



Liaison Assistant User Manual Student Portal Website

March 2018

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The MCO Student Portal website is designed to inform prospective students about MCO, its 24 member institutions, and the opportunities that exist there for online learning. Information about MCO and online learning is available by clicking the tabs on the upper right hand side of the page.



About MCO About Online Learning Map of Colleges Learn More

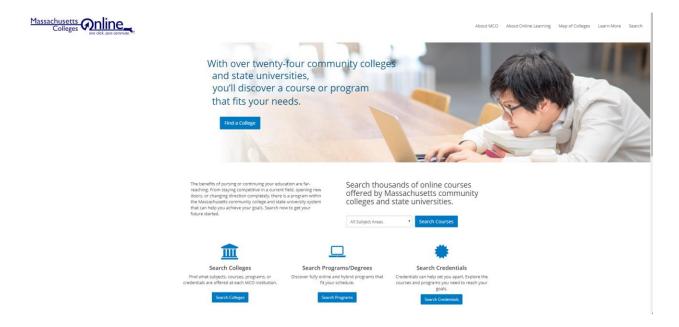
A map of colleges shows the physical location within the state.



Clicking on a college name provides details about the institution, its programs, and contact information.

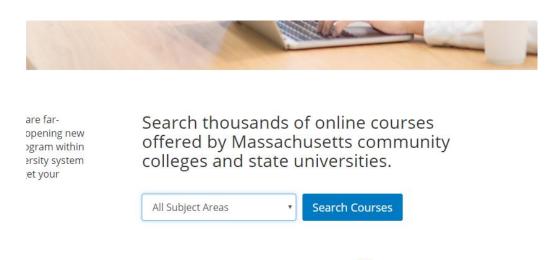
Student Search Functions

The MCO home page is the students' starting point. They begin here to search for online courses, programs, and degrees (or other credentials).

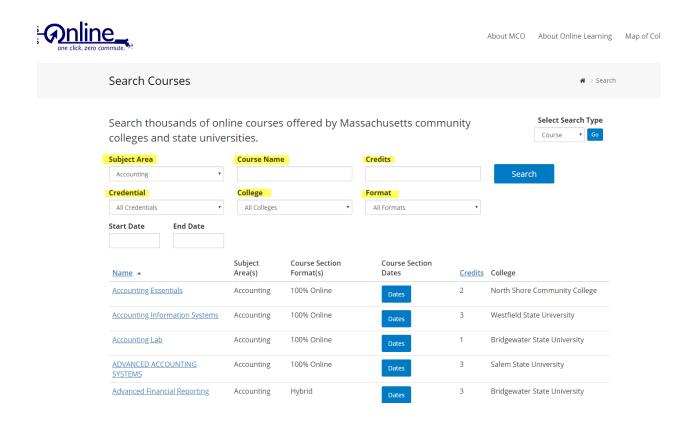


Search Courses

A student may select from a list of Subject Areas, or search by 'All Subject Areas'.



This will bring up all courses which have referenced the selected subject area. Once that specific subject area is selected, the search can be further filtered by Course Name (not course number), Credits, Credential, College, and Format.

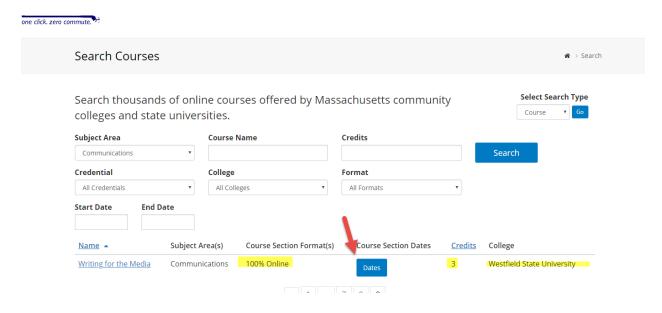


Subject Area is the most likely place a student will begin to search. For this reason, it is recommended that you reference as many Subject Areas as are applicable to a Course when you do your Course upload.

As an example, this course 'Writing for the Media' will show from a search using any of these Subject Areas: Communications, Communication Design, English, or Media & Film.

[A	В	С	D	E	F
Course Id	Course Name	Course Description	Subject Areas	Course Credits	Progra
COMM 0204	Writing for the Media	Explores a variety of w	22,23,32,59	3	COMM

Once the student has located this course, they are able to see the format, number of credits that can be earned, dates of available sections (by clicking 'Dates') and the MCO institution that is offering the course.



'Dates' option will show all Course Sections that are available (see Date Management section).

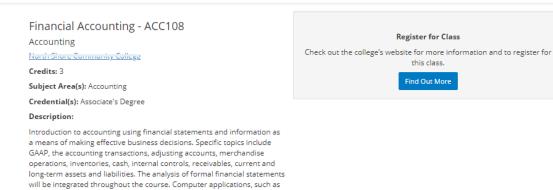
Financial Accounting Sections

Course Section	Time	Instructor	Format	Start Date	End Date
OL			100% Online	2018-09-06	2018-12-17
CT	M W 12:30-1:20PM		Hybrid	2018-09-06	2018-12-17
CT1	T 11:00AM-12:15PM		Hybrid	2018-09-06	2018-12-17



 \times

By clicking on 'View Course Details' the student sees all information about the course, including links to register or to contact a college representative.



Financial Accounting Online Offerings

spreadsheets, may be included.

Course Section	Time	Instructor	Format	Start Date	End Date
СТ	M W 12:30-1:20PM		Hybrid	2018-09-06	2018-12-17
CT1	T 11:00AM-12:15PM		Hybrid	2018-09-06	2018-12-17
OL			100% Online	2018-09-06	2018-12-17

Financial Accounting Associated Programs

Program ID	Name	Subject Area(s)	Percent Online
<u>ACD</u>	Accounting	Accounting	100
BAT	Business Administration Transfer	Accounting, Business, Management, Marketing	100

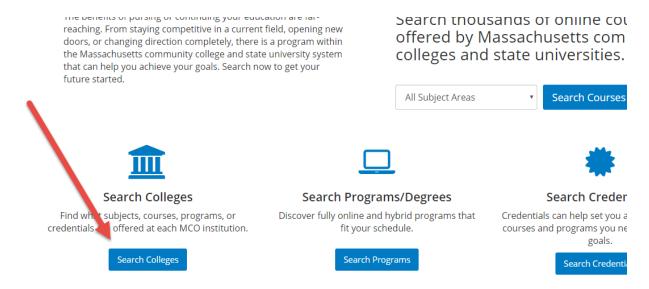
Still have some questions?

A college representative can answer any of your questions and help you get registered.

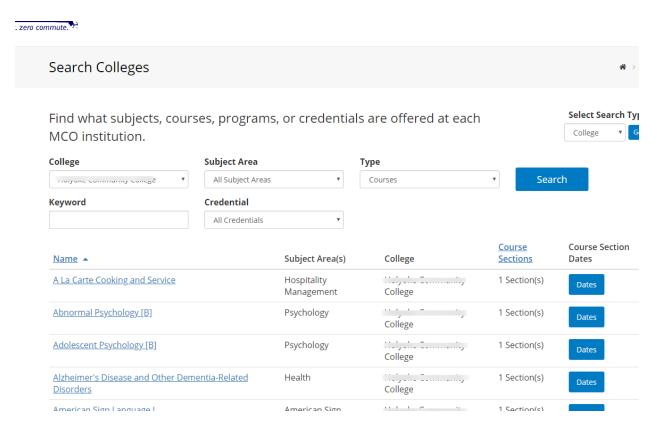
Contact a representative

Search Colleges

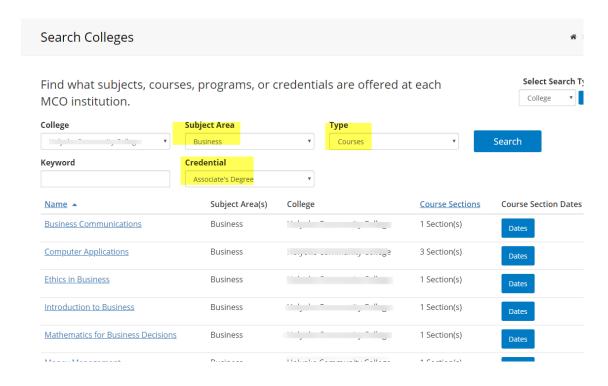
When an institution has been determined, an interested student may 'Search Colleges'.



This enables them to select the college and see all courses offered by that college.

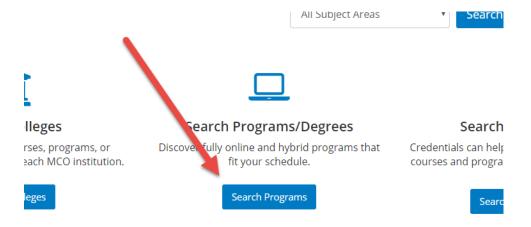


This search can be further refined by using Subject Area, Type (Course or Program), Keyword, and/or Credential.

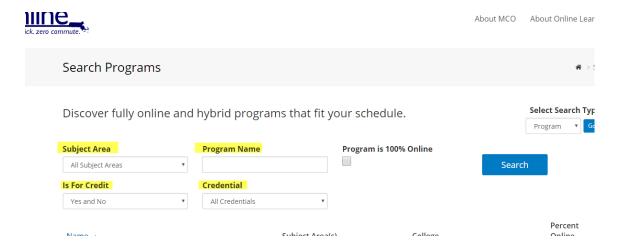


Search Programs/Degrees

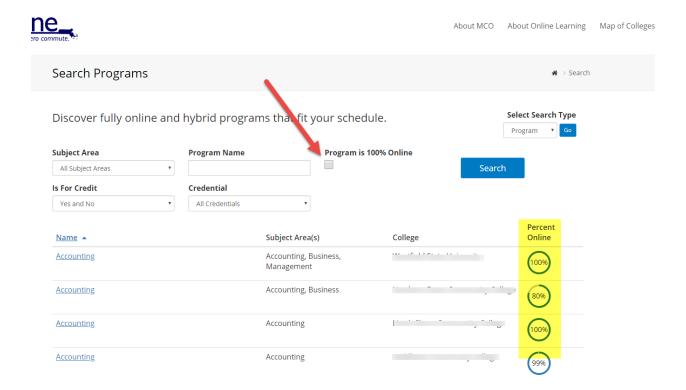
Potential students may also search based on the degree or other credential that they are interested in obtaining.



The search can be filtered by Subject Area, Program Area, Credit, and/or Credential.

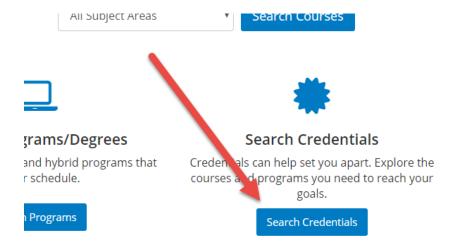


Another filter that can be used limits the search to programs that are 100% online, so it is important to include this information when uploading Programs.

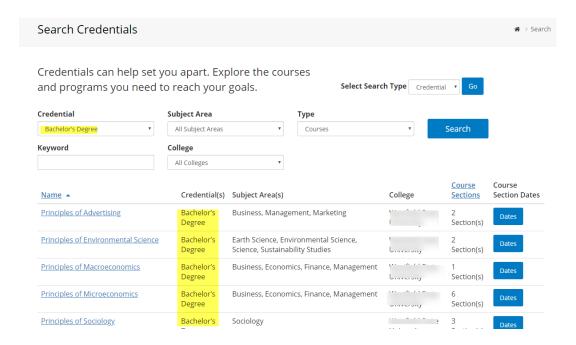


Search Credentials

Searches may also be performed based on the Credential that a student is interested in earning.



All courses that have included this Credential information in the Course upload will show here.



Additional search filters by Subject Area, Type (Course or Program), and College are available.

Login Instructions

To log in to the MassCollegesOnline (MCO) student portal administrative website

Go to

http://mco.mass.edu/admin

Enter the username and password that you have been given. This will bring you to the MCO Administrator's Dashboard.

OR

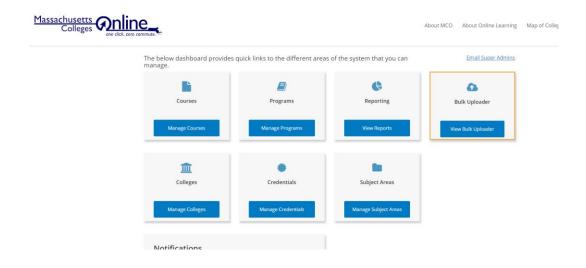
Go to www.mco.mass.edu

At the bottom right of the page, click on the 'Admin Dashboard' link



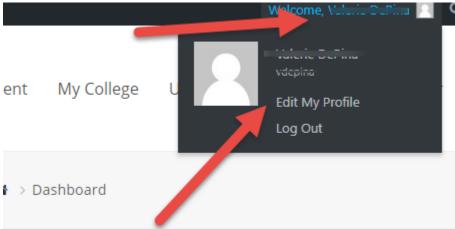
Enter the username and password that you have been given

This will also bring you to the MCO Administrator's Dashboard.

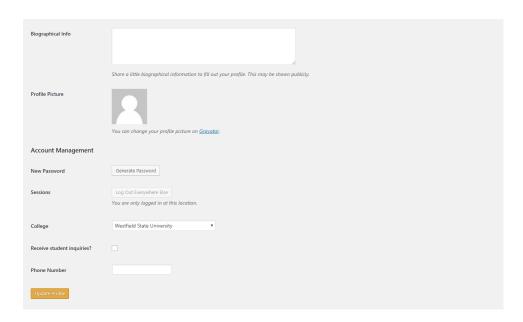


Editing User Profile

On the Admin Dashboard, in the upper right corner, hover on your name and select 'Edit My Profile'.



Your username cannot be changed, all other information may be changed here. A 'nickname' (can be same as username) and email address are required. Biographical information and profile picture are optional.



This area is also where your password can be changed. Click the 'Generate Password' button, and enter your new password in place on the system-generated password. Click the 'Update Profile' button to save changes.

Portal Organization

The areas that each MCO member institution will maintain are:

Colleges

Programs

Courses

Sections

Users

Additional areas that contain data used in the above areas:

Credentials

Subject Areas

These areas are maintained by Super Admin users. The data in these areas is visible to other users, but to make changes or additions, contact a Super Admin.

Colleges

Each member institution will input and maintain college information, including physical and web addresses and contact information. Users are able to edit information for their own institution only.

Programs

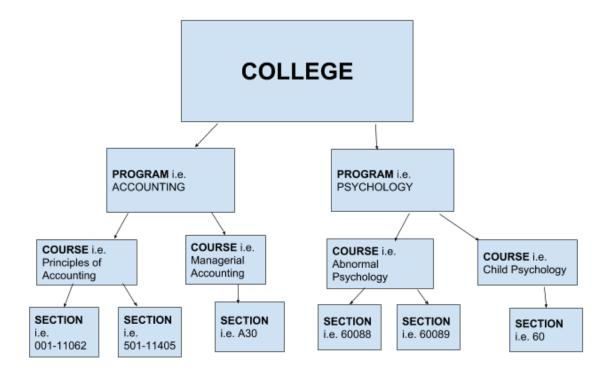
Programs are the first element to be added to display an institution's offerings. A program can be a subject area, or a group of subject areas that comprise a degree or certificate program. Each program is represented by a three or four letter designation.

Courses

Courses are the offerings of each institution, within each program. Each course has a specific ID code which is unique to the institution and the course.

Sections

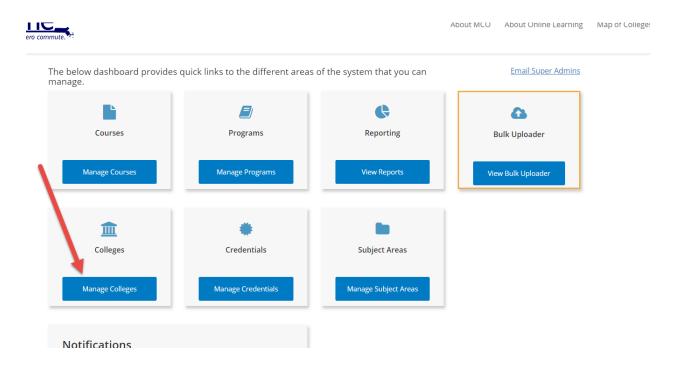
Sections are the class sessions that are being offered for each semester for a course. There may be multiple sections of a single course. Each section has its own unique designation.



Program, course, and section ID codes are determined and maintained separately by each institution.

Uploading Information

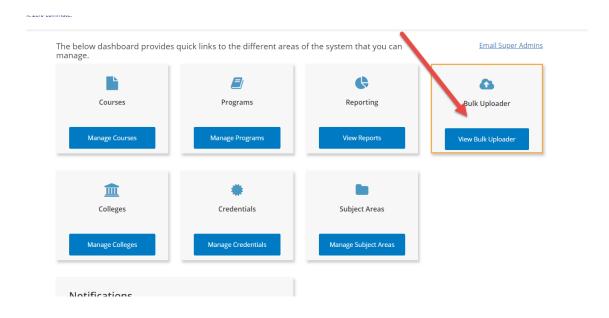
College information is added and/or edited by clicking on 'Manage Colleges' on the dashboard.



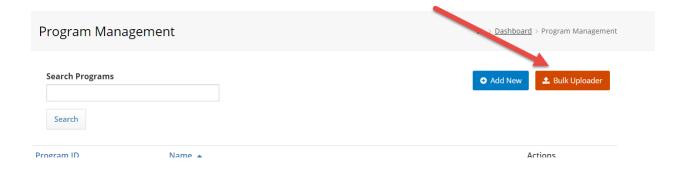
From the list of colleges, find your institution and click on 'edit'. (You will only have this edit function for your own institution.) Fill in all fields, including 'link' which should be the URL for the webpage that you would like potential students to see. Contact information is for the person who will receive and respond to student inquiries. Click 'Update College' to save.

Credential and Subject Area information already exists, for additions or changes contact a Super Admin.

Uploading course information is performed through the Bulk Uploader, which can be accessed directly from the dashboard or from within the 'Manage' areas.



OR



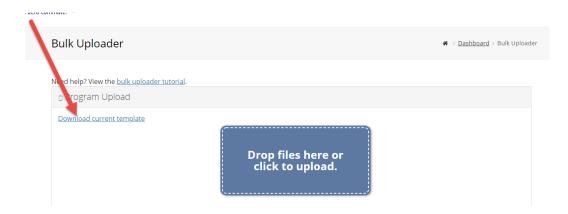
It is necessary for the initial upload of course information to be done in this order - Programs,

Courses, Sections. Uploading in different order will result in upload errors.

After the initial upload, if there are no Program or Course additions, then Sections may be uploaded alone. If there are Program or Course additions, the same initial sequence must be used.

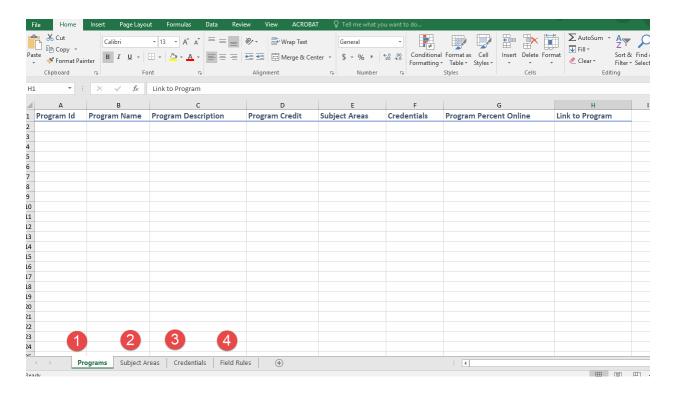
Programs

Access the Bulk Uploader, and download the current template of programs.



If you have not previously uploaded programs, your template will only contain column headings.

Be sure that you are on the Program tab (Tab 1 in the below example) to enter information



The areas of information (columns) are:

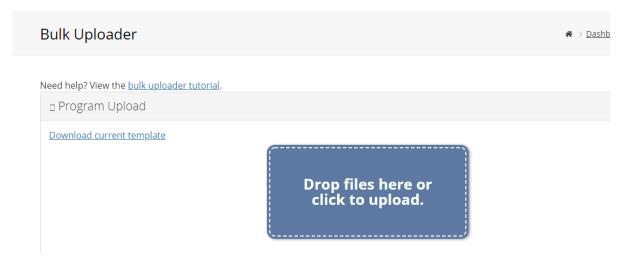
- *Program ID this is the unique identifier that your campus uses for a program
- *Program Name
- **Program Description** information you would like a user to see about the program
- *Program Credit This is a yes/no field, does this program result in earning credits?

 Use one letter answer (Y or N, need not be capitalized)
- *Subject Areas See Tab 2 on the bottom, for Subject Area ID's. You should include not only the main subject (program) but also any that are related, to maximize results when users are searching. Separate areas by a comma, but no spaces, when entering in this column
- Credentials See Tab 3 on the bottom, for Credential ID's. Enter the numeric designation that corresponds to the degree, certification, etc. that can be earned in this program. Again, multiple entries must be separated by a comma but no spaces
- **Program Percent Online** Enter numbers only, from 0 to 100, to indicate how much of this program may be completed in the online format
- **Link to Program** Enter the URL for the page on your institution's website which has information about this program
- *required field

For additions to the Subject Area or Credentials listings, contact a Super Admin.

Tab 4 at the bottom of the spreadsheet contains Field Rules information for each of the columns

When spreadsheet is filled out for all programs, save it on your computer. Open the 'Bulk Uploader' and select 'Program Upload'. Drag and drop your spreadsheet into the specified area, or click and browse for the spreadsheet on your computer.

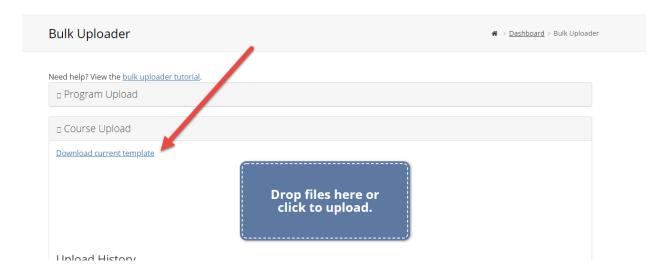


It will take a couple of moments for the file to process and you will then see a message, either that your upload was successful or notifying you of an error (you will also receive an email with this information). Error messages will specify which line or what is causing the error, unfortunately multiple errors will only be identified one at a time. Remove the file (see screenshot below), correct the error and try the upload again until no errors are found.



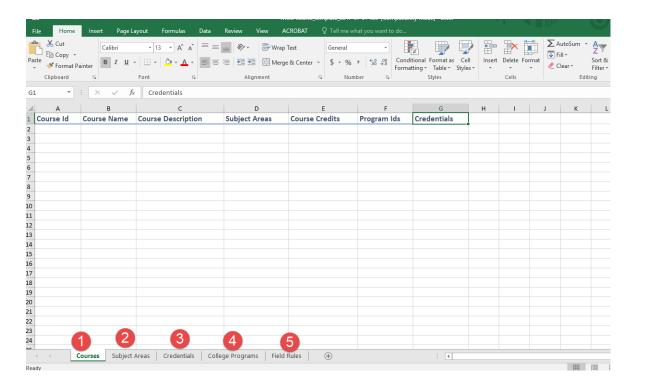
Courses

Access the Bulk Uploader, and download the current template of courses.



If you have not previously uploaded courses, your template will only contain column headings.

Be sure that you are on the Courses tab (Tab 1 in the below example) to enter information



The areas of information (columns) are:

*Course ID - this is the unique identifier that your campus uses for a particular course, note this is for the course only, not the specific section or session that will be offered in any particular semester

*Course Name

*Course Description - this will likely be the catalog description for a course

*Subject Areas - See Tab 2 on the bottom, for Subject Area ID's. You should include not only the subject of this course but also any that are related, to maximize results when users are searching. Separate areas by a comma, but no spaces, when entering in this column

*Course Credit - enter the number of credits that will be earned by successfully completing this course

Program IDs - enter the program this course is associated with, be sure that the program was included in the previous program upload. Tab 4 will give you a list of what programs have been added for your institution

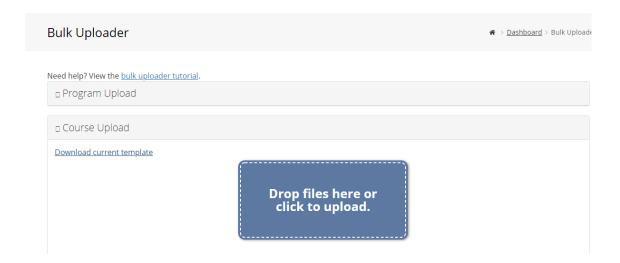
Credentials - See Tab 3 on the bottom, for Credential ID's. Enter the numeric designation that corresponds to the degree, certification, etc. that this course will count towards. Again, multiple entries must be separated by a comma but no spaces

*required field

For additions to the Subject Area or Credentials listings, contact a Super Admin.

Tab 5 at the bottom of the spreadsheet contains Field Rules information for each of the columns

When spreadsheet is filled out for all courses, save it on your computer. Open the 'Bulk Uploader' and select 'Course Upload'. Drag and drop your spreadsheet into the specified area, or click and browse for the spreadsheet on your computer.

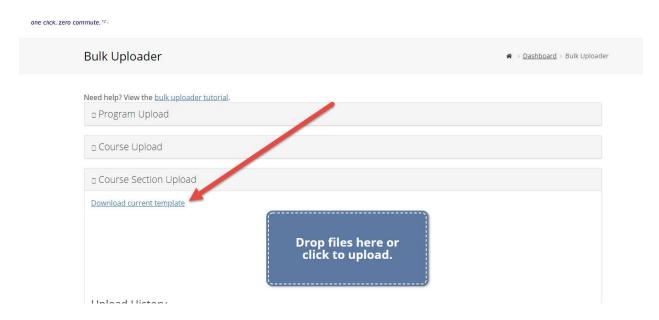


It will take a couple of moments for the file to process and you will then see a message, either that your upload was successful or notifying you of an error (you will also receive an email with this information). Error messages will specify which line or what is causing the error, unfortunately multiple errors will only be identified one at a time. Remove the file (see screenshot below), correct the error and try the upload again until no errors are found.



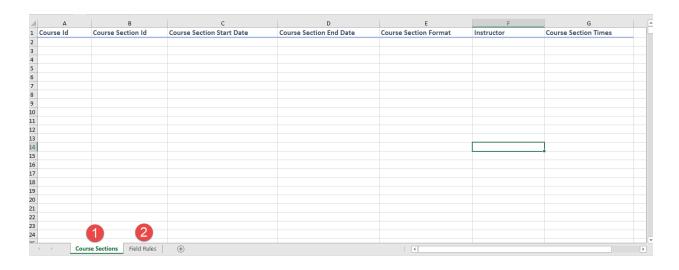
Sections

Access the Bulk Uploader, and download the current template of sections.



If you have not previously uploaded sections, or your previously uploaded sections have expired (see Date Management section), your template will only contain column headings.

Be sure that you are on the Sections tab (Tab 1 in the below example) to enter information



The areas of information (columns) are:

*Course ID - this is the unique identifier that your campus uses for a particular course, note this is for the course only, not the specific section or session that will be offered in any particular semester

*Course Section ID - this is the unique identifier that your campus uses for an individual section of a course, each time the section is offered

*Course Section Start Date - Date that classes begin for this section

*Course Section End Date - Date that classes end for this section

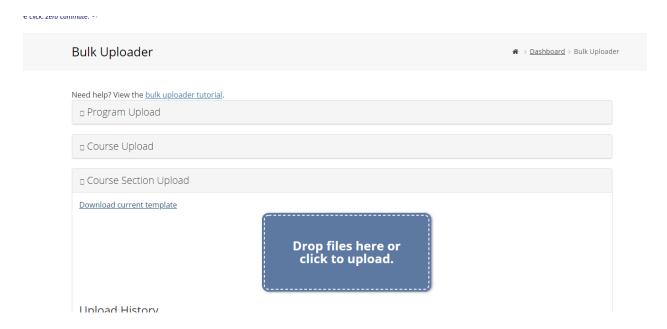
*Course Section Format - enter Hybrid or 100% online

Instructor - Enter instructor name

Course section times - If course is a Hybrid offering, enter the days/times that face-to-face sessions will be held

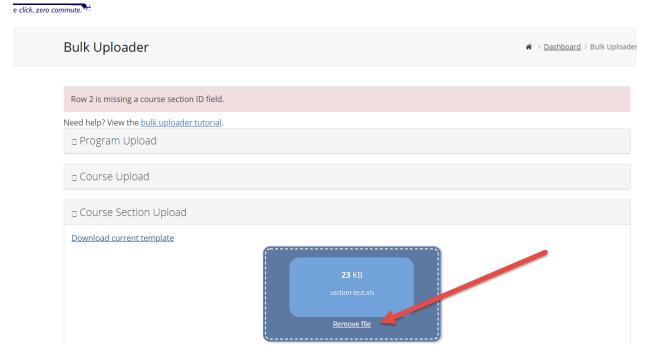
Tab 2 at the bottom of the spreadsheet contains Field Rules information for each of the columns

When spreadsheet is filled out for all sections, save it on your computer. Open the 'Bulk Uploader' and select 'Course Section Upload'. Drag and drop your spreadsheet into the specified area, or click and browse for the spreadsheet on your computer.



^{*}required field

It will take a couple of moments for the file to process and you will then see a message, either that your upload was successful or notifying you of an error (you will also receive an email with this information). Error messages will specify which line or what is causing the error, unfortunately multiple errors will only be identified one at a time. Remove the file (see screenshot below), correct the error and try the upload again until no errors are found.



***Tip** If you receive an error message and there is no visible error on your spreadsheet, it may be the result of some change you made (such as having deleted a column), try copying and pasting into a new spreadsheet.

Date Management

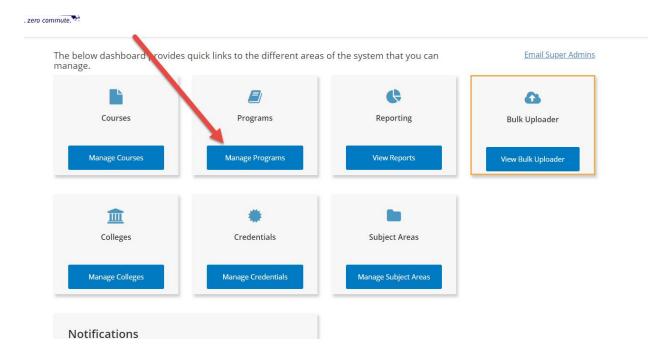
Management of the length of time that course sections are displayed on the website is controlled through the dates of the Course Sections, and successive uploads. Initial uploads will display all information that is uploaded, as long as the start date of a Course Section is in the future. These Courses Sections will remain on display until another upload is performed. When that next upload is performed, if the start date of the originally uploaded Course Sections is still in the future, they will continue to be displayed. If the start date has passed, however, the successive upload will cause the first upload to be deactivated.

It is important to understand this process. It is not recommended that upload of a future semester, or additions to a current semester, be performed during the beginning (add/drop period or first couple of weeks) of a currently running semester, as it will cause the current semester's information to be deactivated. If Course Sections *must* be added during that time frame, they should be added individually through use of the Course Management functions (see Editing Information/Editing Course Sections/Course Section additions).

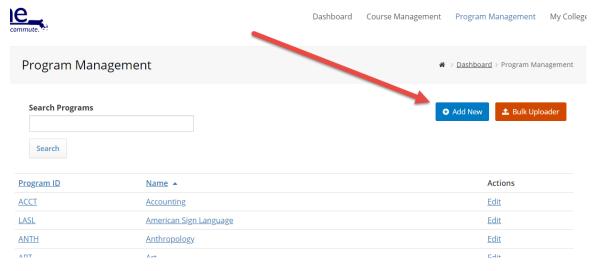
Editing Information

Editing Program Information

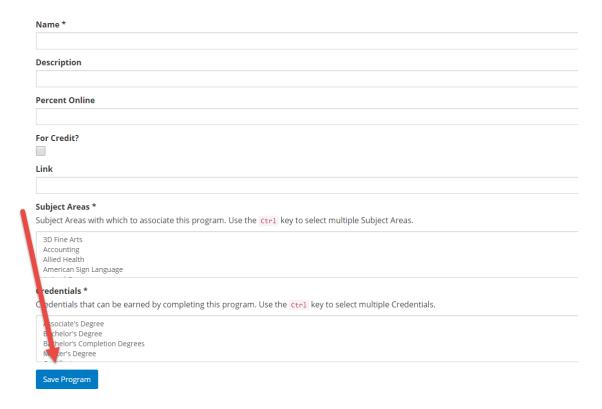
To edit Program information for existing Programs, on the Admin Dashboard, choose 'Manage Programs'.



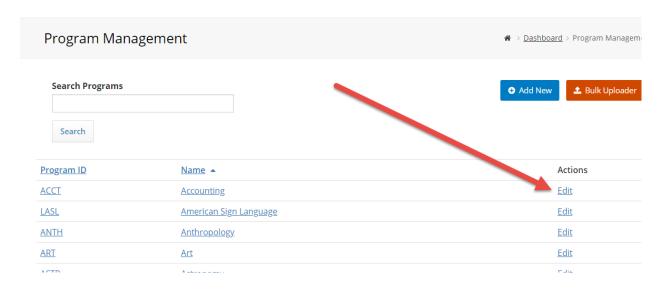
Program additions may be made by using the Bulk Uploader, or by clicking the 'Add New' button



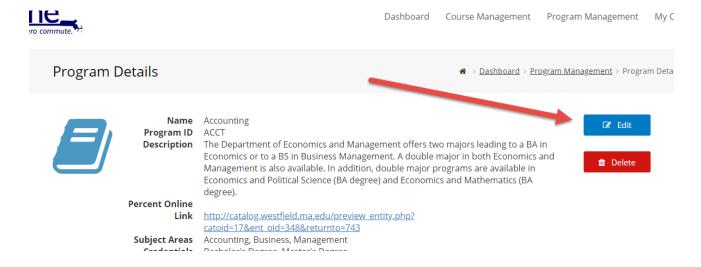
Enter required information, and click the 'Save Program' button. Note that Subject Areas and Credentials are required fields.



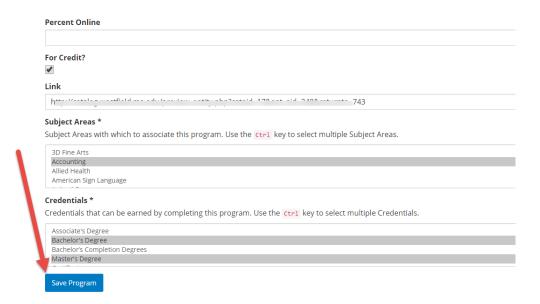
Program changes are made by finding the program you wish to change, and clicking 'edit' to the right of the program name



This Program Edit page may also be accessed by clicking the Program ID or the Program Name, and then 'Edit'

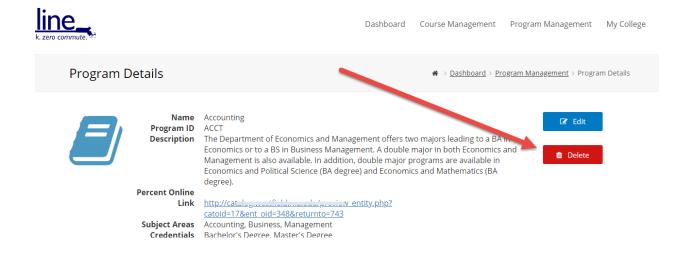


Make the necessary changes, and click the 'Save Program' button

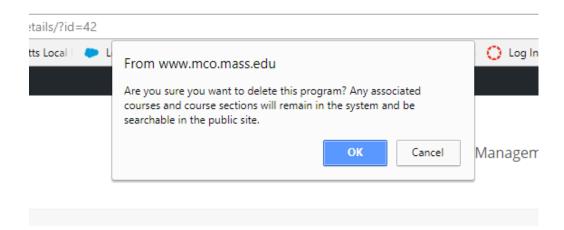


Be aware that if you are editing the Program ID itself, any Courses and Course Sections that have been uploaded with that Program ID will also need to be edited.

Program deletions are made by clicking on the Program ID or Program Name, and then selecting 'Delete'

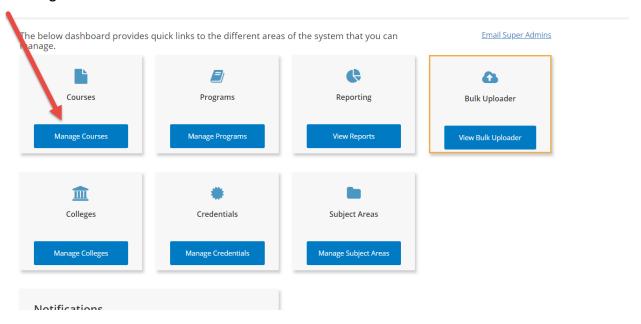


You will be prompted to confirm that you want to delete, before the operation is performed



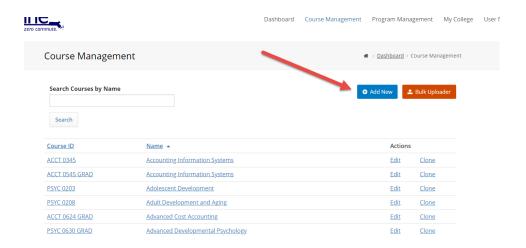
Editing Course Information

To edit Course information for existing Courses, on the Admin Dashboard, choose 'Manage Courses'.

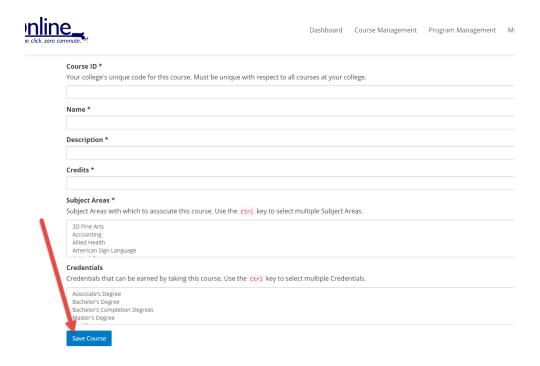


Course additions may be made by using the Bulk Uploader, or individually by clicking the 'Add New' button. To use the Bulk Uploader method, either download the existing template, add lines for the new Courses, and upload **or** use the template headings and create a sheet with only new Courses, and upload.

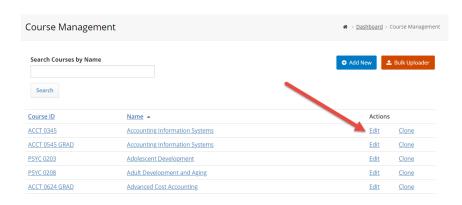
To add Courses individually, while in the 'Manage Courses' area, with the 'Add New' button



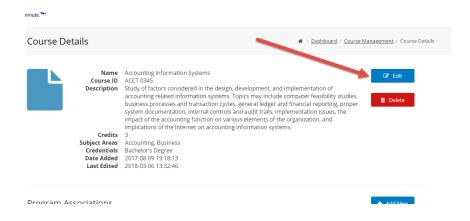
Enter the required information, and click the 'Save Course' button. Note that Credits and Subject Areas are required fields.



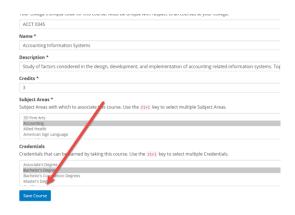
Course changes are made by finding the Course (on the Course Edit list) that you wish to change, and clicking 'edit' to the right of the Course name



This Course Edit page may also be accessed by clicking the Course ID or the Course Name, and then 'Edit'

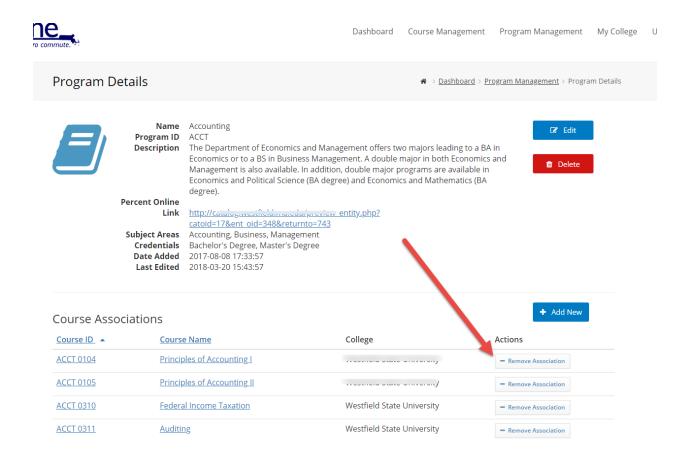


Make the necessary changes, and click the 'Save Course' button

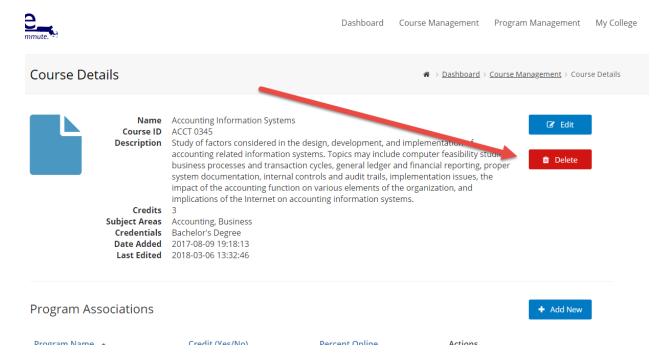


Be aware that if you are editing the Course ID itself, any Course Sections that have been uploaded with that Course ID will also need to be edited.

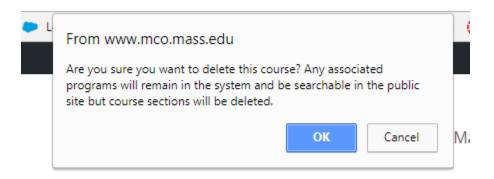
To change a Course's Program association, use the 'Manage Programs' option, click on the Program ID or Program Name, and then scroll down to see the Courses that are associated with the Program. Use the 'Remove Association' button, note that there will be no confirmation popup, the association will be removed when you click the button. To add another Program association to this course, you must re-upload the course.



Course deletions are made by clicking on the Course ID or Course Name in the Course Management list, and then selecting 'Delete'. Courses are organized in the Course Management list alphabetically by the Course Name.



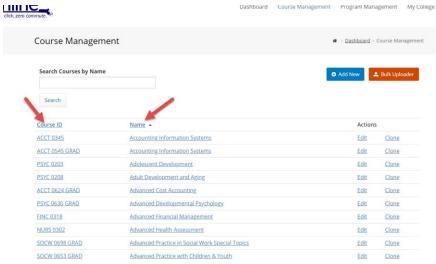
You will be prompted to confirm that you want to delete, before the operation is performed



Be aware that any Course Sections associated with a deleted Course will no longer show on the website.

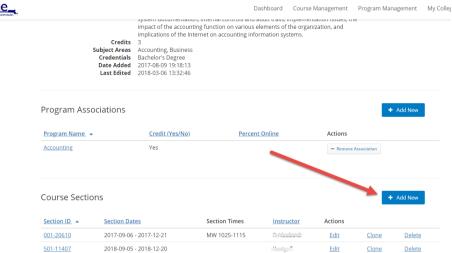
Editing Course Section Information

To edit Course Section information for existing Course Sections, on the Admin Dashboard, choose 'Manage Courses', click on the Course ID or Course Name and then scroll down to view Course Sections.



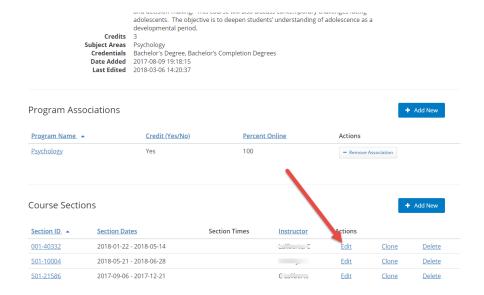
Course Section additions may be made by using the Bulk Uploader, or individually by clicking the 'Add New' button. To use the Bulk Uploader method, either download the existing template, add lines for the new Course Sections, and upload **or** use the template headings and create a sheet with only new Course Sections, and upload.

To add Course Sections individually with the 'Add New' button

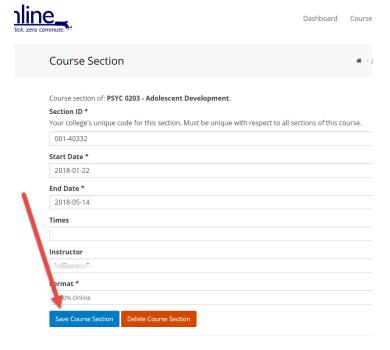


Enter required information, and click the 'Save Course Section' button. Note that Times and Instructor Name are not required fields.

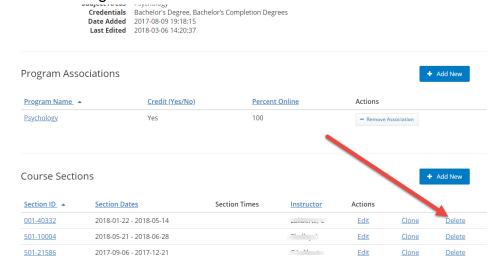
Course Section changes are made by choosing 'Manage Courses' from the Admin Dashboard, clicking on the Course ID or Course Name, finding the Course Section that you wish to change, and clicking 'edit' to the right of the Course Section



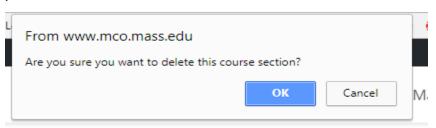
Make the necessary changes, and click the 'Save Course Section' button



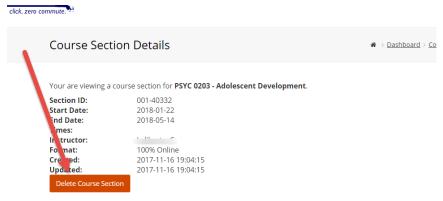
Course Section deletions are made by clicking on the Course ID or Course Name in the Course Management list (Courses are organized alphabetically by the Course Name), and then scrolling down to find the course Sections, and clicking the 'Delete' button to the right of the Course Section.



You will be prompted to confirm that you want to delete, before the operation is performed

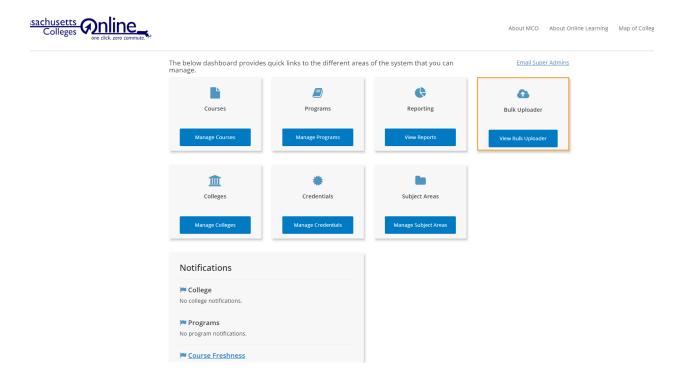


Course Section deletion may also be done by finding the Course Section (above) and clicking on the Section ID, then clicking the 'Delete Course Section' button



A confirmation popup will appear

Dashboard Organization



Manage Courses

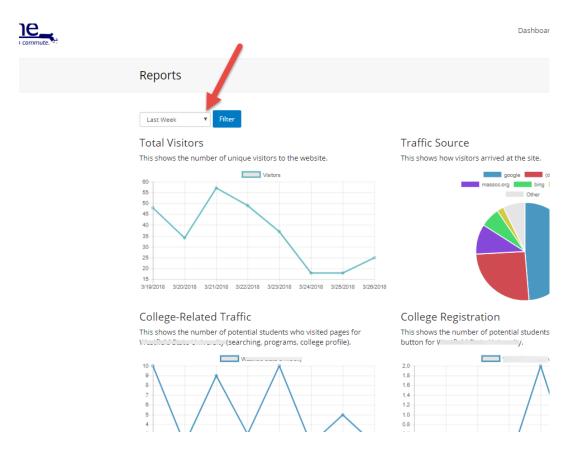
See Editing Information/Editing Course Information section

Manage Programs

See Editing Information/Editing Program Information section

View Reports

The Reports area contains various methods to view website user information for your college. All are controlled by the date filter at the top of the page



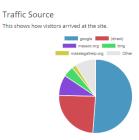
Reports may be filtered for the following time periods: the present day, the last week, the last 14 days, the past month, the past 90 days, the past year, and the past three years. Once the date filter is activated, all reports on the page will display information for that time period.





Report shows the number of unique visitors to the website, displayed on a line graph. Hovering over a data point will display the date and exact number of visitors.

Traffic Source



Report displays via a pie chart, the route that visitors took to reach the website (via search engines, directly, or linking from other websites).

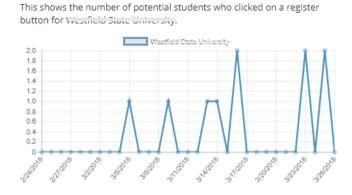
College Related Traffic



Report captures number of users who accessed pages specific to your college. Hovering over a data point on the line graph will show date and specific number of visitors.

College Registration

College Registration



Report shows the number of visitors who clicked on a college's registration link. Hovering over a data point on the line graph will show date and specific number of visitors.

Most Popular Program Searches

Most Popular Program Searches

This shows the keywords used most frequently to search for programs at

Program Keyword	# of Users
Minor in Spanish	1
spanish	1

Report lists keywords most frequently used to search for programs at your college

Most Popular Course Searches

Most Popular Course Searches

This shows the keywords used most frequently to search for courses at

Course Keyword	# of Users
Nutrition	1
Sociology	1
child growth and development	1
child psychology	1
hyg	1
marketing	1
n s	1

Report lists keywords most frequently used to search for courses at your college

Most Popular Programs

Most Popular Programs

This shows the number of potential students who viewed details for a particular program at western some oniversity.

Program Name	# of Users
Education	64
Accounting	37
Psychology	34
Nursing	33
Social Work	25
Biology	20
Health Sciences	19
Art	17
Computer and Information Science	15
Economics and Management	15

Report list programs at your college that received the most views, along with the number of views

Bulk Uploader

The Bulk Uploader is used to upload Programs, Courses, or Course Sections by use of Excel spreadsheets. See Uploading Information section, there is also an online tutorial within the Bulk Uploader area on the Dashboard.

Manage Colleges

See Editing Information/Editing College Information section

Manage Credentials

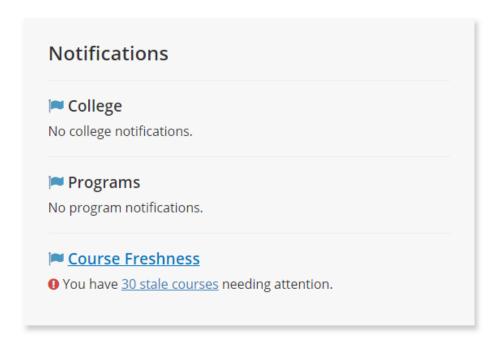
This area displays all of the Credential codes that exist in the system. They are not editable by liaisons, for any changes contact a Super Admin.

Manage Subject Areas

All of the Subject Areas that exist in the system are listed alphabetically here. For any additions or changes, contact a Super Admin.

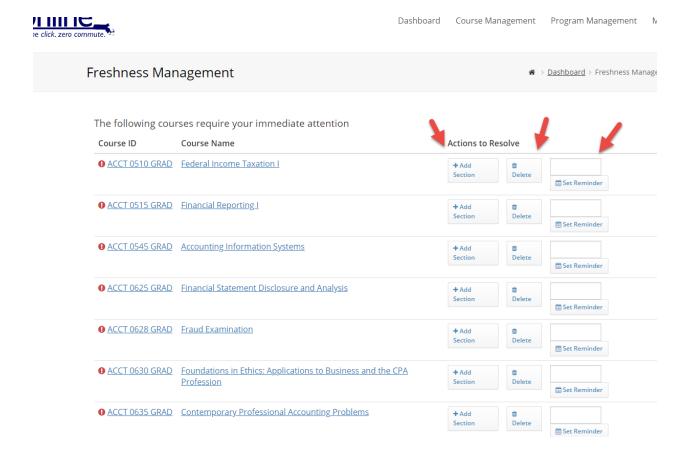
Notifications

The last area of the Dashboard contains Notifications



Here you will see notification if there are issues with your College, Program, or Course information.

Course Freshness and 'stale courses' refers to Courses that have been uploaded to the website, which do not have current Course Sections uploaded. It is left to the discretion of each institution whether to leave these Courses in (so they exist if/when future Course Sections are uploaded), add Course Sections, or delete the Course information. To perform any of these options, click on the Notification.



Choose from the options, to Add Section, Delete, or Set Reminder. Please note that adding Course Sections via upload will not remove the Course from the 'Stale' list. The only way to remove it from the list is to add a Course Section directly in Freshness Management via the 'Add Section' option, or to delete the course.