

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

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Introduction

The College of the Holy Cross has developed a portal for parents and other authorized users to access our student academic records system (STAR). STAR will provide access to a student's tuition bill, grades, financial aid award, and housing information and is part of an ongoing effort to improve convenience and service, reduce costs, and be environmentally responsible. Access to STAR is authorized by the student and students are encouraged to grant parental security access to all areas in the parent portal.

The Parent Center, while similar to the Student Center, is a limited view of the what the student can see in STAR. The information the parent/authorized user can view is:

- Grades
- Bills
- Current Activity
- Financial Aid Awarded
- Student's Meal Plan
- Student's Housing Assignment (roommate information is not available)

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

- Finances
- Academics
- Residence Life and Dining Services

Finances permits you to make online payments, submit a health insurance waiver or enroll a student in health insurance, view the current tuition balance and past bills, and view financial aid award summaries. Academics permits you to see grade reports. Residence Life and Dining Services permits you to view housing and meal plan selections. While students are recommended to grant access to all areas, it is ultimately their decision regarding access to STAR.

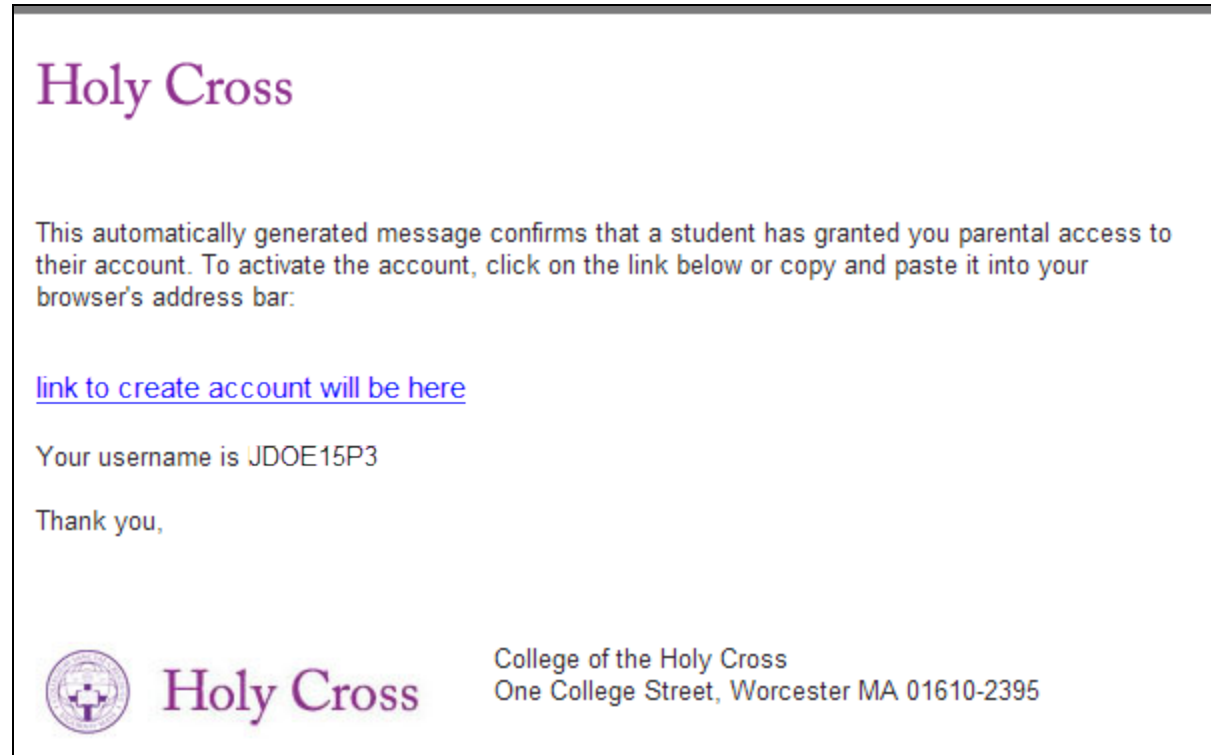
With the introduction of these additional online services the College will discontinue its practice of sending tuition bills and semester grades through the US mail. These will be replaced with an e-mail notifying student, parents, and other authorized users that new information, such as a new billing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

First Time Access to Parent Center

It is important that you provide the student with a current e-mail address for you to receive your login credentials. Parents who have more than one student at the College will be assigned a unique login credential for each student.

An e-mail will be sent to the parent/authorized user along with login credentials within 48 hours after the student has completed creating your user security profile. This e-mail will contain the following:

- User ID
- Unique URL to access STAR



Follow the instructions in the e-mail to create your password.

Holy Cross A-Z Index | Search | Campus Directory | Calendars [LOG IN](#)

[About Holy Cross](#) [Admissions](#) [Academics](#) [Student Life](#) [Administration](#) [Athletics](#)

Create Your New Password

Enter a new password for your account, verify the new password by retyping it, enter the students phone number on file and their birth date. Click Submit to make the change or Reset to start over.

Password Setup Rules:

1. Passwords must be between 12 and 32 characters
2. Passwords are case-sensitive.

New Password (case-sensitive):

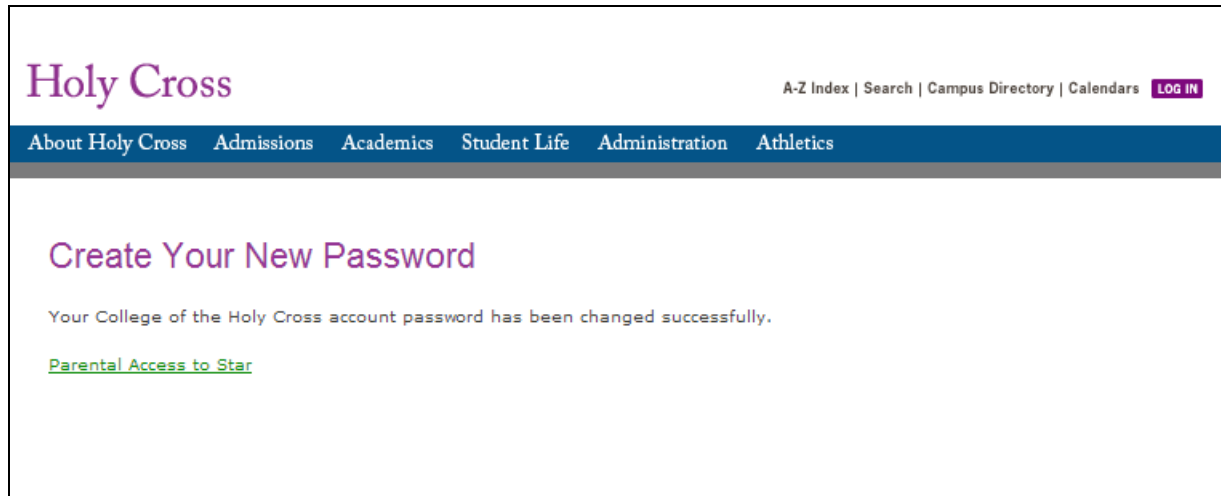
Verify New Password (case-sensitive):

Student Phone Number (any format):

Student Birth Date (01/31/1999):

A confirmation e-mail will be sent toyouremail@yahoo.com. **NOTE: If this e-mail address is incorrect, it can be changed in STAR.**

Once your new password has been created, you will be directed to log into STAR. A link to the system will be displayed.



The screenshot shows the Holy Cross website interface. At the top left is the "Holy Cross" logo. To the right are navigation links: "A-Z Index | Search | Campus Directory | Calendars" and a "LOG IN" button. Below this is a dark blue navigation bar with links for "About Holy Cross", "Admissions", "Academics", "Student Life", "Administration", and "Athletics". The main content area features the heading "Create Your New Password" in purple. Below the heading is a confirmation message: "Your College of the Holy Cross account password has been changed successfully." At the bottom of the message is a green link labeled "Parental Access to Star".

The first time that you log into STAR, there will be a one-time introductory message and a request to abide by the terms and conditions of the College Information Technology Use Policy (IT Policy). You will not be able to proceed to the Parent Center until you have agreed to the IT Policy.

If you forgot your password or need to change your password, click on the link at the bottom of the login page.

The screenshot shows the 'Request A New Password' page on the Holy Cross website. At the top left is the 'Holy Cross' logo. At the top right are links for 'A-Z Index | Search | Campus Directory | Calendars' and a 'LOG IN' button. Below these is a blue navigation bar with links for 'About Holy Cross', 'Admissions', 'Academics', 'Student Life', 'Administration', and 'Athletics'. The main content area has the heading 'Request A New Password' and a sub-heading 'A confirmation e-mail will be sent to the account on file.' Below this are two input fields: 'Username (not case-sensitive):' and 'E-mail address on file (not case-sensitive):'. At the bottom of the form are two buttons: 'Submit' and 'Reset'.

Once submitted, you will receive the following email.

Holy Cross

This automatically generated message confirms that you made a request to change your Holy Cross password on August 1, 2013 at 9:01 AM.

If you did not make this request, please call the Help Desk at [508-793-3548](tel:508-793-3548).

To change your password click on the link below or copy and paste it into your browser's address bar:

[link to change password here](#)

Your username is **JDOE15P3**

Thank you,



Holy Cross

College of the Holy Cross
One College Street, Worcester MA 01610-2395/TD>

Once you have made the change to your password, you will receive the following e-mail.

Holy Cross

This automatically generated message confirms that your Holy Cross password was changed on August 1, 2013 at 7:42 AM.

If you did not change your password, please call the Help Desk at [508-793-3548](tel:508-793-3548).

To enter Parental Access, click on the link below or copy and paste it into your browser's address bar:

[parent access link will be here](#)

Thank you,



Holy Cross

College of the Holy Cross
One College Street, Worcester MA 01610-2395

The Parent Center

John's Parent Center

Academics

- [View Grades](#)
- [Change Password](#)
- [Password Reset Questions](#)

News and Information

- [Academic Calendar](#)
- [Holy Cross Magazine](#)
- [The Crusader](#)
- [Parents & Families](#)

Messages

Bursar's Office

Full payment for the Fall semester is due on August 1st. Full payment for the Spring semester is due on January 1st.

- [Bursar Payment Policies](#)
- [Online Payment](#)
- [Monthly Payment](#)

Finances

My Account

- [View Current Balance](#)
- [View Billing History](#)

Financial Aid

- [View Financial Aid](#)

User Information

 [Edit](#)

Mr. John Smith
123 Main Street
Templeton, MA 01468
E-mail: jsmith@gmail.com

Registrar's Office

Spring classes begin Tuesday January 22.

Residence Life, Dining Services, and Crusader Express OneCard

My Meal Plan

19 Kimball Meals per Week

My Crusader Express

- [OneCard Account Access](#)

Current Residence

Hanselman Hall 238

Academics

View Grades will bring you to a list of terms that are available to view. Please note that the current term option will not appear until grades are available to view, approximately seven (7) days after the closing date of each semester. From the list, select a term and then click on the Continue button.

View My Grades

Select a term then click Continue.

	Term	Career	Institution
<input checked="" type="radio"/>	Spring 2013	Undergraduate	College of the Holy Cross
<input type="radio"/>	Fall 2012	Undergraduate	College of the Holy Cross
<input type="radio"/>	Spring 2012	Undergraduate	College of the Holy Cross
<input type="radio"/>	Fall 2011	Undergraduate	College of the Holy Cross
<input type="radio"/>	Spring 2011	Undergraduate	College of the Holy Cross
<input type="radio"/>	Fall 2010	Undergraduate	College of the Holy Cross
<input type="radio"/>	Spring 2010	Undergraduate	College of the Holy Cross
<input type="radio"/>	Fall 2009	Undergraduate	College of the Holy Cross

The semester grade information will appear. To choose another semester, click the “change term” button at the top of the page and you will be brought back to the list of available terms.

Spring 2013 | Undergraduate | College of the Holy Cross change term

▼ **Class Grades - Spring 2013**

Official Grades

Class	Description	Units	Grading	Grade	Grade Points
CSCI 131	Techniques Of Programming	1.25	Graded	B-	3.375
ECON 316	Eco of Peace, Conflict & Defense	1.00	Graded	B+	3.300
ECON 461	Research Methods 2	0.50	Overload	A	2.000
MUSC 195	AfricanAmer Music:Blues to Rap	1.00	Graded	A	4.000

▼ **Term Statistics - Spring 2013**

	From Enrollment	Cumulative Total
Units Toward GPA:		
Taken	3.75	32.75
Passed	3.75	32.75
Units Not for GPA:		
Taken		
Passed		
Transfer Units		4.00
GPA Calculation		
Total Grade Points	12.68	113.90
/ Units Taken Toward GPA	3.75	32.75
= GPA	3.38	3.48

User Information

User Information section allows you to edit your address, email and phone numbers. You cannot change your name or your relationship to the student or add other users. If you see an error in the name or relationship, please ask your student to correct this through their STAR account access. Please provide an e-mail address you check regularly and check your filters to be certain our communications will not be blocked.

User Information

User Personal Detail

Parent Free Form Name Mr. John Smith

Relationship Other

User's Address

Address

Address

123 Main Street
Templeton, MA 01468

[Edit Address](#)

Email Information

Please enter your information

***Email Address**

Telephone

Please enter your information.

***Primary Telephone**

***Alternate Phone**

* -- Indicates Required Fields

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 term and account type (Tuition or Security Deposit)

View by

*Term go

*Account

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
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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.

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

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.

The student bill is a “pop-up”. In order to view the bill when you click the link, you will need to have pop-ups enabled.

Financial Aid

View Financial Aid will take you to all awards the student has received by academic year.

John Doe Go to Parent Cen' ▼ >>

Financial Aid

Select Aid Year to View

Click the aid year you wish to view

Aid Year	Institution	Aid Year Description
<u>2013</u>	College of the Holy Cross	Financial Aid Year 2012-2013
<u>2012</u>	College of the Holy Cross	Financial Aid Year 2011-2012
<u>2011</u>	College of the Holy Cross	Financial Aid Year 2010-2011
<u>2010</u>	College of the Holy Cross	Financial Aid Year 2009-2010

Aid years listed indicate your access to eligibility information regarding your Financial Aid Application.

Go to Parent Cen' ▼ >>

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. For instance, in the example below, aid year 2014 is not available for viewing as it has not yet been released by the Office of Financial Aid.

Financial Aid

Select Aid Year to View

Click the aid year you wish to view

Aid Year	Institution	Aid Year Description
2014	College of the Holy Cross	No self-service access for this aid year.
<u>2013</u>	College of the Holy Cross	Financial Aid Year 2012-2013
<u>2012</u>	College of the Holy Cross	Financial Aid Year 2011-2012

Aid years listed indicate your access to eligibility information regarding your Financial Aid Application.

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](#)

The financial aid award is a “pop-up”. In order to view the financial aid when you click the link, you will need to have pop-ups enabled.

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 the aid is expected to be applied to the student's 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

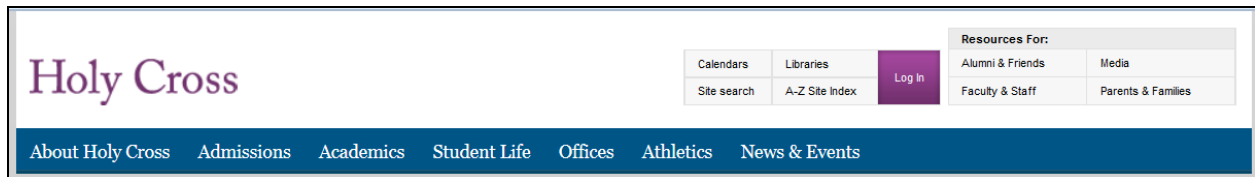
Residence Life, Dining Services, and Crusader Express One Card

Under the Resident Life, Dining Service, and Crusader Express One Card section, the user will see the student' housing assignment and meal plan.

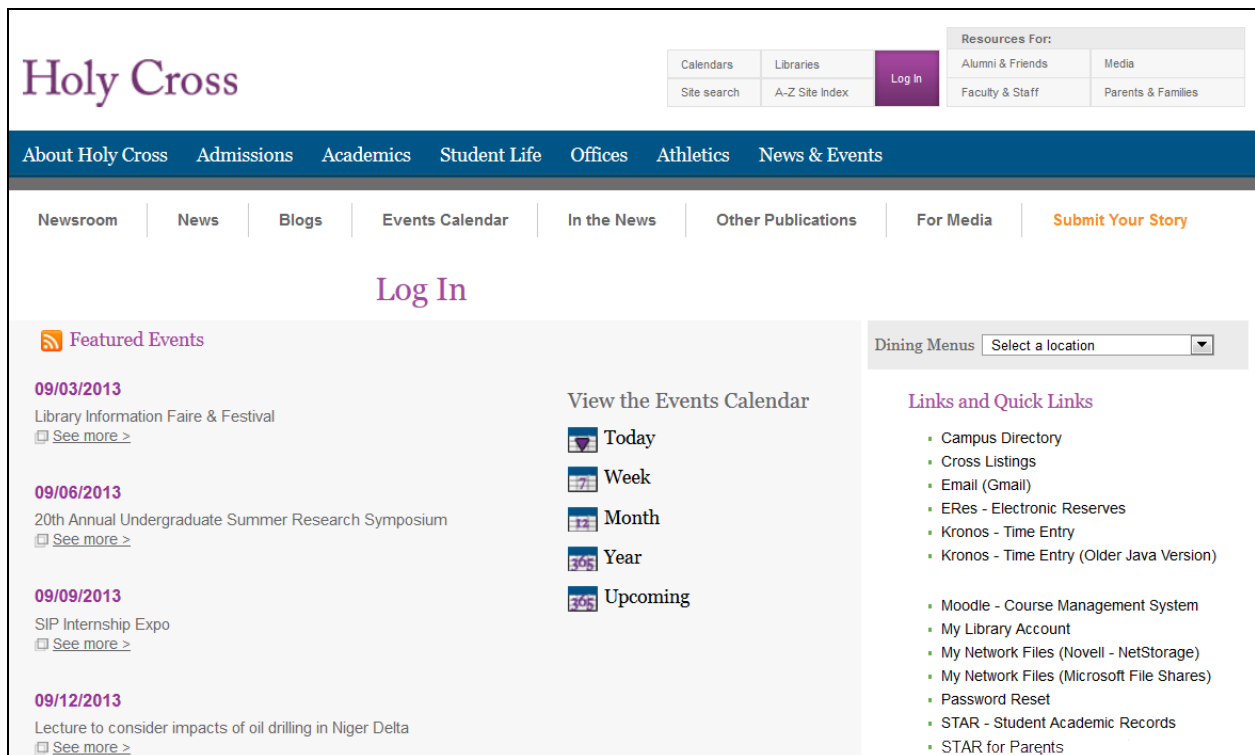
The screenshot displays a user interface for the STAR system. At the top, there is a blue header bar with a green downward-pointing triangle icon and the text "Residence Life, Dining Services, and Crusader Express OneCard". Below this header, the interface is divided into two columns. The left column contains the following text: "My Meal Plan", "19 Kimball Meals per Week", "My Crusader Express", and a blue hyperlink "OneCard Account Access". The right column contains a light blue header "Current Residence" and the text "Hanselman Hall 238".

Going Forward

There will be a link on the main Holy Cross Log in page that parents/authorized users will utilize to log in to STAR.



Click on the the purple “Log In” button.



On the right hand side of the page, under “Links and Quick Links”, click on STAR for Parents. You will now be at the STAR login page where you can enter your user ID and password.

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