

# Instruction Guide for Programs

---

## Table of Contents

<b>Introduction</b>	<b>1</b>
<b>Getting Started</b>	<b>2</b>
Sign Up	2
Log In	3
Find Your Program	3
<b>Managing Your Program's Listing</b>	<b>4</b>
Update Program Information	4
Save & View Your Updates	4
<b>Adding &amp; Managing Classes</b>	<b>5</b>
Add Classes	5
Edit & Delete Classes	5
<b>Adding a New Program</b>	<b>6</b>
Add A New Program	6
<b>FAQs</b>	<b>7</b>

# Introduction

Welcome to the Massachusetts Adult Education Help Desk!

The Massachusetts Adult Education Help Desk has been connecting learners with adult education programs since 2000. We make sure that all adults in Massachusetts can find programming and support to learn, grow, and thrive as they work towards their personal, professional, and community goals.

Currently, we list **nearly 300 adult education programs** across the state, representing a huge variety of opportunities and options for adult learners. We are committed to helping learners find the program that is right for them, and to listing all no-cost and low-cost programs in Massachusetts.

Potential students can connect with programs through the Help Desk website or by calling us at **(800) 447-8844** for support and referrals. We rely on the information that you provide about your program to do this: keeping your program information up-to-date helps us provide accurate and appropriate referrals to adult learners across the state.

We also **support programs in their outreach and recruitment efforts** by promoting adult education and adult education programs through community-level outreach and annual, state-wide campaigns. We also provide program-based support around recruitment and intake to Massachusetts programs at no cost. Please reach out to Alexandra Papagno at [alexandra\\_papagno@worlded.org](mailto:alexandra_papagno@worlded.org) for more information.

## Getting Started

Each program should have at least one **program contact**. A program contact is the person at your program who is responsible for maintaining your program's listing with the Help Desk. This will also be the person that we'll reach out to if we have any questions about your program. If you like, you can have more than one program contact per program: see the FAQ for more information.

Your program contact could be your Program Director/Coordinator, someone who is responsible for outreach and intake, or someone else in your program who has a good understanding of what your program has to offer and how to help students connect with your program.

## Sign Up

To create an account, click on **Program Login** on the top right of the page, then click the **Register** link. You can also go directly to the [Registration page](#).



## Login

Username or Email Address

Password

Remember Me

**Log In**

[Lost your password?](#)

Are you a **program contact** without a login? [Register](#) for an account.

## Log In

[Program Login](#)

To log in, go to the [Login page](#) or click **Program Login** on the top bar of the website. To reset your password, click the [Lost your password](#) link below the Login button.

When you register, you'll be asked to select your program from the list of programs that are already in our database. If you don't see your program, please [contact us](#) before creating a new one.

## Find Your Program

[Log Out](#) [My Programs](#)

After you log in, you'll see two new options on the top bar of the website. Clicking **My Programs** will allow you to view and update programs associated with your account, as well as add new programs and classes.

*Note: If you work at multiple programs, you may have more than one program associated with your account. See FAQs for more information.*

## Managing Your Program's Listing

If your program was listed on the former Hotline website, we've already populated your program's listing with the information we had on file. You'll just need to check that everything is correct, then add more detailed information about your offerings.

### Update Program Information



To begin, click the edit icon next to the program name, then enter:

**Title:** If you manage one site of a program with multiple locations, list your site's name and location, e.g. "Boston Chinatown Neighborhood Center (BCNC) - Boston."

**Phone, email:** If your program doesn't have a general email or phone number, include details for the best person for students to contact.

**Cost:** The Help Desk connects students with no- and low-cost programs.

- **No-cost** means that there are no fees and books and materials are provided.
- **Low-cost** means that there is a small fee for classes, books, or materials.

**Program Information:** Here you can speak directly to potential learners. Give them a sense of what your program is like, or add any information that isn't listed elsewhere.

**Address:** List the address where your programming is offered as your primary address. If you have a different mailing address, list that as "Mailing Address."

**Bilingual:** List the languages spoken by staff.

**Services Offered:** Check off broad categories of programming that are offered at your program. You can add more detailed information when you add classes.

### Save & View Your Updates

Update Program

Be sure to save any changes to program information **before** clicking the add class button! To view your program listing, go back to My Programs and click the eye icon next to your program name.

# Adding & Managing Classes

**Classes** is a new feature that allows you to add more detailed information about your program's offerings. This allows users to search using more specific parameters.

Adding a class allows you to add information about each **training opportunity** at your program, *not each individual class*. For example, you can list all of your ESOL classes together, even if you offer multiple levels and schedules. (However, if you offer multiple types of ESOL – such as General ESOL and ESOL for Parents & Caregivers – please list those separately.)

We know that every program uses slightly different language to talk about their offerings. Please use the language that best describes what you have to offer.

## Add Classes

To begin adding information, click **Add a Class**, then enter:

**Class Type, Sub Type, Class Time, Cycle Schedule, Teaching Type, Class Format:** Please choose the options that best describe your program's offerings so users can find you.

**Levels:** Use descriptions ("Beginner, Intermediate, Advanced"), rather than numbers.


**Eligibility Requirements:** List any general eligibility requirements for the class (age, residency, etc.) as plainly as possible. Avoid testing or reading level requirements (e.g. "must test at GLE 9+") as most learners are not familiar with this language.

## Edit & Delete Classes

To view the classes associated with your program, navigate to the **Edit Program** page (Click My Programs and the edit button) and scroll down to the bottom where you'll see **Program Classes**.

To edit a class, click the **edit icon** next to the class title. Similarly, to delete a class, click the **trash icon**.

## Program Classes

 Add a Class

## Classes

TEST 2  

TEST  

## Adding a New Program

If your program isn't listed when you create an account, please confirm that it's not listed under a different name. You can use the search feature or [contact us](#) for help.

If you still can't find your program, add a new program.

### Add A New Program

While logged in and viewing the [My Programs](#) page, you'll see a Program Menu on the left hand side of the page. Clicking "Add a Program" will bring you to a form to add in all of your program information.

### Program Menu

[My Programs](#)

[Add a Program](#)

## FAQs

### Can more than one person at a program have a login?

Yes! Each person who has access to your program's listing should create their own account. If you have multiple people associated with your program, everyone will have the same access to edit and update your program's information.

### Can one person have access to more than one program?

Yes! If you work for more than one program, you can have access to multiple listings. Please [contact us](#) for help with this.

### What if I don't see my program when I sign up?

If your program isn't listed when you create an account, please confirm that it's not listed under a different name. You can use the search feature here, or [contact us](#) for help.

### How do I report a program that's no longer open?

If your program closes or you come across a program that is no longer operating, please [contact us](#).

### How do I reset my password?

To reset your password, click the [Lost your password](#) link below the Login button.

### Where can I find materials to promote the Help Desk?

We're so glad you asked! On the Help Desk website, go to **Resources** and click on Help Desk Promotional Materials. For printed copies, please [contact us](#).

## FAQs

### Who runs the Help Desk?

The Massachusetts Adult Education Help Desk is part of the **Public Adult Education System of Massachusetts**, which is dedicated to putting no-cost, quality instruction, advising, job training, and career pathways within reach of all adult students in Massachusetts.

The Help Desk is run by the **SABES Program Support PD Center**, a project of **World Education**. SABES and the Help Desk are funded by the **Adult and Community Learning Services** unit of the **Massachusetts Department of Elementary and Secondary Education**