future programs offered by HEC or Prime Ministers Youth Program.

I understand and accept all terms and conditions for registration of online courses. That If I don't enroll myself within 14 days of courses invitation, then Higher Education Commission may offer this opportunity to other PMLS awardee, as this is a first come first serve opportunity.

If I do not complete at least 5 per cent of course with within 14 days, after enrollment into Coursera Programs awarded to me by Higher Education Commission, then Higher Education Commission may cancel my registration and award this opportunity to any other PMLS awardee.

If Higher Education Commission cancels my registration due to non-compliance to any of the mentioned clauses, I shall hold no liability or responsibility towards Higher Education Commission.

Higher Education Commission, Government of Pakistan reserves the right to take any or all legal actions against me, if the Terms of Award are breached

Agree

## 7. Coursera Membership Sign-up Page

# Coursera

Learn skills from top universities for free.

[LOG IN](#)[SIGN UP](#)

FULL NAME

EMAIL

PASSWORD


Join for Free

By signing up to create an account I accept Coursera's [Terms of Use](#) and [Privacy Policy](#).

Having trouble logging in?

## 8. Coursera Membership Login Page

HIGHER EDUCATION



OF PAKISTAN TER

Learn skills from top universities for free.

LOG IN

SIGN UP

EMAIL

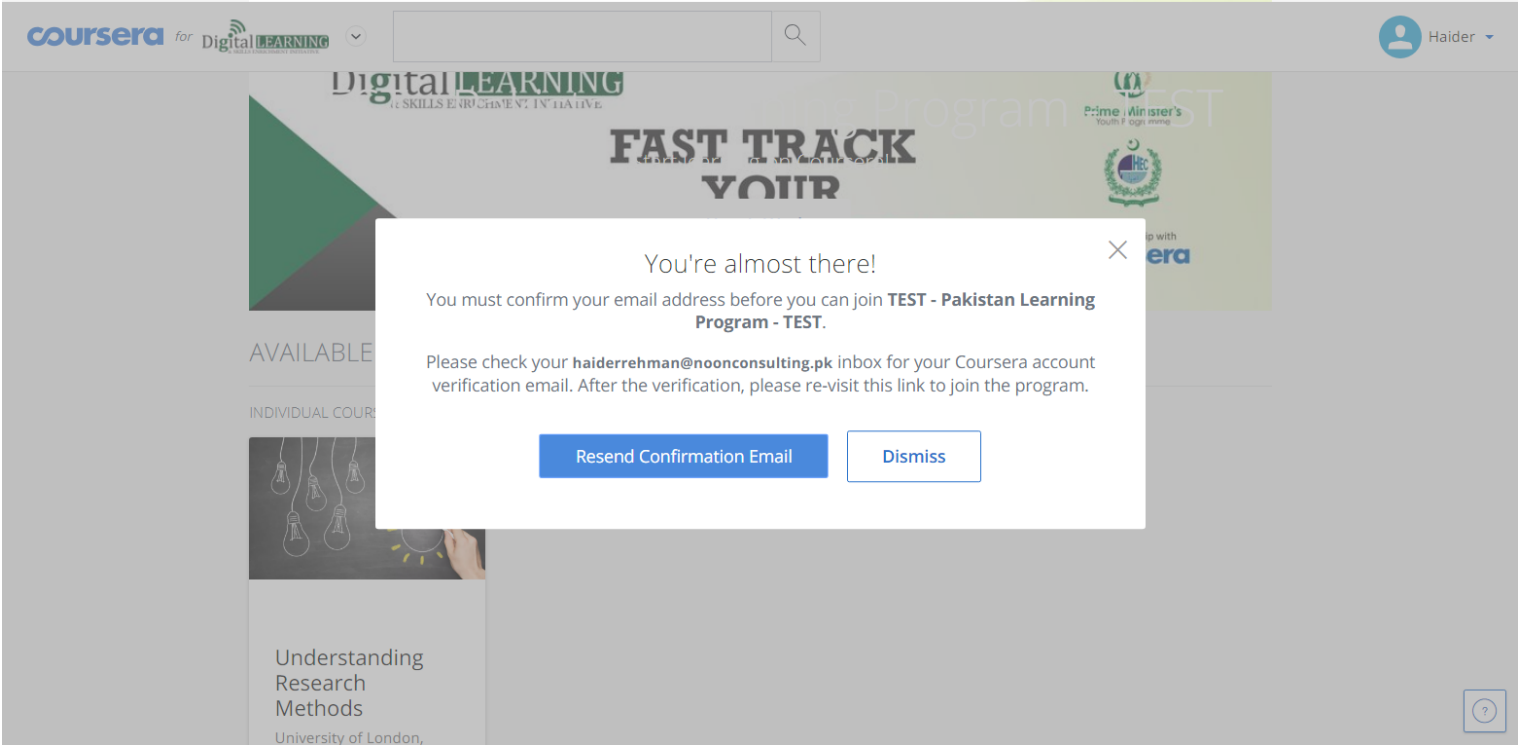
PASSWORD

Forgot password?


Log in

Having trouble logging in?


## 9. Coursera Program Joining Page




# 10. Coursera Program Joining Page (contd.)



Catalog




For Enterprise

Haider

# Email Verification



haiderrehman@noonconsulting.pk is verified. Thank you!

[« Back to Coursera](#)



Coursera provides universal access to the world's best education, partnering with top universities and organizations to offer courses online.

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COURSERA

About

Leadership

Careers

Catalog

Certificates

Degrees

For Business

For Government

COMMUNITY

Partners

Mentors

Translators

Developers

Beta Testers

CONNECT

Blog

Facebook

LinkedIn

Twitter

Google+

Tech Blog

MORE

Terms

Privacy

Help

Accessibility

Press

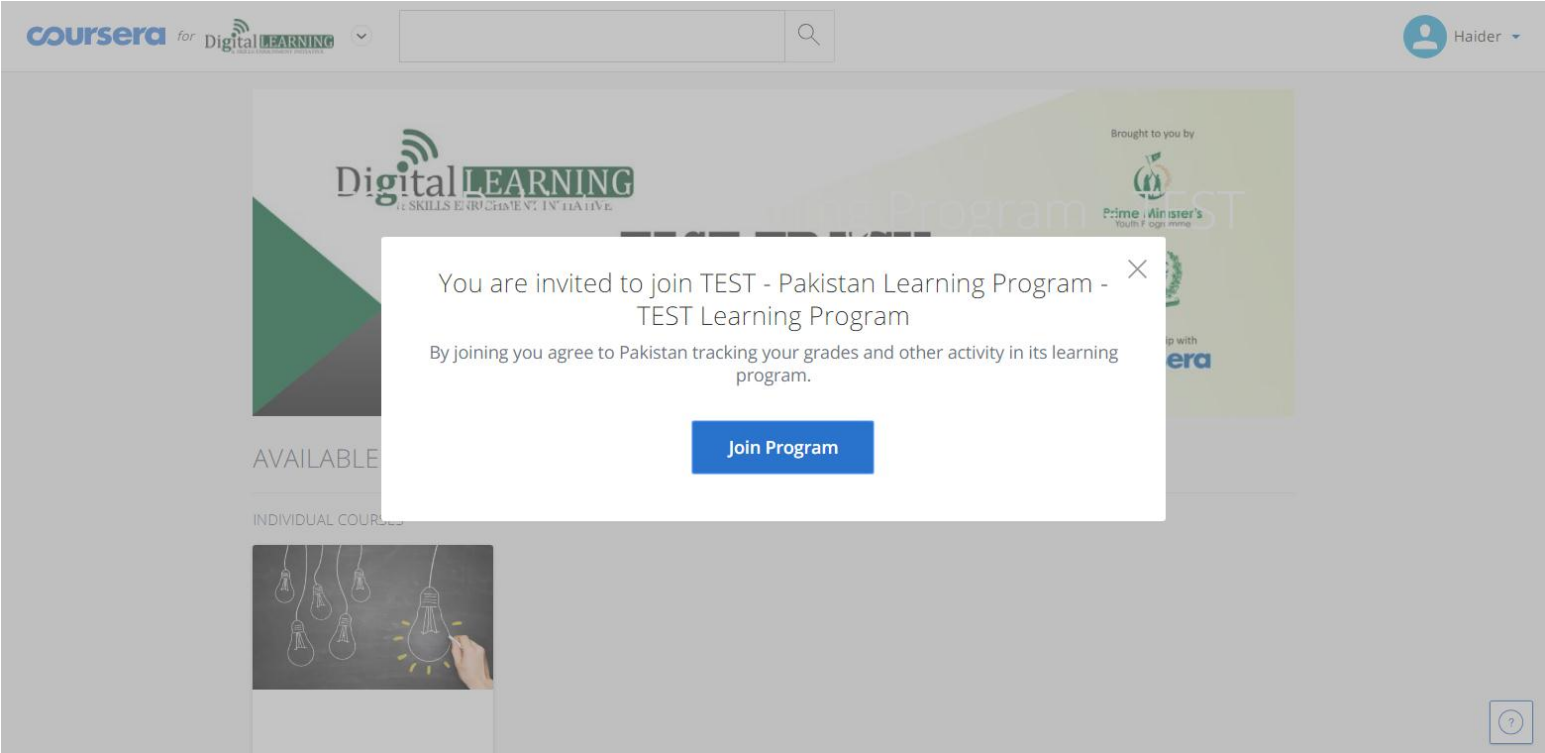
Contact

Directory

Affiliates

CONFIDENTIAL - DO NOT SHARE

# 11. Coursera Program Joining Page (contd.)



## 12. Coursera Program Joining Page (contd.)

Coursera

for Digital LEARNING

Haider

Keep your accomplishments!

Keep your Coursera accomplishments forever by adding an alternative email.

ALTERNATIVE EMAIL

CONFIRM ALTERNATIVE EMAIL

Add Alternative Email

[Remind me later](#)



MY COLLECTIONS

COLLECTION 1: 10  
Top courses

Top rated courses on Coursera

View All

Excel Intermediate 1

Excel Skills for Business...

Monqure University

1 COURSE

Neural Networks and Deep Learning

deeplearning.ai

1 COURSE

Improving Deep Neural Networks

deeplearning.ai

1 COURSE

COLLECTION 2: 15  
Arts and Humanities

Top rated courses in Arts and Humanities

View All

Exploring Beethoven...

Coro Institute of Music

1 COURSE

In the Studio: Postwar Abstraction...

The Museum of Modern Art

1 COURSE

Roman Architecture

Yale University

1 COURSE

COLLECTION 3: 12  
Business

Top rated courses on Business

View All

Brand...

University of London... London Business School

1 COURSE

10,000 Women: Assessing Your Business...

Goldman Sachs

1 COURSE

Excel Skills for Business...

Monqure University

1 COURSE

COLLECTION 4: 12  
Computer Science

Top rated Computer Science courses

View All

Algorithms, Part B

Princeton University

1 COURSE

Build a Modern Computer from Firs...

MITx University of Amsterdam

1 COURSE

Build a Modern Computer from Firs...

MITx University of Amsterdam

1 COURSE

**COLLECTION 1.1: Data Science**  
Top rated Data Science courses

[View All](#)

Neural Networks and Deep Learning  
deeplearning.ai

1 COURSE

Improving Deep Neural Networks...  
deeplearning.ai

1 COURSE

Convolutional Neural Networks...  
deeplearning.ai

1 COURSE

**COLLECTION 2.1: Information Technology courses**  
Top rated Information Technology courses

[View All](#)

Network Protocol...  
Cisco

1 COURSE

Detecting and Mitigating Cyber Threat...  
University of Colorado System

1 COURSE

Technical Support...  
Google

1 COURSE

**COLLECTION 3.1: Language Learning**  
Top rated courses for Language Learning

[View All](#)

Mandarin Chinese 3...  
Newgate and Tsing University

1 COURSE

Teach English Now! Second Language...  
Arizona State University

1 COURSE

Teach English Now! Second Language...  
Arizona State University

1 COURSE

**COLLECTION 4.1: Life Sciences**  
Top rated courses for the Life Sciences

[View All](#)

Dino 101: Dinosaur Paleobiology  
University of Alberta

1 COURSE

Getting started in cryo-EM  
Czechia

1 COURSE

Medical Neuroscience  
Duke University

1 COURSE

**COLLECTION 5.1: Maths and Logic**  
Top rated courses for Mathematics and Logic

[View All](#)

Introduction to Complex Analysis  
Harvard University

1 COURSE

Analytic Combinatorics  
Princeton University

1 COURSE

Fibonacci Numbers and...  
The Hong Kong University of Science and Technology

1 COURSE

CONFIDENTIAL - DO NOT SHARE

# Understanding Research Methods



★★★★★ 1178 reviews

Start



Save for Later



Recommend



UNIVERSITY OF LONDON

University of London



SOAS University of London

**About this course:** This MOOC is about demystifying research and research methods. It will outline the fundamentals of doing research, aimed primarily, but not exclusively, at the postgraduate level. It places the student experience at the centre of our endeavours by engaging learners in a range of

More ▼



## THIS COURSE INCLUDES

- Year-long access to course materials
- Video lectures available anytime
- Peer-reviewed assignments
- Certificate of achievement



## TOTAL ESTIMATED TIME

- 1 hours of video lectures
- 3 peer-reviewed assignments (time varies)



## SCHEDULE

**Flexible:**  
Courses run on weekly schedules but you are able to progress through the material at your own pace.

# Understanding Research Methods



1178 reviews

Go to Course



Save for Later



Recommend



UNIVERSITY OF LONDON

University of London



SOAS University of London

**About this course:** This MOOC is about demystifying research and research methods. It will outline the fundamentals of doing research, aimed primarily, but not exclusively, at the postgraduate level. It places the student experience at the centre of our endeavours by engaging learners in a range of

More ▾



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## SCHEDULE

**Flexible:**  
Courses run on weekly schedules but you are able to progress through the material at your own pace.

☐ No

# HEC Helpdesk



HIGHER EDUCATION COMMISSION  
STUDENTS' SERVICE PORTAL

Home My Tickets **Submit a Ticket** Knowledgebase News Troubleshooter

English (U.S.) ▾

Account

My Profile

Preferences

Change Password

Logout

KNOWLEDGEBASE

IT Support (12)

What can we help you with?

SEARCH

Higher Education Commission Help Desk

Kindly select the organization/group you want to complain against

-- Please Select -- ▾

☒ Coursera

Coursera Complains ▾

Next »

# HEC Helpdesk – Student Interface for generating tickets



## HIGHER EDUCATION COMMISSION STUDENTS' SERVICE PORTAL



Home

My Tickets

Submit a Ticket

Knowledgebase

News

Troubleshooter

English (U.S.)

Account

My Profile

Preferences

Change Password

Logout

KNOWLEDGEBASE

IT Support

(12)

What can we help you with?

SEARCH

Your ticket details

If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.

General Information

Category

DLSEI / Coursera

Request Type:\*

Select Type

Priority

Normal

Your Message

Subject

Attach Files

Add File

Submit

Request Type

General Information

Category

DLSEI / Coursera ▾

Request Type:\*

Select Type ▾

Select Type  
Account setup  
Course Selection / Enrollment  
Video / Audio playback  
Reading Material / Practice exercises  
Quizzes & Assignments  
Course Completion / Certification

Priority

Your Message

Subject

Priority

General Information

Category

DLSEI / Coursera ▾

Request Type:\*

Select Type ▾

Priority

Normal ▾

Normal  
Medium  
High  
Urgent  
Emergency  
Critical

Your Message

Subject



# Thank You!