sevenstar™
Your Online Learning Partner

Quickstart Guide
For schools using Sevenstar Direct

This introductory guide will help you successfully enroll students in online courses with your school's new Sevenstar Direct account

Welcome to Sevenstar Direct

As soon as your new school or user account is activated, you will receive an email with credentials to log in to Sevenstar Direct here:

[Sevenstar Direct Login](#)
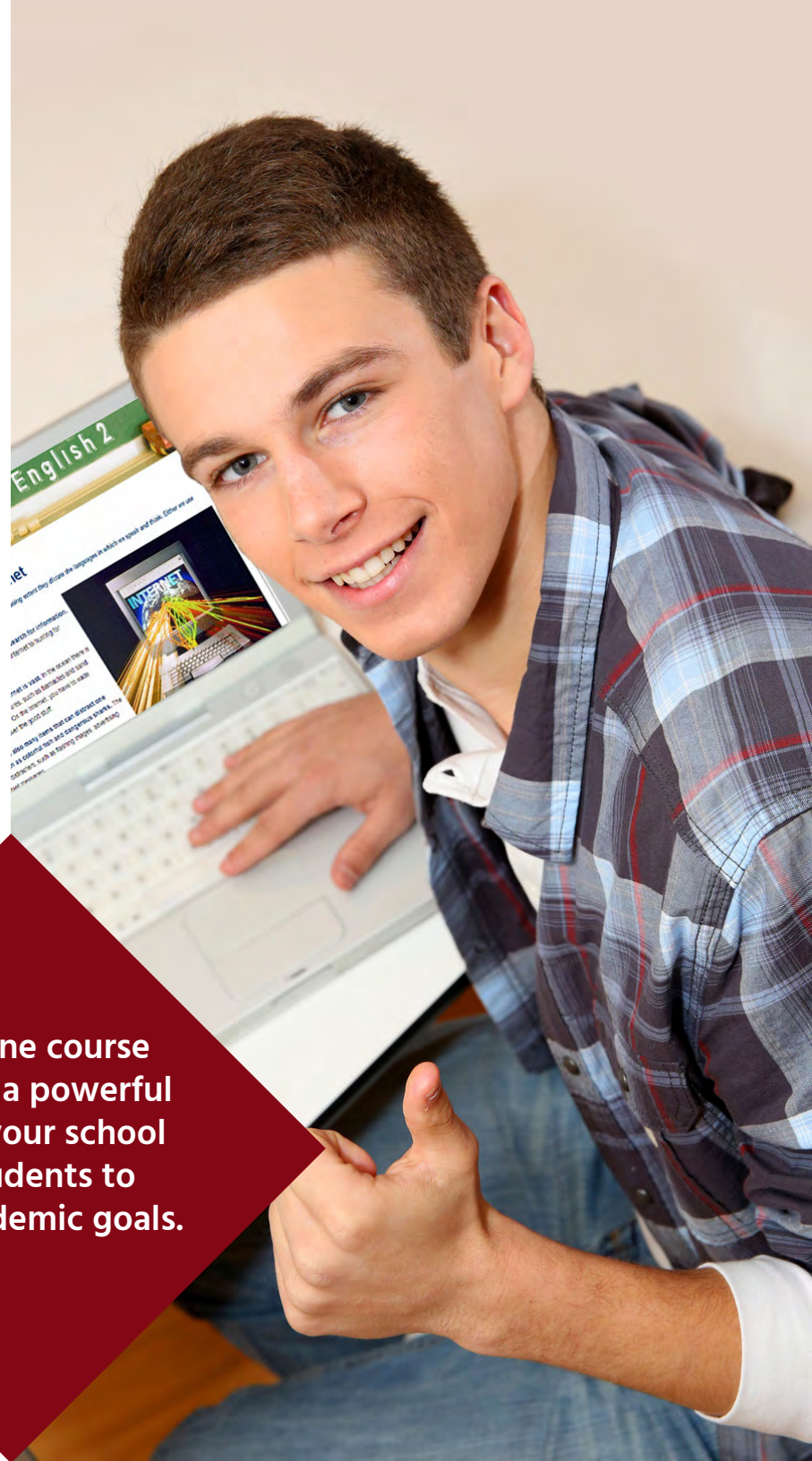
OVERVIEW OF THE SYSTEM ROLES

Please familiarize yourself with the roles within our system to understand what each user may do within Sevenstar Direct

1) Enrollment Coordinators
- Monitor progress of all students at your school
- View communications between teachers and your students
- Communicate with teachers using system messaging
- Run reports for your school
- See announcements
- Register students
- Order courses
- Pay for courses

Enrollment Coordinators receive weekly grade and progress email updates for all the students taking online courses at your school. Enrollment coordinator can also log in at anytime to check grades and student progress.

Our online course service is a powerful way for your school and students to reach academic goals.

Have a question? Visit our [User Support Portal](#) for Help

2) Parents/Guardians

- Register children
- Order and pay for courses for their children
- Monitor their child's progress and grades

Parents/Guardians will receive weekly grade and course progress emails for all their children.

3) Students

- Access courses
- Communicate with their teacher using system messaging
- See announcements

4) Observers

- Monitor progress of all students at your school
- Each school will receive one observer account to share with school employees who just need to view student progress

HOW TO CREATE NEW USERS IN YOUR ACCOUNT

You may create as many new users as you need with these methods:
- Request a new Enrollment Coordinator (form)
- Register a new student
- Create a new Parent/Guardian Account (View training article)
- Register a new student as the Parent/Guardian

Parents/Guardians may create a new student application inside their account, which your enrollment coordinator can approve.

Sevenstar's monitoring tools and online instructors will help keep students on track to meet their academic goals.

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Getting Started
DEFINE YOUR SCHOOL'S PAYMENT STRATEGY

Before you order courses you should define your school's payment strategy. You can make changes in the future as needed.
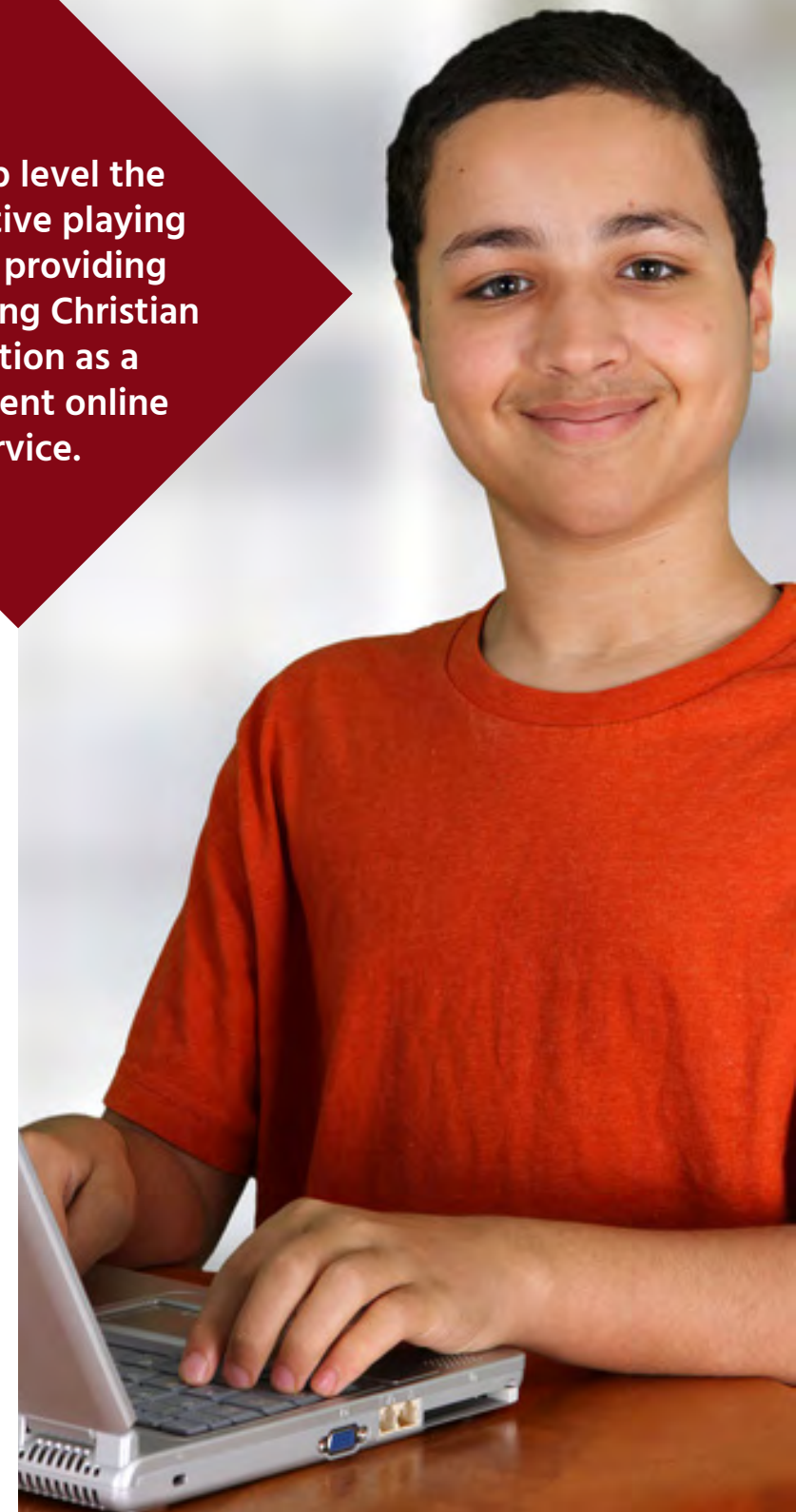
There are two options to make payments:

1) Pay per student order (Default)

- Allows school personnel or Parents/Guardians to pay separately for each student order as it is placed.

2) Single payment option (Requires a change to account settings)

- Allows only the school to make payments on behalf of their students for all fees and tuition.

- Parents/Guardians will NOT be able to pay online, and all payment information will be hidden from the Parent/Guardian and student view.

- When this setting is activated, payment will be made by following the prompts after selecting the "I want to pay all current due payments" link found top-center of your home page. Please submit a single payment request to turn on this feature.

We help level the competitive playing field by providing outstanding Christian education as a convenient online service.

Common Jobs For Enrollment Coordinators

Please review the following guides to perform common tasks in Sevenstar Direct:

- <u>Log in</u> to review demo courses and course prices
- <u>Setup your new school account</u>
- <u>Enroll students in courses</u>
- <u>Communicate with parents/guardians about how to get started</u>
- <u>Monitor student progress</u>

Helping Parents Order And Pay

Please familiarize yourself with our standard enrollment process:

1) Help guidance counselors and families shop for courses
- Download or browse our catalog to search available courses.
- Request a demo account to fully preview specific courses.

2) Prepare for success
- Your families and school staff should review our policies and students should take an online learning assessment to ensure that they have the technical skills and personal discipline that is required to succeed in an online course.
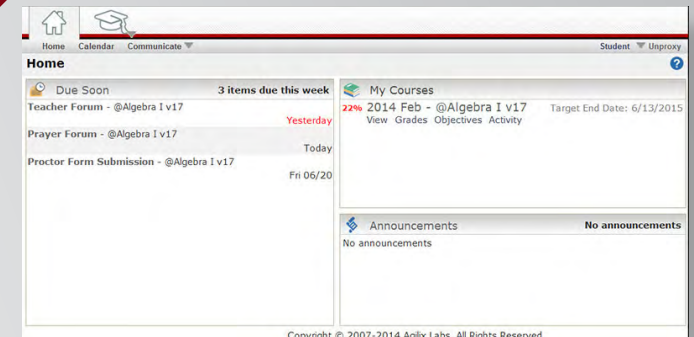
3) Create a free Parent/Guardian account
- Once a family has decided to take an online course, the next step is to have the Parent/Guardian create an account.

4) Register a student
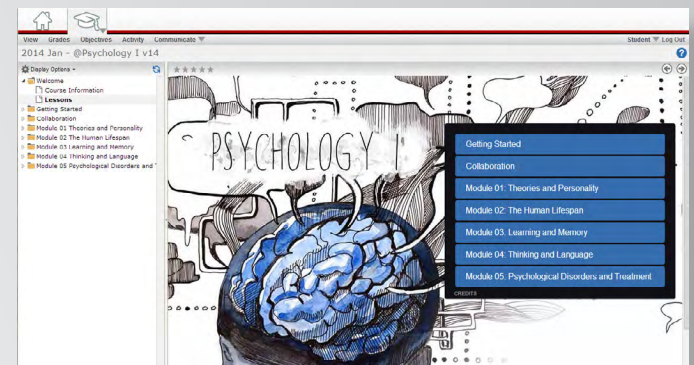- Option 1: The Parent/Guardian can create a new student application inside their Sevenstar account. Once it is submitted, your school's enrollment coordinator can approve it.

- Option 2: Your enrollment coordinator can add a new student.

Note: There is a one-time, new student registration fee that will need to be paid by the school or Parent/Guardian at this step.

Sevenstar's online curriculum is designed to engage 21st century learners.

Students access their courses and receive updates from their home page.

An online course from the student's perspective in a browser window.

5) Ordering
- Option 1: If the Parent/Guardian will enroll their child in a course, please follow this enrollment procedure.

- Option 2: If your school's Enrollment Coordinator will order a course for a student, please follow this enrollment procedure.

6) Payment
- Courses must be ordered and paid for by midnight on the Wednesday prior to the Monday start date for the course. Otherwise, the course start will be delayed a week.

- In the case where your Enrollment Coordinator orders a course for a student, you may ask the child's Parent/Guardian to pay. The Parent/Guardian will need to log into their account, click on the **Guardian Ledger**, and then click the **Pay Due** link.
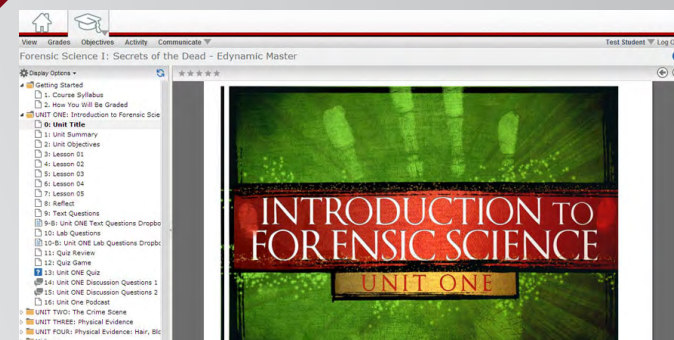
WHAT PARENTS CAN EXPECT

In preparation for their child's online learning experience, please have parents review our progress monitoring guide for parents and guardians. Parents will receive helpful email notices along the way as we work towards a successful start in their child's online course.
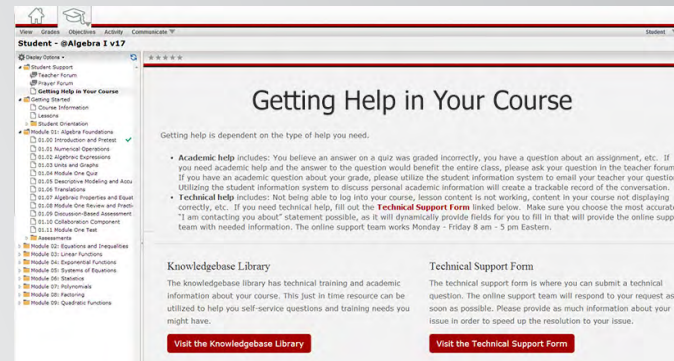
WHERE TO LOG IN

All users will use their login credentials to access our service at: https://partners.sevenstar.org/default.aspx?OCC=Direct

Interested in a dual credit course? Contact admissions at (513) 612-1029 or admissions@sevenstar.org

Each course starts with student orientation and an introduction.

Our support team and online instructors are ready to help.

HOW TO MONITOR PROGRESS

Sevenstar will send weekly email to Enrollment Coordinators and Parents/Guardians with an update on grades and progress.

- How school personnel can monitor student progress
- How parents can monitor their child's progress

Our teachers will also monitor your students' grades and progress in courses. ESL/ELL teachers will also send a weekly update with progress and grades. However, Dual Credit (college) course professors do not send grade or course progress updates. For Dual Credit courses you will have to ask students to login to show you their grades.

CERTIFIED CHRISTIAN TEACHERS

With our Sevenstar Direct service, our certified Christian instructors are provided to teach every online course in our catalog. This gives you the security of knowing that an experienced online facilitator is always available for every course that you need.

Since course content is delivered online, our online instructors are facilitators rather than lecturers. They answer questions related to the subject matter, grade, and provide feedback on assignments and assessments. They also engage students through discussion forums, email, and regularly scheduled calls and chats. All our instructors are certified in their subject area and are committed followers of Christ.

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Have a question? Visit our User Support Portal for Help

ONLINE TRAINING AND SUPPORT

Sevenstar Direct has a self-service [user support portal](#) to help you quickly find answers to frequently asked questions, learn helpful tips, and [submit help tickets](#) for technical issues.

Our user support portal is available 24/7 so that you can conveniently search for an answer.

- **Support -** Our goal is to help you find answers and resolve issues as quickly as possible in our portal. When you need it, our **Help Desk** typically resolves cases

- **Training** - Our **Knowledge Articles** and recorded videos cover a variety of categories and topics for each type of user.

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[User Support Portal](#) for Help**

Helpful Information

STUDENTS CAN START IN COURSES ANY MONDAY

- The deadline for ordering and paying for courses is midnight, Pacific Time, of the Wednesday prior to the desired Monday start date.

- College course (Dual Credit) enrollment process and timing varies by college/university. Visit our Dual Credit Page to learn about the lead times for each college/university.

COURSE LENGTH AND ASSIGNMENT DUE DATE INFO

- The minimum amount of time students can be enrolled in a regular Middle School (MS) or High School course is 6 weeks per semester. If a student needs a shorter length, please contact enrollments.
- The maximum amount of time for a regular middle or high school course is 6 months per semester.
- Credit Recovery courses are up to a maximum of 10 weeks. Students can finish these courses early if they test out of lessons.
- College courses (Dual Credit) vary in length by college/university.
- The system will evenly spread target due dates for assignments between the start and end date of a course, but not assign due dates during the following holidays: Easter Break, Memorial Day, Mid-Summer Break (5 days starting at the end of June), Independence Day, Labor Day, Thanksgiving Break, and Christmas Break.

Every school has different needs for online learning.

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PROCTORING EXAMS

- Proctors are required to be present as students take exams. Your school can assign proctors to receive exam unlock codes from our teachers prior to scheduled exam times. You can officially name a parent to be a proctor if the student will be working independently away from campus and your school's supervision. Please review our proctor procedure to assign a proctor.

LATE WORK POLICY

- Students may work ahead in their course but must not finish faster than the minimum duration of 6 weeks per 1/2 credit course.

- Students may submit work up to two weeks late without penalty. This gives students the flexibility to work on assignments in a manner that fits their schedules. See our academic policies for info on late work penalties.

CONTACTING TEACHERS

- Please contact your student's teacher if you have an academic related question or concern. You can find your teacher's contact information under the **Progress** tab in our system.

POLICIES

- Please review our academic policies that all Sevenstar direct students must follow to remain in good academic standing with Sevenstar.

- Please review our enrollment policies for information on duration, changes, and refunds before modifying a current course enrollment.

**Please give us a call at 513-612-1029.
You will be connected to an
expert for a free consultation.**