



Academy Guardian FAQs

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What is "My Course Portal"?

Sevenstar has launched a new student information system (SIS). The new SIS is called **My Course Portal**. This portal is where you will go to monitor your student's progress, print grade reports, and communicate with your student's instructors. This new SIS replaces the previous system known as Maestro. You may hear this new system referred to as the course portal (i.e. logging into the course portal, checking progress in the course portal, etc.). This new SIS will require new login credentials for all users but will retain all historical data of your student's records.

How do I log in to "My Course Portal"?

During the onboarding process for Sevenstar Academy, you were provided a URL and log-in credentials. For existing users, your new log-in credentials are provided after you sign up for a

new account.

How Do I Submit a Student Application?

Guardians must complete an application for each student in order to add that student to the family household to begin ordering courses.

To submit a student application, you will:

1. Select the  **My Students** button in the main dashboard menu on the left.
2. Select the  button at the top right.
3. Fill in the necessary fields and attach the student's transcript(s).
4. Select the  button to save the application to return to it later.
5. When you are finished, select the  button. This will send the application to the Sevenstar Academy to review.

How Do I Update Student or Guardian Information?

You will be able to make updates to all contact information for both students and guardians except for email address because that will be the username used during login and must be updated by our support team.

1. Select the  **My Students** button in the main dashboard menu on the left.
2. Select the  icon in the **Action** column for the student whose information you need to update.
3. Select the  icon at the top right.
4. Modify the necessary fields for student and/or guardian(s).
5. Select the  button.

To make changes to an email address for either a student or a guardian, please submit a ticket to the Helpdesk at <https://support.sevenstar.org>.

How Do I Add Another Guardian Account?

You can add up to four guardian accounts for each household.

1. Select the  **My Students** button in the main dashboard menu on the left.
2. Select the  icon in the **Action** column for the student whose information you need to update.
3. Select the  icon at the top right of the Guardian Information table.
4. Fill in the necessary fields.

*Note: Guardians with portal access will have full access to this student's records and will serve as a contact for academic and billing needs.

5. When you are finished, select the  button.

How Do I Order Courses?

You will be able to order courses for students by adding course titles to your cart. When ordering a course, you will need to know the enrollment period requirements for start and end dates as discussed in the next section.

To order a course for your student, you will:

1. Select  **Course Catalog** from the main Dashboard menu at the left.
2. Select the course you would like to order for your student.
3. Fill in the necessary fields.
 - a. After choosing your student from the dropdown menu, please confirm that the email address is correct for your student. If it is not, please submit a ticket at <https://support.sevenstar.org> to have it updated before placing your order.
4. Read and indicate your agreement with the refund and enrollment policies.

5. Indicate if your student needs to complete the course in fewer weeks than the minimum time requirement (6 weeks for a 0.5 credit course and 12 weeks for a 1 credit course.) Doing so will track seat time by hours instead of weeks.
6. Select the  button to add the course to the cart and place another course order OR select the  button to save your course order and go to the cart.
7. From the cart, select Single Payment or Payment Plan. Choose "Single Payment" to pay the entire balance at once. Choose "Payment Plan" to pay the balance in three separate monthly payments.

☒ Single Payment	☐ Payment Plan
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8. Select the  button. This will take you to **Billing**.
9. Select the  icon in the **Action** column of the invoice you want to pay.
10. Select the  button at the top right.
11. Enter your credit card information, then select the  button.

* To pay by check or to setup payment arrangements, please contact support@sevenstar.org.

What Do I Need to Know about Start and End Dates?

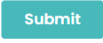
- **Requested Start Date:** Your student can start a course on any Monday. The first available Monday will display in the Preferred Start Date field. If needed, you can pick a future Monday start date using the calendar icon.
- **Requested End Date:** When you are selecting a Requested End Date for a course the following criteria will apply:

- 1 Credit Courses must have a Requested End Date of no less than 12 weeks and not more than 12 months from the Requested Start Date.
- 0.5 Credit Courses must have a Requested End Date of no less than 6 weeks and no more than 6 months from the Requested Start Date.
- Credit Recovery Courses must have a Requested End Date of 10 weeks from your Requested Start Date.
- Placement Tests must have a Requested End Date of 14 days from your Requested Start Date.

How do I Request an Enrollment Change?

You may request an enrollment change such as a course extension, course pause, or withdrawal. Please refer to our enrollment policies for additional fees or refunds in regards to enrollment change requests.

To request an enrollment change, you will:

1. Identify the enrollment in the Active Enrollments list on the dashboard.
2. In the Action column, select the  icon.
3. Complete the form and then select the  button.

To review your submitted enrollment changes, you will:

1. Select  **My Students** from the Dashboard menu on the left side (labeled "1" in the following image).
2. Select the appropriate  icon in the Action column (labeled "2" in the following image).
3. Scroll down to the Submitted Change Requests table.

My Students

All of your students are listed on this screen. To add a new student, select the **Add New Application** button at the top-right.

To view or complete a student's application select the **Application** button next to the student's name. To see a student's account information—including active, past, and planned enrollments or to log volunteer hours—select the **View Profile** button.

Grade Reports

A grade report is a summary of all completed courses and grades. Dropped courses are not included. To pull a grade report, select the **View Profile** button for your student, then select the **Print Grade Report** button at the top of the "Past Enrollments" table.

Transcripts

To pull a grade report, select the **View Profile** button for your student, then select the **Request Transcript** button at the top of the "Past Enrollments" table.

Active Students

☐	Student Name	Email	Phone	Status	Application Status	Action
☐	Elijah Wang DND	test3@testing.org	555-555-4999	Active	Needed	

Showing 1 to 1 of 1 entries

How Do I Monitor Student Progress in Active Courses?

You can view all student progress information from the dashboard.

There are two specific reports (labeled "1" in the following image) that provide information about:

- **Academic Concerns**

This list includes student(s) that have been flagged for academic, attendance, communication, or administrative reasons. Instructors are monitoring these student(s) and implementing appropriate intervention strategies to help your student(s) succeed.

- **Late and Failed Assignments**

This list includes all assignments that have not been submitted and graded by your student's target due dates; as well as all assignments that have been assigned a failing grade, including those that received temporary zeros because they are more than two weeks past due. (Students have up to 14 days after the target due date to submit an assignment without penalty before a temporary zero is applied. Temporary zeros become permanent after the completion of the semester exam.)

There are also several data points about student progress in the Active Enrollments table (labeled "2" in the following image):

- **Last Activity Date**

- **Progress**

A **Progress** status of "On track" means that all assignments have received a grade by their target due date.

A **Progress** status of "Falling behind" means that there are assignments that are past due and are in jeopardy of receiving a temporary zero. Students have up to 14 days after the target due date to submit an assignment without penalty before a temporary zero is applied. Temporary zeros become permanent after the completion of the semester exam.

- **Current Sem 1 Grade**

Your students current Sem 1 Grade is the average grade based on all graded assignments in the first semester of the course.

- **Current Sem 2 Grade**

Your students current Sem 2 Grade is the average grade based on all graded assignments in the first semester of the course. This column is always blank for 1/2 credit courses.

- **End Date**

All work must be submitted by the End Date in order to receive credit for it. This column will indicate how many days are left in your student's enrollment.

The screenshot shows the sevenstar dashboard for a guardian. At the top, there are three summary cards: '17 Academic Concerns' (highlighted with a red box and number 1), '0 Late and Failed Assignments', and '0 Announcements'. Below these is the 'Active Enrollments' section. A table lists student enrollments with columns for Student Name, Course Title, Instructor Name, Last Activity Date, Progress, Current Sem 1 Grade, Current Sem 2 Grade, End Date, and Action. A red box and number 2 highlight the 'Progress', 'Current Sem 1 Grade', 'Current Sem 2 Grade', and 'End Date' columns.

Student Name	Course Title	Instructor Name	Last Activity Date	Progress	Current Sem 1 Grade	Current Sem 2 Grade	End Date	Action
Gemma French DND	Dog Training 101 DND	Caleb Watts DND		Falling Behind	0.00	0.00	12-28-2021 172 days left	
Gemma French DND	Pumpkin Carving DND	Caleb Watts DND	09-28-2021	On Track	100.00	0.00	12-28-2021 172 days left	
George French DND	Dog Training 101 DND	Caleb Watts DND		Falling Behind	60.00	0.00	12-28-2021 172 days left	
Gemma French DND	Skydiving 101 DND	Maria Montecassini DND	09-28-2021	On Track	100.00	100.00	09-24-2022 360 days left	
George French DND	Skydiving 101 DND	Maria Montecassini DND		Falling Behind	0.00	0.00	12-28-2021 172 days left	
George French DND	Pumpkin Carving DND	Caleb Watts DND		Falling Behind	0.00	0.00	12-28-2021 172 days left	

How Do I View My Student's Course?

To take a closer look at students' work in their online course, you will be able to access all student course information including Gradebook details, course progress, and instructor feedback by logging into a student's observer account.

To access the observer account for a student, you will:

1. From the Active Enrollments table on the dashboard, select the  icon in the Actions menu of the desired enrollment. This will take you to the Gradebook for the course in Buzz.
2. From Buzz, select the  button at the top left.
3. Select the  Activities button from the dropdown. This will take you to the table of contents for the course.

How Do I Access My Student's Grades for a Course?

You will be able to access all student course information including Gradebook details, course progress, and instructor feedback by logging into a student's observer account.

To access the observer account for a student, you will:

1. From the Active Enrollments table on the dashboard, select the  icon in the Actions menu of the desired enrollment. This will take you to the Gradebook for the course in Buzz.

How do I print a Progress Report for a Student?

Guardians will receive a progress report for all students weekly. You may print a progress report at any time as documentation of a student's enrollment in a specific course. This report is available on the first date of the enrollment until the course is marked complete by the instructor or the student is withdrawn from the course.

To print a progress report, you will:

1. On the dashboard, select the  button.
2. Choose the student's name from the dropdown menu.
3. Select the  button and the report will open in a new tab ready for saving or printing.

How Do I Request a Transcript for My Student?

An official transcript requires a \$10 processing fee that will be paid directly to our transcription

service site at www.parchment.com.

To request a transcript, you will:

1. Select the  **Transcript & Grade Reports** button from the dashboard menu on the left-hand side of the screen.
2. Select the  button at the top right.
3. Follow the on-screen instructions to create a FREE account through Parchment's site and request a transcript.

How Do I Print a Grade Report (Unofficial Transcript) for My Student?

The grade report is a summary of all completed courses and grades. It can serve as an unofficial transcript of all student grades.

To print a grade report, you will:

1. Select the  **Transcript & Grade Reports** button from the dashboard menu on the left-hand side of the screen.
2. Select the  button above the Grade Reports table.
3. Select a student from the dropdown menu.
4. Select the  button.