STARS Classroom FAQ

Frequently Asked Questions

Log-in Issues

I cannot log in?

STARS Classroom uses DOE credentials to allow access, these are the same credentials used to access your DOE email account. If you've forgotten your password, use the Password Recovery Tool to reset it.

I do not see any classes?

STARS Classroom will display all classes with which you are associated as a teacher or co-teacher in STARS.   If you are missing any classes, check with your school's STARS administrator.

STARS administrators assign co-teachers using the 'Section Properties' function in STARS Admin. Match teachers to their e-mail accounts using the 'Teacher Reference' function on STARS Admin. Review the 'Teacher Reference' screen to ensure completion, use Custom Report 6.42 for a list of teachers and their assigned DOE e-mail ID. Teacher names that appear misspelled can be corrected on the 'Master Schedule' function on STARS Client. Contact your school's network data/application support specialist for additional assistance.

I am the school administrator, how can I see the teachers in my school? Also, do you have any literature on STARS classroom for Admins?

School administrators do not have access to view their teachers STARS Classroom at this time. However, any information entered in STARS Classroom is visible in all grade reporting reports and functions via either STARS Admin or the STARS Client. STARS Classroom will be updated to allow school administrators view access into the application. For additional STARS Classroom documentation, visit the STARS Classroom Wiki.
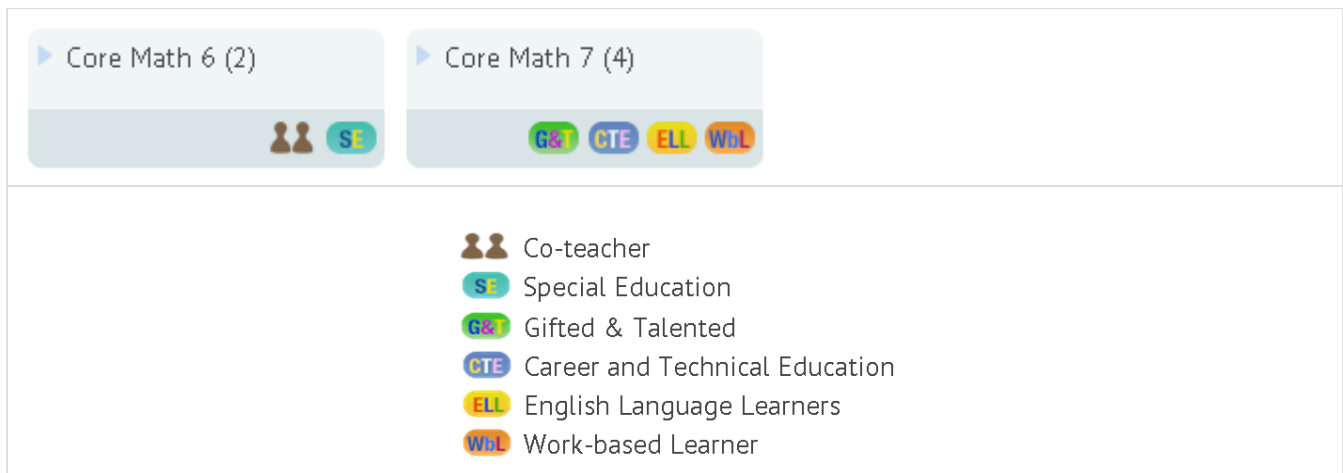
Class and Student Display

When I sign in, I only see some of my classes. Why?

STARS Classroom will display all classes with which you are associated as a teacher or co-teacher in STARS.   If you are missing any classes, check with your school's STARS administrator.

What do the icons on my middle and high school classes mean? How can I correct them?

STARS Classroom displays any 'section properties' set by your STARS administrator in STARS Admin, these properties are listed below. To have any information updated, contact your school's STARS Administrator.

Core Math 6 (2)	Core Math 7 (4)
👥 SE	G&T CTE ELL WbL

👥 Co-teacher
SE Special Education
G&T Gifted & Talented
CTE Career and Technical Education
ELL English Language Learners
WbL Work-based Learner

I see discharged students on my class roster; it does not match ARIS, why?

STARS Classroom displays all students associated with a course, both active and inactive. This information is needed for Class List Reporting.   STARS Classroom will labels this students as 'inactive'.

Grade Entry/ Comment Codes Issues

Is there any way to upload from a spreadsheet?

STARS Classroom does not accept uploads from spreadsheets. However, for schools or teachers that wish to use a spreadsheet, the STARS Client electronic grade gathering (EGG) process is still available. Consult with your school's STARS grade reporting administrator to request an EGG file for electronic grade upload. This option is not available for elementary schools.

Can I access my summer 2013 class grades?

In addition to the current term, STARS Classroom allows access terms 60 days in the past or 30 days in the future. To view information for previous terms outside this window, request an EGG file from your program chair.

How do we print out the grades for our records?

To receive a copy of your grades, please speak to your school's STARS Administrator to request either a STARS grade report or an EGG file. These documents file will be populated with information entered via STARS Classroom.

Is there a way to restrict grade values to certain parameters?

Currently, STARS Classroom accepts all city-wide grade values. There is an enhancement in development that will allow a school administrator to define the acceptable grade values at a school level. For a list of all valid course grades, click here.

Is there a way to restrict the time-frame teachers can submit grade?

STARS Classroom restricts users to entering grades for to current term. Soon, school administrators will be able to restrict the time frame for entering grades to specific marking periods.

I cannot enter last year's comment codes, why?

All citywide comments have been updated and aligned with the Common Core standards. Historical comments from previous years are preserved for report displaying purposes but will not be valid for use. However, school created comments will remain valid and display on the "Browse all comments" list. If school's wish to create their own comment codes the STARS Administrator can do so using the 'Manage Comment Definition' function found on the STARS Client. School defined comment codes will display on the comment code look up on both EGG and STARS Classroom comment code browse. For a list of new comment codes, click here.

Can I see which students I completed? The narratives I assigned?

At this time teachers may speak with their school's STARS Administrator to obtain reports to review student course marks and the narratives/comments assigned.

My grades are not automatically saving, why?

To save entries made for a student, press the green save button found both above and below the student roster. Entries are not auto-saved, remember to save periodically.

Misc.

I am a teacher, where do I get support on STARS Classroom?

Check the STARS Classroom Wiki for supporting documentation. If your question is not answered there, contact your school's STARS Administrator.

I am an administrator, who can I contact for STARS Classroom support?

For any STARS Classroom questions, contact your network data/application support person.

How can I provide my feedback to the application?

Use the 'Contact Us' form to request enhancements or provide feedback to this system. Your inquiry will be forwarded to the Office Of Academic Policy who will respond or will otherwise work with your school, Children First Network or superintendent in order to address your inquiry.