The University of New Orleans
Web-STAR (PeopleSoft Campus Solutions v 9.0):
Basic Academic Support Training Manual
Welcome to the Basic Academic Support module! This module contains the information and tools needed to learn the common tasks a member of Academic Support performs while working with students.

Goal
To have the skills and knowledge to Advise Students

Objectives
1. Remove Permissions
2. Add Service Indicators
3. Delete Service Indicators
4. View Student Addresses
5. Course Status
6. Print UNO Class Rosters

If you have any questions about this document please contact the Training group at 504-280-5645 or visit us at UCC-101Q.
# Table of Contents

Navigation to Web-STAR................................................................. 4
Class Permissions........................................................................... 6
  Add Class Permissions.................................................................. 6
  Remove Class Permissions .......................................................... 9
Service Indicators: Including Holds & Flags.................................... 10
  Service Indicator Inquiry ............................................................ 10
  Add a Service Indicator .............................................................. 13
  Delete a Service Indicator .......................................................... 15
  View Student Addresses .............................................................. 17
Course Status ............................................................................... 18
View UNO Class Roster Report ...................................................... 22
Navigation to Web-STAR

**Step 1.** Navigate to the UNO Home Page: [http://www.uno.edu/](http://www.uno.edu/)

**Step 2.** Select the **Faculty & Staff** link.

**Step 3.** Select the **Web-STAR** logo.
Basic Academic Support

**Step 4.** Select the **Faculty/Staff** link.

![WebSTAR Logo](image)

**Step 5.** Enter your UNO username and password. **Note:** Your user name is the same password used to log in to your email, computer or blackboard course.

![PEOPLESOFT ENTERPRISE](image)

**User ID:**

**Password:**

**Select a Language:**

- English
- Español
- Dansk
- Deutsch
- Français
- Français du Canada
- Italiano
- Magyar
- Nederlands
- Norsk
- Português
- Svenska
- 日本語
- Русский
- 簡体中文
- 繁體中文
- العربية

[Sign In]
Class Permissions

Class permissions give permission for student to add a full class, a consent of department class and freshman into a graduate course. Class permissions will not allow students to take more classes than their unit load dictates.

Add Class Permissions

**Step 1.** Navigate to Records and Enrollment, Term Processing, Class Permission.

**Step 2.** Enter the desired information into the Subject Area and Catalog Nbr fields. four- digit semester for the course, or select the magnifying class to look up a valid semester code.

**Step 3.** Enter the abbreviation for the subject area of the course (e.g. ENGL, CHEM, or select the magnifying class to look up a valid subject code.

**Step 4.** Enter the four digit catalog number for the course.

**Step 5.** Click the Search button.
Step 6. Select the plus icon to add a new row.

Step 7. **Note:** Notice because this is a class permission you must make sure you select the correct section by clicking on the row numbers.

Enter the student ID.

Step 8. Select the General Info Tab. Your user name/ID will auto populate the Issued field. Notice the Expiration Date defaults. If you do not want to use this date it can be changed.

**Note:** If there is already one or more student for this section, you must click the “Add New Row” button to insert a new row. **Do not type over existing ID numbers.**

Step 9. Select the save button.
If the course selected has more than one section, use the next row and previous row buttons to select the appropriate section.

If another student exists, select the add a row button to add additional students.
Remove Class Permissions

**Step 1.** Navigate to the Class Permissions page.

**Step 2.** Locate the student ID and name in the Class Permission Data section. **Note:** Check the Status column to see whether or not the student has already added the class.

**Step 3.** To remove the permission before they use it, click the “Delete Row” icon.
Step 4. The Delete Confirmation page will appear. Select OK.

Step 5. Click the save button.

Service Indicators: Including Holds & Flags

Service indicators are used as negative indicators that prevent individuals from receiving certain services or positive indicators that designate special services to be provided. Examples of service indicators are:

- Transcript Holds
- Registration Hold
- Past Due Balance
- Advising Holds
- Perkins MPN

Service Indicator Inquiry

Step 1. Navigate to Campus Community, Service Indicators (Student), Manage Service Indicators.
Step 2. Enter the Student ID in the Empl ID field or use the Last Name and First Name fields.

Step 3. Click the search button.

Manage Service Indicators

Enter any information you have and click Search. Leave fields blank for a list of all values.

Step 4. Select the desired Academic Career from the search results. If you enter an ID you will return to the Manage Service Indicators page. If you search by name and more than one record is met, a list of search results will display.
Step 5. Click on the link in the Code column to view the details of the service indicator.

Step 6. The Edit Service Indicator page displays the details of the indicator. Click the button to return to the Manage Service Indicator page.
Add a Service Indicator

<table>
<thead>
<tr>
<th>Step 1.</th>
<th>The Manage Service Indicators page is used to view service indicators assigned to and individuals ID. To add a service indicator to the selected student, Select the “Add Service Indicator” link or the add service indicator icon. <strong>Note:</strong> You will only be allowed to add service indicators if you have been granted permission.</th>
</tr>
</thead>
</table>

Step 2. The Institution should default to UNOLA. If it does not to select the Institution from the Lookup List by clicking the magnifying glass to the right of the field. Select UNOLA.

Step 3. Select a Service Indicator Code. To select a service indicator Code form the Lookup List, click the magnifying glass to the right of the fields. You will see the codes that you have security access to choose.

Step 4. Select a Service Indicator Reason Code. To select a service indicator Reason Code from the Lookup List, click the magnifying glass to the right of the field. **Note:** Only reason codes that are associated with the specific service indicator on the Service Indicator Codes page are available. The system will display the effect associated with the service indicator code you select, either Positive or Negative. The system will also populate the Department field based on the department entering the Service Ind.

Step 5. Select Start Term. To select the start term from the Lookup List, click the magnifying glass to the right of the field. **Note:** Selecting an End Term is optional.

Step 6. Select Start Date. This is the date the Service Indicator becomes active. To select the start date click on the calendar picker. **Note:** Start Term and Start Dates are minimum requirements. **Note:** Selecting an End Date is optional. In the Contact ID field, enter the ID and name of the person to contact with question about this service indicator.

Step 7. Enter additional comments in the comment section if necessary. **Note:** Anyone who has access to view service indicators will be able to see this information.
Step 8. Select the Apply button. **Note:** If you click ok, the service indicator is not saved and the page will return to the list of Service Indicators on the Manage Service Indicators page.
Delete a Service Indicator

**Step 1.** Navigate to the service indicator page.

**Step 2.** Enter the Student’s ID in the ID field or use the Last Name and First Name fields.

**Step 3.** Click on the Search button.

**Step 4.** If you enter an ID you will return to the Manage Service Indicators page. If you search by name and more than one record met your search criteria, the search results will display. If there is a list returned, click on any link for the appropriate service indicator in the Code column.
Step 5. Click the **Release** button. This button only appears if you have security to remove specific Service Indicators.

Step 6. Select the **OK** button to release and save.
View Student Addresses

**Step 1.** Navigate to Campus Community, Personal Information (Student) Address Search

**Step 2.** Enter the students ID number and select the magnifying glass next to the Address Type field.
Course Status

The course status page allows you to view details about individual course offerings for a given semester. Information includes capacity, number of students enrolled, meeting time and location.

Step 1. Navigate to University of New Orleans, Student Records, Colleges, Classes and Rosters, Course Status.

Step 2. Enter the Academic Institution and four-digit Term.
Step 3. Enter the Academic group (equivalent to college) or Subject (equivalent to department).

Step 4. Select the icon.

Step 5. Select the View all link to display the complete list.
Step 6. To print a report, select the print icon on the course status page.

Step 7. To retrieve the report, select the Report Manager link.
Step 8. Click the Administration tab.

Step 9. Select the Course Status Report link.

Step 10. The report will display in a separate window.
**View UNO Class Roster Report**

<table>
<thead>
<tr>
<th>Step 1.</th>
<th>Navigate to University of New Orleans, Student Records, Colleges, Classes and Rosters, UNO Class Roster Report.</th>
</tr>
</thead>
</table>

**Step 2.** Enter a Run Control ID. **Note:** Run Controls are specific to your user ID. When you create the first Run Control to print rosters, you can use the same one for future request.
**Step 3.** Enter the Academic Institution, four-digit term, check Specific Class and enter class number.

**Step 4.** Select Run to generate the report.

**Step 5.** Select Ok.
Step 6. To retrieve the report, select **Report Manager**.

Step 7. Select the **Administration** tab.

Step 8. Select **Refresh**. **Note**: You may need to click the button more than once.

Step 9. Select the **UNO Class Roster** link in the description column.

Step 10. The report will display in a separate window.