STARS

Frequently Asked Questions

Training Providers

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Q. What is the role of the STARS Coordinator for the nominating agency?

A. The STARS Coordinator performs activities which include but are not limited to the following: registers staff online for state-sponsored training, adds personnel records for new staff, maintains existing records, updates nominations and lodging information anytime up to the registration deadline date, reviews STARS notifications, such as email training announcements and confirmations, and generates reports as needed.

Q. The STARS Coordinator for the nominating agency wants to register staff for one of our training deliveries, but is not finding it in STARS.

A. This may be the result of one of the following scenarios:

1. **The training registration deadline date has passed.** Nominating agencies can only nominate staff online for training deliveries that are open for nomination. Once the training registration deadline date has passed, it then becomes necessary for the nominating agency to contact the training provider in order to register staff.
2. **The agency is not part of the training target population specification, as defined by the state training provider.** Trainings are only visible to agencies that are included in the training target population specification. If the agency is not part of the training target population specification, it then becomes necessary for the nominating agency to contact the training provider for further assistance.
3. **The correct filters were not applied in the Training Registration screen.** A training delivery will only be listed if it is part of the selected timeframe, training provider, course content, training type, and region. The nominating agency should check to make sure that the correct filters are selected before clicking the Apply button.
4. **The training has not been scheduled in STARS.**

Q. The STARS Coordinator for the nominating agency reported that nominated staff did not receive email confirmation.

A. This may be the result of one of the following scenarios:

1. **The training is an open enrollment event for which the training status is still "Open Nomination" and the training registration deadline date has not passed.** Confirmations do not become available for open enrollment training until the registration deadline date has passed.
2. **The email address is missing or invalid for the nominated staff.** The nominating agency must enter a valid email address in the STARS personnel profile.
3. **The training is an open enrollment event for which the training status is "Closed Nomination Over" and for which the trainee status is "Pending Acceptance".** When training is over enrolled, confirmations do not become available to the nominating agency until the training provider updates the trainee status from "Pending Acceptance" to "Accepted" or "Rejected".

4. **Staff's email program is blocking mail from stars@bsc-**cdhs.org. If the trainee is not seeing email confirmation from STARS in his/her Inbox or Junk Email folder, he/she should have his/her local system administrator check on whether STARS email is being blocked on the server.

Q. The nominating agency inadvertently deleted the email training confirmation for staff. Can the STARS Coordinator retrieve the training confirmation in STARS?

A. When the trainee status is "Confirmed", the training confirmation is available in STARS up until the training end date and the STARS Coordinator is able retrieve the training confirmation in STARS.

Q. Can you provide me with a link to the available trainings on the STARS website?

A. Please perform the following steps for searching the STARS web based training calendar:

1. Open your Internet browser (Internet Explorer).
2. In the address line, type: http://stars.bsc-cdhs.org/ Press the Enter key.
3. Select Training Providers > Online Applications > Provider Training Calendar.
4. Specify the search criteria:
    a. Select the state training provider using the drop-down field. (All providers are selected by default.)
    b. Select the course content using the drop-down field. (All content is selected by default.)
    c. Select the training type using the drop-down field. (All training types are selected by default.)
    d. Select the date range by using the calendar pop ups or by typing in the dates. (The default date range is from the current date to two months after the current date.)
    e. Enter the training title if you want to include it in the search criteria.
    f. Select the region(s) by clicking inside the corresponding check box(es).
5. Click the Submit button. Results are ordered by region, registration deadline date, and training title.
6. Click the training name link to view training details. If attachments were created by the training provider, they are also available for viewing by clicking on the attachment links.
7. Click the Close Window button and then the Yes button to return to the search results.
    - Click New Search to change the search criteria.
    - Click the STARS Home link to return to the STARS web site.

Q. One of our training sites is not listed in STARS, as it is a fairly new center. Is there a way to add the site in STARS?

A. You can add a training site by performing the following steps:

1. On the Data Maintenance tab, select Training Sites.
2. Verify that the training site does not already exist by entering its name in the Name text box and pressing Enter. Additionally, you can search by City.
3. If the training site does not exist, click the Add new Training Site link in the upper left portion of the grid.
4. Enter the training site information, making sure to use the City drop-down where applicable.
5. Click the Save button.

Q. When should the Model Course feature be used?

A. The Model Course feature that is part of the Manage Courses screen should be used when the course is the same as the previous year. If the course is new or different than the previous year, use the Add new Course link instead.

Q. When should the Yes option be selected for the Multi Part field in the scheduling screen?

A. Select Yes for Multi Part when training takes place in different time frames or over non-consecutive days. For example, a two-part training for which Part 1 runs Monday – Wednesday for the first week, and then Part 2 runs Monday – Wednesday for the following week.

Q. What is the difference between open enrollment and closed enrollment?

A. If a training event is set to open enrollment, the system will allow more than the maximum number of trainees to be “Nominated” for the event. On the registration deadline date, the system will check the number of trainees “Nominated” versus the maximum number of trainees.

- If the number of trainees “Nominated” is **<u>between</u> the minimum and maximum number of trainees**, the system will change the delivery status from “Open Nomination” to “Closed Nomination OK” and it will update the status of the trainees from “Nominated” to “Accepted”.
- If the number of trainees “Nominated” is **<u>greater than</u> the maximum number of trainees**, the system will change the delivery status from “Open Nomination” to “Closed Nomination Over” and it will update the status of the trainees from “Nominated” to “Pending Acceptance”. The training provider will then make cuts based on the priority ranking system, assigning a status of “Accepted” or “Rejected” to each nominee.
- If the number of trainees nominated is **<u>less than</u> the minimum number of trainees**, the system will change the delivery status from “Open Nomination” to “Closed Nomination Under” and it will update the status of the trainees from “Nominated” to “Pending Acceptance”. The training provider will then need to make a decision on whether to recruit more trainees or cancel the event.

Open enrollment is usually done so that a training provider can gather information on demand for training events. It is considered to be a fair enrollment system, as the target agencies have the opportunity to submit nominations during the “Open Nomination” period without being closed out. Most training is set to open enrollment. For open enrollment training events, registrants receive email confirmation of acceptance/or non-acceptance after the registration deadline date passes.

If a training event is set to closed enrollment, the system will not allow more than the maximum number of trainees to be “Accepted” for the training event. If the number of trainees reaches the maximum before the registration deadline date, the system will change the delivery status from “Open Nomination” to “Training Full”. When you register a trainee for a closed enrollment training event, the trainee is automatically “Accepted”. You can think of closed enrollment as a first-come, first-serve system. For closed enrollment training events, registrants receive email confirmation of acceptance within a day of registering.

Q. How many hours make up a training session?

A. A training session is equivalent to 3.5 hours or less of training.

Q. What triggers STARS to send out the confirmation notices?

A. For open enrollment training for which the training registration deadline date has passed and the number of trainees falls between the minimum and maximum, the confirmations are emailed the day after the registration deadline date. When training is over enrolled, confirmations are not emailed until the training provider updates the trainee statuses from “Pending Acceptance” to “Accepted” or “Rejected”. For closed enrollment training, confirmations are emailed within a day of the person registering.

Q. If I change a trainee status from “Nominated” to “Confirmed”, will this prevent the system from sending a confirmation notice to the trainee?

A. Yes. If a training provider updates the trainee status from “Nominated” to “Confirmed”, this action will bypass the process in which the system sends the confirmation email to trainees that have been assigned the status of “Accepted” or “Rejected”.

Q. What needs to be done to enter next year’s courses in STARS?

A. The following are the training scheduling steps:

1. Verify that the job unit exists for the course, course contact, and trainer via the Data Maintenance > Job Units option. The job unit is a required field when adding the course profile and personnel record for course contact and trainer.
2. Verify that the job title exists for both course contact and trainer via the Data Maintenance > Job Titles option. The job title is a required field when adding the personnel records.
3. Verify that a personnel profile exists for both course contact and trainer via the Data Maintenance > Personnel option. The course contact is a required field when adding a course. The trainer selection is made when scheduling a training event. Be sure to check the accuracy of the phone number and email address in the

personnel record for the course contact, as this information is displayed in the training announcement. Also, make sure that the Trainer box is checked in the personnel record for the trainer, as this will ensure that the trainer's name is available for selection when scheduling the training event.

4. Add the course profile via the Training Management > Manage Courses option. Be sure to use the Model Course feature if the course is the same as the previous year.
5. If the Evaluation Level II test does not already exist, add the test name via the Evaluation > Manage Tests option. Add the test questions and answers via the Evaluation > Manage Questions option.
6. Assign the test to the course via the Evaluation > Assign Test to Course option.
7. Verify that the training site exists via the Data Maintenance > Training Sites option, and that the training site information is accurate.
8. If training is targeted for a specific agency or user-defined group of agencies, verify that a target population group is set up via the Data Maintenance > Target Population Groups option.
9. Schedule the training delivery via the Training Management > Manage Trainings > Schedule Training option.
10. Monitor training via the Training Management > Verify Training Status option.
11. Enter participants if they are unable to use STARS via the Training Management > Manage Trainings > Nominate Participants option.
12. Enter lodging information for participants if they are unable to use STARS via the Training Management > Update Participant's Lodging option.
13. When the registration deadline date has passed, generate reports for inclusion in the trainer packet:
    a. Participant Reaction Questionnaire (Reports > Evaluation > Level I: Participants Reaction > Participant Reaction Questionnaire)
    b. Training Test Booklet (Reports > Evaluation > Level II: Knowledge Gain > Training Test Booklet)
    c. Trainee Specific Answer Form (Reports > Evaluation > Level II: Knowledge Gain > Trainee Specific Answer Form)
    d. Check Attendance List (Reports > Training > Check Attendance List)
    e. Registration Form (Reports > Training > Registration Form)
    f. Rooming List (Reports > Training > Rooming List)
14. When training ends, update attendance in one of two ways: 1.) If the trainer has computer access to the Internet in the classroom, the trainer can use the Online Training Attendance program by going to http://stars.bsc-cdhs.org/ and selecting Training Providers > Online Applications > Online Training Attendance; 2.) If the trainer does not have computer access to the Internet in the classroom, attendance can be recorded using the Check Attendance List and Registration form. The day after the training ends, the attendance is then updated via the Training Management > Manage Trainings > Update Attendance.
15. Once training attendance has been updated, the training should be closed via the Training Management > Manage Trainings > Close Training option.

Q. When does training become part of the Evaluation Level I Non-Compliance list? How do I remove training from this list?

A. Training becomes part of the Evaluation Level I Non-Compliance list when no one has completed the participant reaction questionnaire, but it was required. Un-checking the Participant Reaction Required box removes the training from the non-compliance list. The Participant Reaction Notes field should be used to enter an explanation.

Q. When does training become part of the Evaluation Level II Non-Compliance list? How do I remove training from this list?

A. Training becomes part of the Evaluation Level II Non-Compliance list when no one has completed the test, but it was required. Checking the LG Not Done box will remove the training from the non-compliance list. The Learning Gain Notes field should be used to enter an explanation.

Q. How does the target population feature work?

A. The target population selection determines which agencies will receive the email training announcement and will be able to nominate staff for the training delivery. Possible case scenarios for selecting the training target population (when scheduling a training event) include:

1. **Only training target population groups are selected.**
   Then, only the agencies included in these groups will see the training listed when registering for state sponsored training in STARS.
2. **Training target population groups and regions are selected.**
   Then, only the agencies included in these groups AND situated in the regions selected will see these training listed when registering for state sponsored training in STARS.
3. **Agency types and regions are selected.**
   Then, only the agencies matching the types selected AND situated in the regions selected will see the training listed when registering for state sponsored training in STARS.
4. **Training target groups, regions, and agency types are selected.**
   Then, only the agencies included in these groups AND situated in the regions selected will see these training listed when registering for state sponsored training in STARS. In addition, agencies of the training types AND situated in the regions selected will see these trainings as well.

Q. We have a training that automatically closed for nomination two weeks prior to the start date of training, but we need to re-open it to allow for more registrations.

A. Use the Open Training option. Also be sure to extend the registration deadline date.

Q. How much time do we have from the training end date to submit evaluations and close the training?

A. Providers must ensure that trainings are closed and evaluations are submitted within 14 calendar days.

Q. One of our target agencies is unable to access STARS and requested that we change the name of the agency contact. Can I do this?

A. The STARS Provider program offers training providers the ability to manage contact information for target agencies that are not "locked". *(Examples of locked agencies include State Training Providers, State Offices, and Local District DSS Offices.)* This means that a training provider can view, modify, or add personnel records, *and* update the primary contact field for voluntary agencies. For example, a training provider can assist a voluntary agency with requests such as entering an email address for a personnel record, and updating the primary contact field in the agency profile, if the voluntary agency is unable to access STARS.