Introduction

Welcome to OSU’s STAR System, a program by EAB/GradesFirst, which allows you to connect with your students and their advisors. The system is designed to help OSU more effectively succeed in the areas of student retention and communication. This 100% web-based system includes an easy means for professors to email their students and submit Progress Reports/Academic Alerts to advisors throughout the semester.

The scope of this document is to provide you, the professor, with a source of information that will help you understand and use the system. It is a very flexible application, and this document will instruct you on the basics of using the system at Oklahoma State University.

Accessing the System

To log into the STAR System, visit http://star.okstate.edu/ and click the link to log in. On the subsequent page, enter your O-Key username (email) and password.

Help

For assistance with resetting your O-Key username and password, visit the O-Key Account Services website or contact the OSU Helpdesk at 405-744-HELP. For assistance using the application itself, you can log a support ticket by emailing support@gradesfirst.com. This will create a support ticket, viewable by the EAB/GradesFirst staff. If you have a question concerning OSU’s implementation, please email starsystem@okstate.edu.
Home Screen
When you log into the system, you will be immediately taken to your Home screen. Below is a sample screenshot of what a typical Home screen looks like.

Some areas of interest on your Home Screen:

Main Menu Bar: Click the icons located here to switch between screens (Home, Conversations, Calendar, etc.)

Search, Help, and Logout Menu Bar: The Search box here is deactivated for professors. The Help menu connects to EAB/GradesFirst staff and documentation. A “Chat Live”/email feature is available as part of the help feature for communication with EAB/GradesFirst staff. For OSU-related questions, please follow the directions listed in the Help section above. The Logout Menu has two options: “Update Password” and “Logout.” Only “Logout is functional.” User passwords are controlled by the O-Key System and can ONLY BE RESET by logging into the O-KEY website (https://okey.okstate.edu/). Changes submitted here using the “Update Password” link are not saved.

Class Listing section: Your list of courses for the semester selected in the pull-down menu at the top right appear here. Each entry includes the course prefix and number, the name of the course, the meeting day(s) and time(s), and room location(s). “Time” and Room” entries will be blank for online courses. Changes to your schedule made in Banner take 24 hours to update here in the STAR System.

Progress Reports links: These links, at the end of each course listing, will allow you to submit a Progress Report/Academic Alert on one or more of your students to their advisors. The link is active throughout the semester, so you may submit a notification at any time. See below for more details on the Progress Report form.

Students in My Classes section & Actions menu: This section provides a list of all of the students currently enrolled in your course(s). Enrollment changes made in Banner will take 24 hours to update and appear here. The “Actions” menu contains a “Send Message” option that allows you to email to one or more of your current students. Be sure to check the box(es) by the name(s) of the student(s) you would like to contact. Any message you send through the system will be recorded in the system (and will appear in your “Conversations” screen), and any replies from your students will be sent to your OSU email. All group email messages are sent blind carbon copy (BCC) so your students will not see the email addresses of any other students. The following is a screen capture of the “SEND A MESSAGE” form and a sample email message received by a student.
“SEND A MESSAGE” Form:

The names of selected students (or a clickable link like the one to the left) will appear here. Only you can see this list, as students receive messages BCC.

At this time, the system cannot save an email “Signature.”

Click this link to add attachments.

You can include other (non-student) recipients’ email address here (separate addresses using semicolons).

Sample Email Message:

Hello OSU Student,

Please be sure to remember to bring a calculator to class tomorrow, as you will need it for the day’s activities.

See you then!

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For questions or issues using OSU’s STAR System, please email starsystem@okstate.edu or visit http://star.okstate.edu for more information. If you need to cancel an appointment, you may contact the advisor, college, advising center, or tutoring center with which you scheduled the appointment, or you can log into the STAR System using your OKEY credentials, click on the “Calendar” side menu item, locate and click on the appointment on your calendar, and complete the steps to cancel it yourself. If you believe an appointment has been scheduled or cancelled in error, please contact the office with which you made the appointment. You can contact the advisor, college, advising center, or tutoring center by replying to this email. If you are cancelling an appointment via reply, please be sure to provide your contact information, appointment day/time, as well as the name of the person(s) with whom you were scheduled to meet.

Support information for the STAR System displays at the bottom of the branded email.

Thank you for using GradesFirst!
**Progress Reports/Academic Alerts**

Faculty can submit a Progress Report/Academic Alert by clicking the “Progress Reports” link next to the course section on their Home screen. Clicking the link will take you to your Progress Reports page for that particular section:

To submit a Progress Report on a student, click the checkbox to the left of the student’s name, and then select the “Create a New Progress Report” button from the “Actions” pull-down menu. This will open the “ADD A NEW PROGRESS REPORT” box:

To fill out the report, first select Yes or No, depending on whether you are submitting an Alert (Yes) or simply reporting good progress (No). Alerts require you to select one or more of the following Alert Reasons:

- No Evidence of Attendance
- Excessive Absences
- Stopped Attending
- Poor Quality Work
- Missing Work
- Cannot Pass With Remaining Coursework

You can then enter the number of absences the student has (if you take attendance), and any comments you would like to make to the student’s academic advisor. If the student has stopped attending, be sure to enter the date of last attendance in the comments box.

When you submit an Academic Alert (Yes is checked), messages will be sent to the advisor and the student informing them of the submission of the Alert.
Calendar Screen
The calendar screen is designed to provide you some different views of your current class schedule. This screen also provides options for integrating events on this calendar with your copy of Outlook or another compatible calendaring program.

Conversations Screen
This screen is where you can view (and search for) the email “conversations” you have had with students and other users within the system. A copy of all messages you have sent to students through the system will appear here. Replies to messages you send through the system will be directed to your OSU email address so you never need worry about missing a student’s response (that is, you do not have to look here for replies as they will also go to your OSU email address). However, you can read and reply to responses sent to you from within the system by clicking on a particular message.
Menu Bar and Notification Bar

Located at the left and top sides of your screen, the Menu Bar and Notification Bar provide you with a quick and easy way to switch between the screens within the system and access important notifications occurring within the system (such as conversation messages and system announcements). The image below on the left show the Menu Bar in its closed view, and the image on the right show it in its open view. Click the Triple line to toggle between views.

Clicking the image of an envelope in the Notification Bar will display a list of any unread email conversations you have waiting (messages sent to you from other users). When a message is waiting, a red number will appear over the envelope indicating how many messages are waiting to be read. Clicking the image of a megaphone will display any system announcements. These announcements may be from OSU’s STAR System Coordinator or they may come from the GradesFirst staff. Simply click the link to read the full announcement.