College of the Holy Cross
Student Guide to the Student Academic Records System (STAR)

Contents

Introduction

All students are required to use the new e-billing process. The College will discontinue sending paper bills effective November 30, 2013. Many colleges and universities across the nation have successfully implemented electronic billing, and Holy Cross is looking forward to providing this service to our students and their families. Paperless billing is a secure, cost-effective, environmentally responsible billing method that will allow students, parents, and other billing sponsors to receive billing statements in a timely manner, as well as having the convenience of accessing up to 48 months of billing history.

To assist students and their parents with this transition and to improve convenience and service, the College has developed a portal for parents and other authorized users to access our student academic records system (STAR). Students control who has access to the parent portal and what information they may view. Under FERPA (Family Education Rights and Privacy Act), a student's account is private unless he/she grants access to it. A student can grant access to others by creating an authorized user account. If no authorized user is established, only the student will have access to his/her e-bill and grades. Students are encouraged to grant access to their parents.

The Student Center allows students access to the following:

- Grades
- Bills
- Current Account Activity
- Financial Aid Awarded
- Student's Meal Plan
- Student's Housing Assignment

Parent access to STAR is authorized by the student. The student can create up to five (5) authorized users who can be granted access to all or some of the following three areas:

- Finances
- Academics
- Residence Life and Dining Services

With the introduction of these additional online services the College will discontinue its practice of sending tuition bills and semester grades through the US mail. These will be replaced with an e-mail notifying student, parents, and other authorized users that new information, such as a new billing statement, is available for them to view in STAR.

Granting Access to the Parent Center

The student is responsible for granting access to the Parent Center. When the Parent Center is initially rolled out, every student will be asked to verify who will have access to STAR. The following message will open in STAR announcing that your ability to grant access has been enabled. Students will receive this message once every 24 hours until they have completed the consent process.

Authorized User Security Review and Consent

The College is pleased to introduce enhancements to STAR which enables your parents or other authorized users access to STAR with your consent. You are required to review and complete the consent process before proceeding to the student center.

To make the process efficient and to keep the burden light the College has populated your authorized user list using existing billing relationships. You merely need to provide your consent.

The consent process is simple:

- review each authorized users' personal information (an e-mail address is required),
- review their security profile, and
- authorize access by agreeing to the consent statement.

The default security profile will provide access to your tuition bill, financial aid, and grades. This STAR portal will become our only means of communicating grades or billing information to parents or other users. If a parent does not wish to activate their access or does not have access to e-mail, it will become your responsibility to share grade information and to forward bills to the appropriate party to ensure that payment arrangements can be made by the due date.

Please select the Manage Authorized Users link below to administer security for your authorized users. The process of providing authorized users with their login credentials will begin later this summer.

> Manage Authorized Users

> Continue to Student Center

Click "Manage Authorized Users" and you will be taken to the User Information consent page (shown below) to administer security for your authorized users.

Student,John W

Below is a list of your billing persons and their contact information. To edit the billing address and telephone information, click the Edit button. To add, remove, or change an overseas billing address please contact the Bursar's Office at 508-793-2521.

Changing your billing address does not update your home address. To update your Home Address, please navigate back to the Main Page and go to personal information.

Authorized User Personal Information			
Billing Person	**Email ID**	**Billing Address**	
Mr. Father J. Parent	tjkeyser@fedex.com	1 College Street Worcester, MA 01610	edit
Ms. Mother Parent	rlkeyser@aol.net	1 College Street Worcester, MA 01610	edit
Ms. Jane Doe	test@gmail.com	One College Street Worcester, MA 01610	edit
Mr. John Smith	jsmith@gmail.com	123 Main STreet Templeton, MA 01468	edit
Mr. Test2 Tester	test@gmail.com	1456 Naamans Creek Road Garnet Valley, PA 19060	edit

Each billing person will be given online access to your grades, tuition bills, financial aid information, housing and other services of interest to parents or student sponsors. These services are part of our ongoing effort to improve convenience and service, reduce cost, and be environmentally responsible.

You may select which of these services you would like to grant to the billing persons listed below. If you choose to limit access please uncheck the items you would like to remove. Please be aware that STAR is our only means of providing the bills or grades to you and your billing persons. If you remove access to grades or financial information then it will be your responsibility to share grades and for insuring bills are provided to billing persons so that the appropriate payment arrangements can be made by the due date.

Authorized User Online Security					
Authorized User	**Status**	**Billing and Financial Aid**	**Registrar**	**Housing**	**Acknowledged**
Mr. Father J. Parent	Inactive	☑	☑	☑	☑
Ms. Mother Parent	Active	☑	☑	☐	☑
Ms. Jane Doe	Active	☐	☑	☐	☑
Mr. John Smith	Active	☑	☑	☑	☑
Mr. Test Tester	Active	☐	☑	☐	☑
Mr. Test2 Tester	Active	☐	☑	☐	☑

☑ **I acknowledge that I have reviewed Parent Access Online Security for all of my authorized users.**

SAVE	CREATE ANOTHER AUTHORIZED USER

An email address is required in order for a user to receive their login credentials and to receive communication from STAR when new information is available. In order to have access to STAR, an authorized user status must be Active. Users with an Inactive status will have no access to STAR.

If the authorized user personal information and the authorized user online security are correct, you merely need to authorize access by checking the box next to the statement, "I acknowledge that I have reviewed…." And click "Save". The acknowledge box associated with each user name is maintained by the system. This box will be blank until you have authorized access.

Changing an Authorized User Online Security

In order to have access to STAR, an authorized user status must be Active. Users with an Inactive status will have no access to STAR. Access to each area is controlled by the boxes next to the authorized user name. Access is granted by checking the box. Access is removed by un-checking the box.

Please consider the following when making your access decision: If you do not allow billing access to your parents or other interested parties or if your users choose not to use STAR, you will be responsible for delivering the bill to whoever assists you with payment so that the appropriate payment arrangements can be made by the due date.

Changing an Authorized User Personal Information

If you need to change any of the user's contact information, click the edit button. The street address is maintained by clicking the "Edit Address" link in the address box. An email address is required in order for a user to receive their login credentials and to receive communication from STAR when new information is available.

Please remember to save your changes.

Adding an Authorized User

If you need to create additional authorized users, please click the green button at the bottom of the User Information consent page that states, "Create Another Authorized User". Please keep in mind that we can only speak with those parents who have been authorized by you, the student. So consider granting individual access to each of your parents where appropriate.

The following information must be entered to create a user:

- Name
- Relationship
- Address
- E-mail address
- Primary Telephone Number
- Alternate Telephone Number

Save your changes and then click the "Return to Manage Authorized Users" button.

When you return to the authorized user page your new user will be in the authorized user online security list. Verify that the authorized user status is Active. Users with an Inactive status will have no access to STAR. Access to each area is controlled by the boxes next to the authorized user name. Access is granted by checking the box.

Please consider the following when making your access decision: If you do not allow billing access to your parents or other interested parties or if your users choose not to use STAR, you will be responsible for delivering the bill to whoever assists you with payment so that the appropriate payment arrangements can be made by the due date.

Finally, authorize access by checking the box next to the statement, "I acknowledge that I have reviewed…" and click "Save". The acknowledge box associated with each user is maintained by the system. Initially this box will be blank until you have authorized access.

An e-mail will be sent to your parent/authorized user along with their login credentials within 48 hours after you have completed authorizing/creating your users' profile. It is important that you have a current e-mail address for each authorized use in order for them to receive login credentials. This e-mail will contain the following:

- User ID
- Unique URL to access STAR

The Student Center

John's Student Center

Academics

Search
Plan
Enroll
My Academics

go to ... ▼ ⟫

Deadlines

This Week's Schedule

Class	Schedule
BIOL 161-10I LAB (3042)	Fr 2:00PM - 5:00PM Oneil 204 Biol Lab
BIOL 161-L01 LEC (3011)	MoWeFr 9:00AM - 9:50AM Oneil 112
CHEM 300-10C LAB (3104)	We 1:00PM - 5:00PM Haberlin 319 Chem Lab
CHEM 300-L01 LEC (3099)	MoWeFr 11:00AM - 11:50AM Stein 120
CHEM 301-01 LEC (3088)	MoWeFr 10:00AM - 10:50AM Smith Labs 155
RELS 165-01 LEC (3930)	TuTh 3:00PM - 4:15PM Stein 216

weekly schedule ▶

enrollment backpack ▶

SEARCH FOR CLASSES

Holds

Bursar Transcript Restriction

details ▶

To Do List

FPTX12-Parent Tax Return 2010
FPW212-Parent W-2 for 2010
Non-custodial Parent Statement

details ▶

Enrollment Dates

Backpack Appointment
Your Backpack for Fall 2013 is available for use beginning April 3, 2013.

details ▶

Advisor

Program Advisor
Jane Doe

details ▶

Finances

My Account
View Current Balance
View Billing History
Federal Loan Notifications

Financial Aid
View Financial Aid
Accept/Decline Awards

go to ... ▼ ⟫

Manage Authorized Users

✏ Edit

Ms. Mom Parent
1 Main Street
Worcester, MA 01610

Mr. Dad Parent
1 Walnut Street
Worcester, MA 01610

Personal Information

Student Photo
Emergency Contact
Names

go to ... ▼ ⟫

Contact Information

Home Address
1 Main Street
Worcester, MA 01610

Campus P.O. Box
PO BOX 9999

Cell Phone
508/555-1212

Campus Email
student15@g.holycross.edu

Residence Life, Dining Services,and Crusader Express OneCard

My Housing
Assignment for Next Term
Detailed Property Damages

Current Residence / Roommate Information

Alumni Hall 202

John Doe
James Smith

▼ ⟫

My Guests
Guest Registration
Print Guest Pass by Arrival Date

My Meal Plan
Change my Meal Plan

My Crusader Express
OneCard Account Access

Academics

View Grades will bring up the most recent term you are enrolled in. To look at previous terms, select change term and select the appropriate term.

Official Grades					
Class	**Description**	**Units**	**Grading**	**Grade**	**Grade Points**
BIOL 114	Biological Principles	1.00	Graded	B+	3.300
POLS 206	Public Policy	1.00	Graded	C+	2.300
POLS 274	Modern China	1.00	Graded	B-	2.700
RELS 118	Introduction To New Testament	1.00	Graded	C+	2.300

▽ **Term Statistics - Spring 2012**

	From Enrollment	**Cumulative Total**
Units Toward GPA:		
Taken	4.00	26.00
Passed	4.00	26.00
Units Not for GPA:		
Taken		
Passed		
Transfer Units		1.00
GPA Calculation		
Total Grade Points	10.60	68.50
/ Units Taken Toward GPA	4.00	26.00
= GPA	2.65	2.63

Change Password and **Password Reset Questions** will permit you to change your password in a safe and secure manner.

User Information

User Information section allows you to edit your address, email, and phone numbers. Your Holy Cross email is the official notification for the e-bill. Students, parents, and authorized users will receive an email when new information, such as a billing statement, is available for them to view in STAR with a link to the login page. Students should regularly check their email accounts for bill notification and notices regarding missing documents and financial holds. Students and authorized users should check their spam filters and mailbox limits to make sure they can always accept email from Holy Cross. Students are responsible for payment by the due date, even if email notifications are not received

User Information

User Personal Detail

Parent Free Form Name	Mr. John Smith
Relationship	Other

User's Address

Address

Address

123 Main STreet   Edit Address
Templeton, MA 01468

Email Information
Please enter your information
*Email Address   jsmith@gmail.com

Telephone
Please enter your information.
*Primary Telephone   508/555-1212
*Alternate Phone   508/555-1212

* -- Indicates Required Fields

SAVE

RETURN TO PARENT CENTER

Finances

View Current Activity will display all charges and payments for the term and account type selected. At any moment the account activity displayed on this page is the same information that is available to the Bursar staff as of the time the document is run. The user will need to select the current term and account type (Tuition or Security Deposit)

View by			
*Term 1131 - Spring 20 ▼			go
*Account Tuition ▼			

Balance Forward:			$0.00
PREVIOUSLY UNBILLED ITEMS			
Date	Description	Charge	Credit

CURRENT ACCOUNT ACTIVITY			
Date	Description	Charge	Credit
11/15/2012	Tuition-Spring	21,400.00	
11/15/2012	Health Service Fee	155.00	
11/16/2012	Graduation Fee	150.00	
11/16/2012	Full Suite - Spring	3,675.00	
11/27/2012	Spring - 145 Meals	2,700.00	
12/14/2012	Payment - Student		-1,022.00
01/23/2013	Holy Cross Scholarship		-4,600.00
01/23/2013	Federal Direct Stafford Loan		-2,723.00
01/23/2013	Federal Direct UnSub Stafford		-990.00
01/23/2013	Federal Perkins Loan		-250.00
01/17/2013	Outside Loan - Student		-18,495.00
SUBTOTAL:			$0.00
ANTICIPATED FINANCIAL AID			
08/01/2013	Outside Scholarship		-100.00

AMOUNT DUE:			**$-100.00**

Currency used is US Dollar.

View billing history will take you to all the self-service bills that have been created as well as links to submit an online payment or setup a payment plan with Tuition Management Systems (TMS), our online payment and payment plan provider.

Office of the Bursar

Select Bill to View

Student,John W

Click the bill you wish to view

Billing Date	Bill Number	Term	Amount Due
2013-02-12	275037	Spring 2013	0.00
2013-01-15	273585	Spring 2013	0.00
2013-01-09	271788	Spring 2013	1825.41
2012-11-30	266688	Spring 2013	2147.00
2012-11-09	262348	Fall 2012	1000.00
2012-10-09	260781	Fall 2012	0.00
2012-09-06	259089	Fall 2012	0.00
2012-08-07	254457	Fall 2012	37.00
2012-07-27	249772	Fall 2012	2037.00
2012-07-17	249002	Fall 2012	537.00
2012-07-01	247728	Fall 2012	28263.00

Dates listed indicate the bills available.

Click on the billing date to view the bill. To view your current balance, please refer to the section on Current Activity.

Financial Aid

View Financial Aid will take you to all awards you have received by academic year.

Only the aid years that are underscored can be selected. When Financial Aid is working on an aid year, they will have it unavailable for viewing until they finalize aid. So in the example below aid year 2014 is not available for viewing.

Selecting the aid year will bring up the student's awards and what terms they will be applied to.

Financial Aid

Award Summary

Financial Aid Year 2012-2013

Select the term hyperlinks below to see more detailed information.

Aid Year

Award Description	Category	Offered	Accepted	Loan Details
Holy Cross Scholarship	Grant	9,200.00	9,200.00	
Federal Direct Stafford Loan	Loan	5,500.00	5,500.00	Loan Details
Federal Direct UnSub Stafford	Loan	2,000.00	2,000.00	Loan Details
Federal Perkins Loan	Loan	500.00	500.00	
Federal Workstudy	Work/Study	1,800.00	1,800.00	
Outside Loan-Student	Loan	36,990.00	36,990.00	
Aid Year Totals		**55,990.00**	**55,990.00**	

Currency used is US Dollar.

Financial Aid Summary

Terms

Fall 2012   View Scheduled Disbursement Dates

Award Description	Category	Offered	Accepted
Holy Cross Scholarship	Grant	4,600.00	4,600.00
Federal Direct Stafford Loan	Loan	2,750.00	2,750.00
Federal Direct UnSub Stafford	Loan	1,000.00	1,000.00
Federal Perkins Loan	Loan	250.00	250.00
Federal Workstudy	Work/Study	900.00	900.00
Outside Loan-Student	Loan	18,495.00	18,495.00
Term Totals		**27,995.00**	**27,995.00**

Spring 2013   View Scheduled Disbursement Dates

Award Description	Category	Offered	Accepted
Holy Cross Scholarship	Grant	4,600.00	4,600.00
Federal Direct Stafford Loan	Loan	2,750.00	2,750.00
Federal Direct UnSub Stafford	Loan	1,000.00	1,000.00
Federal Perkins Loan	Loan	250.00	250.00
Federal Workstudy	Work/Study	900.00	900.00
Outside Loan-Student	Loan	18,495.00	18,495.00
Term Totals		**27,995.00**	**27,995.00**

Currency used is US Dollar.

Your financial aid award is determined from the information provided in your application. If there is no financial aid displayed your application may be in progress. Please check back.

Financial Aid Summary

Clicking on **Loan Details**, will show the status of the loan.

Financial Aid

Loan Application Information

Financial Aid Year 2012-2013

Federal Direct Stafford Loan

Loan fees are estimates only. They may vary by the lender you have chosen.

Status	Amount	Loan Fee	Net Amount	Activity Date
Approved	5,500.00	54.00	5,446.00	08/31/2012

Your loan application was certified by the FA Office and approved by your lender.

Currency used is US Dollar.

For detailed information regarding loan repayment responsibilities, visit the above url listed. If you receive funds from any loan type awards, you are required to repay these funds once you complete your educational plans or if you are no longer in attendance whichever comes first.

Return to Award Summary

Clicking on **View Scheduled Disbursement Dates**, will show the date that aid is expected to be applied to your account.

Financial Aid

Scheduled Disbursements

Financial Aid Year 2012-2013

Fall 2012

To view actual disbursements to your financial account, access Account Inquiry.

Award Description	Category	Accepted Amount	Fee	Net Amount	Scheduled Disb Date
John & Mildred Brooks Memorial	Grant	4,600.00	0.00	4,600.00	08/20/2012
Federal Direct Stafford Loan	Loan	2,750.00	27.00	2,723.00	08/20/2012
Federal Direct UnSub Stafford	Loan	1,000.00	10.00	990.00	08/20/2012
Federal Perkins Loan	Loan	250.00	0.00	250.00	08/20/2012
Outside Loan-Student	Loan	18,495.00	0.00	18,495.00	08/20/2012
Term Totals		**27,095.00**	**37.00**	**27,058.00**	

Currency used is US Dollar.

If any accept amount is zero or if the scheduled disbursement date is blank, your award will not be disbursed. Please proceed to Award Acceptance page to accept or decline these awards.
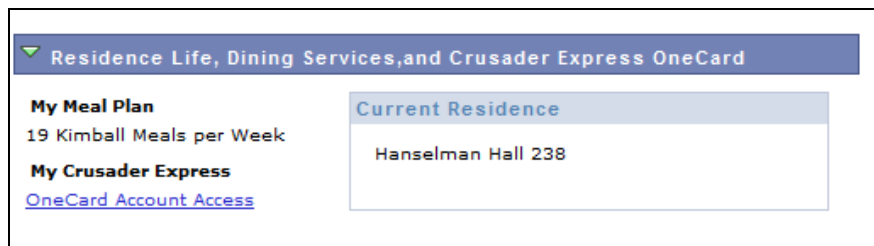Account Inquiry

Return to Award Summary

Go to Parent Cen ▼ ⊗

Selecting **Financial Aid Summary** will bring up the estimated cost of attendance.

Financial Aid

Estimated Financial Aid Budget

Financial Aid Year 2012-2013

Listed below is an estimate of items used to determine your costs.

Estimated Financial Aid Budget Breakdown

Fall 2012

Category Description	Amount
Activity Fee	145.00
Books and Supplies	350.00
Health Services	155.00
Personal	450.00
Room and Board	5,865.00
Tuition	21,400.00
Term Total	**28,365.00**

Spring 2013

Category Description	Amount
Activity Fee	145.00
Books and Supplies	350.00
Health Services	155.00
Personal	450.00
Room and Board	5,865.00
Tuition	21,400.00
Term Total	**28,365.00**
Total Cost of Attendance	**56,730.00**

Residence Life, Dining Services, Crusader Express One Card

Under the Resident Life, Dining Service, and Crusader Express One Card section, you can view your housing assignment and meal plan.

Going Forward

When working with STAR and questions should arise, please review the following departments and telephone numbers for assistance:

Questions regarding the tuition bill

Office of the Bursar
(508) 793-2521
bursar@holycross.edu

Questions regarding grades

Office of the Registrar
(508) 793-2511
registrars@holycross.edu

Questions regarding Financial Aid

Office of Financial Aid
(508) 793-2265
financialaid@holycross.edu

Questions regarding Residence Life

Office of Residence Life
(508) 793-2411
reslife@holycross.edu

Questions regarding Meal Plans

Meal Plan Office
(508) 793-3301
wdavey@holycross.edu

Questions regarding Crusader Express OneCard

Crusader Express Office
(508) 793-3301
wdavey@holycross.edu