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## District STARS Account Manager's (SAM) Frequently Asked Questions - FAQs

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This document is intended for STARS Account Managers, or SAMs, to address common questions about SD-STARS. For additional information please contact [STARSHelp@state.sd.us](mailto:STARSHelp@state.sd.us). Basic information about SD-STARS is also found [near the end of this document](#).

### The Basics

#### What is a District STARS Account Manager or SAM?

Districts identify at least one individual who will be responsible for managing accounts and security within SD-STARS. This individual would also be the first point of contact when district staff members have questions or issues with SD-STARS. SAMs are identified in the [School Directory](#).

#### Who makes a good SAM?

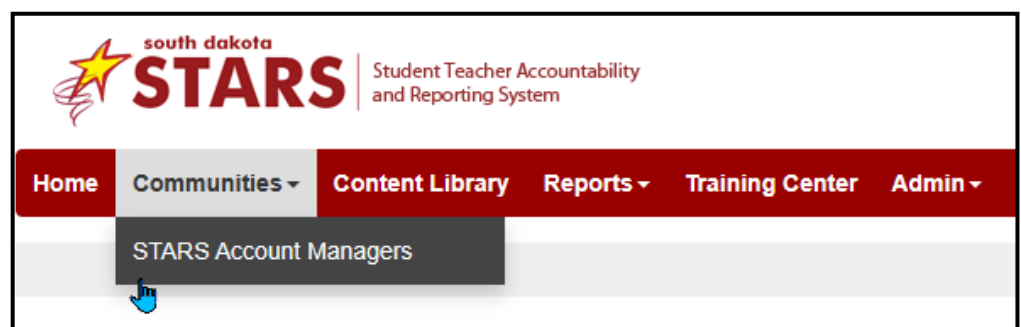
It is ultimately the district's decision of who they choose to serve as their STARS Account Manager.

The SD-STARS team's experience has illustrated that a SAM is a person who:

- knows how to log into SD-STARS.
- has flexible time to devote to account management, including an initial 1.5-hour training and additional time to support user needs.
- willingness to work with Infinite Campus personnel.
- is aware of the staff characteristics, needs, and interests in their district.
- understands or is willing to learn about and abide by the [Family Educational Rights & Privacy Act \(FERPA\)](#).
- appreciates that importance of accurate data in improving teacher and student outcomes

#### Who has access to the SAM Community?

Any staff member that has been given the District: STARS Account Manager role will have access to the STARS Account Manager Community. The STARS Account Manager Community can be found when logged into [SD-STARS](#), under the Communities Tab.



**Can districts have more than one SAM?**

Each public district is required to have one designated STARS Account Manager, but the role can be delegated to more staff members. However, each SAM should have his/her own unique login credentials. Only STARS Account Managers can give staff members different roles, including the STARS Account Manager role.

**How did I become a SAM?**

The administration at your district completed the South Dakota Educational Directory and listed you as your district’s STARS Account Manager. Changes to the South Dakota Educational Directory primarily take place in the Fall.

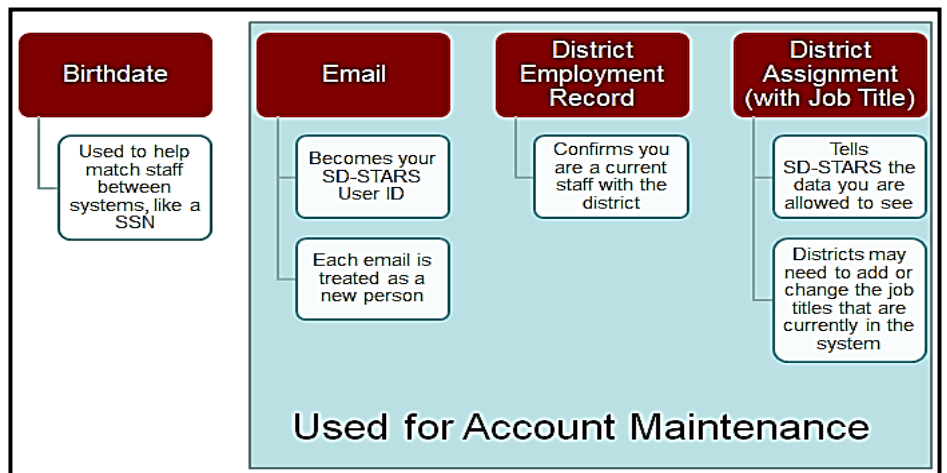
## Responsibilities

**What does a SAM do?**

SAM’s responsibilities fit into eight categories. Please see below for a brief overview:

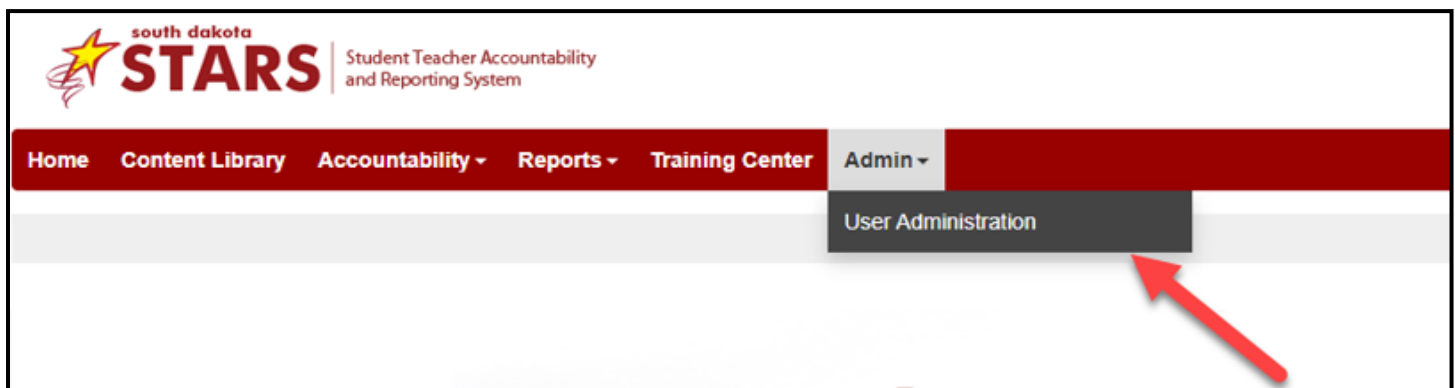
Responsibility 1 - SAMs are responsible for **setting up new accounts**:

- STEP #1:** Add emails in Infinite Campus.
- STEP #2:** Add District Employment and Assignment (including Job Title) into Infinite Campus.
- STEP #3:** Assign Job Title to permissions using Org-Role Updater.
- STEP #4:** Approve Account.



Responsibility 2 - SAMs are responsible for **approving new accounts**:

**STEP #1:** Go to Admin -> User Administration



**STEP #2:** Enter Keyword (last name); change Status to All Users

User Search

Keyword:

Status:

Advanced Filters:

**All Users**  
 Approved Users Only  
 Locked Users Only  
 Un-Approved Users Only  
 Un-Locked Users Only

**STEP #3:** Click on red X -> then Ok

Name ^	Email ^	Primary Organization ^	Approved ^	Options
Account30, Sample	sampleaccount30@fake.com	Public Org	<b>To approve click on RED X</b> <input type="checkbox" value="x"/>	<input type="button" value="edit"/> <input type="button" value="delete"/>

**STEP #4:** Verify red X is now green check mark

**Confirm**

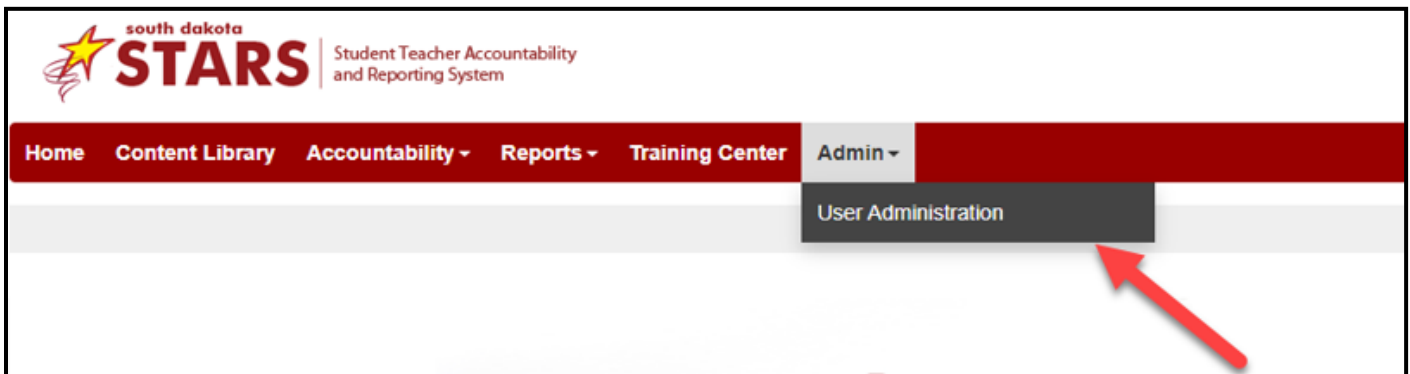
Are you sure you want to approve Sample Account30?

Account30, Sample	sampleaccount30@fake.com	Public Org	<b>Green Check Mark = approved account</b> <input checked="" type="checkbox" value="check"/>	<input type="button" value="edit"/> <input type="button" value="delete"/>
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\*An automatic email will be sent, naming you as their SAM, directions on logging into SD-STARS, and brief information about SD-STARS.

Responsibility 3 - SAMs are responsible for **modifying current accounts**:

**STEP #1:** Go to Admin -> User Administration



The screenshot shows the SD-STARS Admin navigation bar. The 'Admin' dropdown menu is open, and 'User Administration' is highlighted with a red arrow.

**STEP #2:** Enter Keyword (last name); change Status to All Users

User Search

Keyword:

Status:

Advanced Filters:

**All Users**  
 Approved Users Only  
 Locked Users Only  
 Un-Approved Users Only  
 Un-Locked Users Only

**STEP #3:** Click on name or click on pencil.

Name ^	Email ⇅	Primary Organization ⇅	Approved ⇅	Options
1.  Account1, Sample <span style="float: right;">Option 1</span>	sampleaccount1@fake.com	Corn Palace District 88-8	✓	<span style="float: right;">Option 2</span>

**STEP #4: Deleting Roles.** Click on Trash Can -> Click okay.

**Roles +**

**Corn Palace District 88-8**  
Accountability  
added by Deleted User on 06/27/2017

**Corn Palace District 88-8**  
Attendance  
added by Jay Lamb on 03/15/2022

**Corn Palace District 88-8**  
Management  
added by Deleted User on 06/27/2017

**Confirm**

Are you sure you want to remove the role  
Com Palace District 88-8 - Attendance?

Ok
Cancel

**STEP #5: Adding Roles.** To start: Click on + Sign -> Type in Organization (District/School) -> Click Name of Organization -> Click check box next to appropriate Role -> Click Save.

**Roles +**

**Corn Palace District 88-8**  
Accountability  
added by Deleted User on 06/27/2017

Name

Name ^	Type ⇅
Badlands District 99-9	District

Showing 1 - 1 of 1

**Role ^**

Accountability

Assessment

Attendance

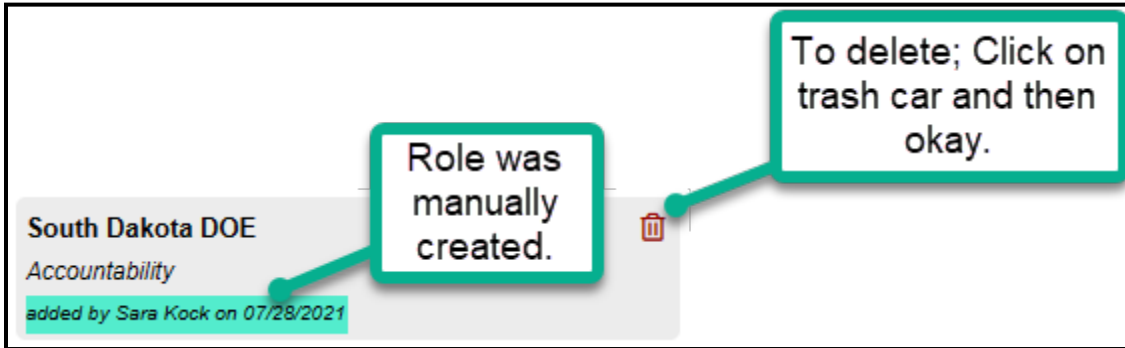
Management

Selected Organization: **Badlands District 99-9**  
Selected Roles: **Management**

Save
Back To List
Cancel

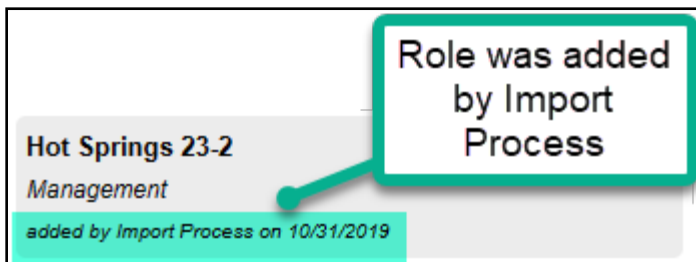
Responsibility 4 - SAMs are responsible for *ending old accounts*:

Manual Roles – These roles are added by a STARS Account Manager. Since these were created by a SAM; they need to be deleted by a SAM.



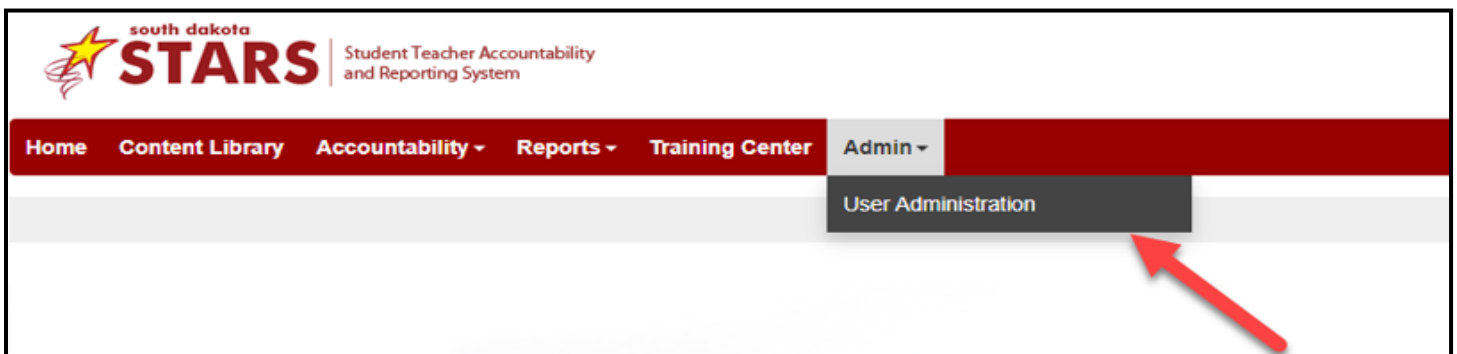
**\*Both the Accountability and Perkins Accountability Roles are manually created and should always be manually deleted.**

Roles by Import Process – These roles are created by a combination of Infinite Campus and the Org Role Updater. Since these were created by Infinite Campus, they should be deleted by properly end dating the account in Infinite Campus.



Responsibility 5 - SAMs are responsible for *unapproving old accounts*:

**STEP #1:** Go to Admin -> User Administration



**STEP #2:** Enter Keyword (last name); change Status to All Users or Un-Approved Users Only

User Search

Keyword:

Status:

Advanced Filters:

**All Users**  
 Approved Users Only  
 Locked Users Only  
 Un-Approved Users Only  
 Un-Locked Users Only

**STEP #3:** Click on **green check mark** -> then Ok

Name ^	Email ⇅	Primary Organization ⇅	Approved ⇅	Options
1.  Account30, Sample	sampleaccount30@fake.com	Corn Palace District 88-8		

*Click on green check mark*

**Confirm**

Are you sure you want to un-approve Sample Account30? All roles except for Public Org will be removed and the primary organization for this user will be set to Public Org.

**STEP #4:** Verify **green check mark** is now **red X**

Name ^	Email ⇅	Primary Organization ⇅	Approved ⇅	Options
1.  Account30, Sample	sampleaccount30@fake.com	Corn Palace District 88-8	<b>Red X = unapproved account</b>	

Responsibility 6 - SAMs are responsible for assigning Accountability and Perkins Accountability permissions:

Both the Accountability and Perkins Accountability permissions are manual accounts and only added by the district’s SAM. The SD-STARS Team created documents explaining both roles and how to assign both roles. This document can be found in both the STARS Account Manager Community and the Content Library. You can also access it below:

- How to Assign ESSA Report Card Access in SD-STARS [\(PDF\)](#)
- How to Assign ESSA Report Card Access in SD-STARS [\(Recording\)](#)
- How to Assign Perkins Report Card Access in SD-STARS [\(PDF\)](#)

Responsibility 7 - SAMs are responsible for **connecting job title to permissions**:


**STEP #1:** Report -> State Reports

Reports ▾ **Training Center** Admin ▾

State Reports

District Reports

**STEP #2:** Other Reports: OT.002.00-S – STARS Security – Org Role Updater

 **Other Reports**

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OT.002.00-S – STARS Security - Org Role Updater

OT.003.01-S – Infinite Campus Connection

OT.008.01-S – District Access Tracker

**STEP #3:** Find Job Title: click on +sign next to Change to...

**OT.002.00-S – STARS Security – Org Role Updater**

District: Badlands District 99-9

**IMPORTANT:** It is not possible to change the options in the available roles column. For assistance, please contact [STARSHelp@state.sd.us](mailto:STARSHelp@state.sd.us) if your district would like the role for a job title to be changed.

Job Title	Current Level	Current Role	Available Roles
Middle School Teacher	Not Defined	Not Defined	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">+ Change to...</div> <ul style="list-style-type: none"> <li><a href="#">District:Assessment</a></li> <li><a href="#">District:Attendance</a></li> <li><a href="#">District:Management</a></li> <li><a href="#">District:Member</a></li> <li><a href="#">District:STARS Account Manager</a></li> <li><a href="#">District:Superintendent</a></li> <li><a href="#">District:Special Ed Director</a></li> <li><a href="#">School:Management</a></li> <li><a href="#">School:Principal</a></li> <li><a href="#">School:Teacher</a></li> </ul>

These are your options to change the current level and current role.

→

**STEP #4:** Email the SD-STARS team at [STARSHelp@state.sd.us](mailto:STARSHelp@state.sd.us) and let us know you want to change your district’s Org Role Updater.

We need the following information:

1. District
2. Job title
3. What level to change to (School or District)
4. What level to change to (Assessment, Management, etc.)

\*After the SD-STARS Team makes the change to your Org Role Updater, please wait one hour for the change to take effect. Then the SAM can need to approve the account.

Responsibility 8 - SAMs are responsible for *managing first level needs*:

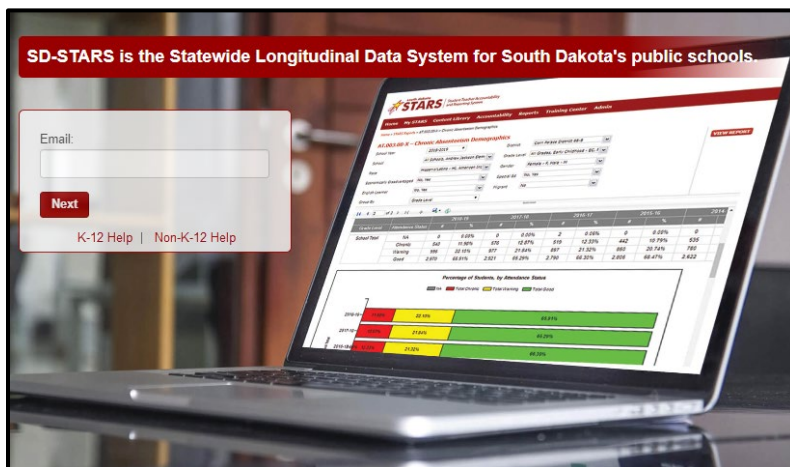
SAMs will receive help requests from those in their district. Some of the most questions pertain to logging in to STARS, unlocking, and creating account.

These processes are detailed on the following pages.

**How do I login into SD-STARS?**

To log into SD-STARS, you must first have an approved account. Once you have an approved account, there are two ways to log into SD-STARS:

1. Go to SD-STARS public webpage - <https://doe.sd.gov/sdstars/> and click on the image that looks like this.



2. Go directly to website: <https://doestars.sd.gov>

Both options bring you to the log in page where you can...

- Entering your K-12 email address, which ends in @k12.sd.us; and
- Following the directions that appear to authenticate and log into your K-12 Data Center account.

To improve security, SD-STARS is connected to the South Dakota K-12 Data Center. This connection means that all SD-STARS users must have an account with the K-12 Data Center.

- If you have an email that ends with @k12.sd.us – You have an account and no additional action is needed.
- If you do not have an email that ends with @k12.sd.us – You must be set up with a K-12 Data Center “guest account” to log into SD-STARS. Look at the “Welcome to SD-STARS” email you received when your account was approved. If you need a “guest account,” this email will contain a link that you **MUST** click on and follow the directions. It will ask you to accept that the K-12 Data Center will receive your profile data, collect and log your activity, and use your profile data and activity data. You must accept these terms before you can log into SD-STARS for the first time.



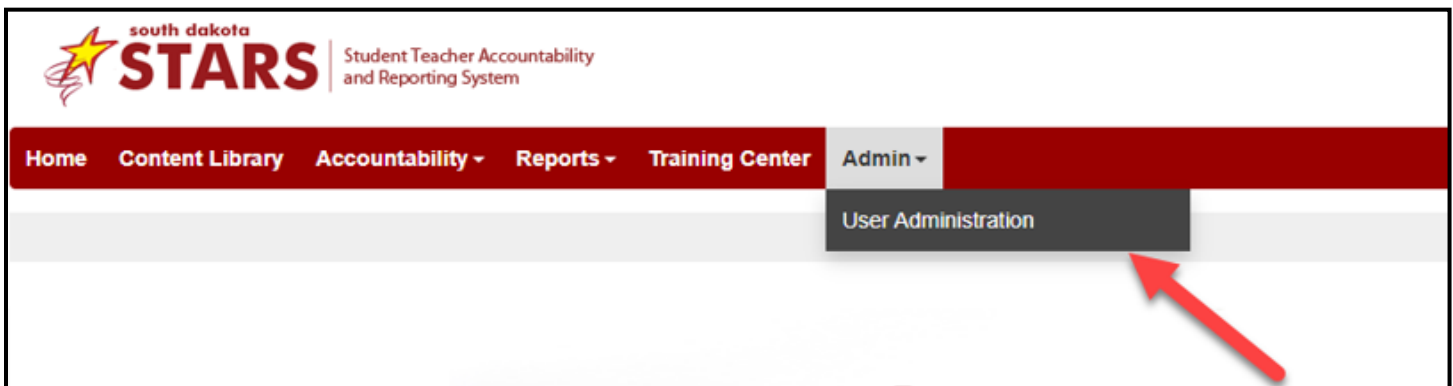
Every time you log into SD-STARS, you will need to confirm who you are by authenticating to the K-12 Data Center.

- If you have an email that ends with @k12.sd.us – If you need to authenticate, you will be directed to a page where you can enter your K-12 password. If you are already authenticated, you will skip this step and go directly to the HOME page in SD-STARS.
  - The SD-STARS team does not manage K-12 passwords or user accounts. Please reach out to your district’s Technology Coordinator, whose contact information can be found in SDDOE’s online [Educational Directory](#).
- If you do not have an email that ends with @k12.sd.us - If you are already authenticated, you will skip this step and go directly to the HOME page in SD-STARS. If you need to authenticate, this can happen in one of two ways.
  - If your email is associated with a Microsoft account (ex: @state.sd.us, @spearfish.k12.sd.us), you will be promoted to enter the password associated with that account.
  - If your email is not associated with a Microsoft account, you will be taken to a page that indicates that an account verification code was emailed to you. Go to your email to get that code. Then enter that code into the page to log into SD-STARS.

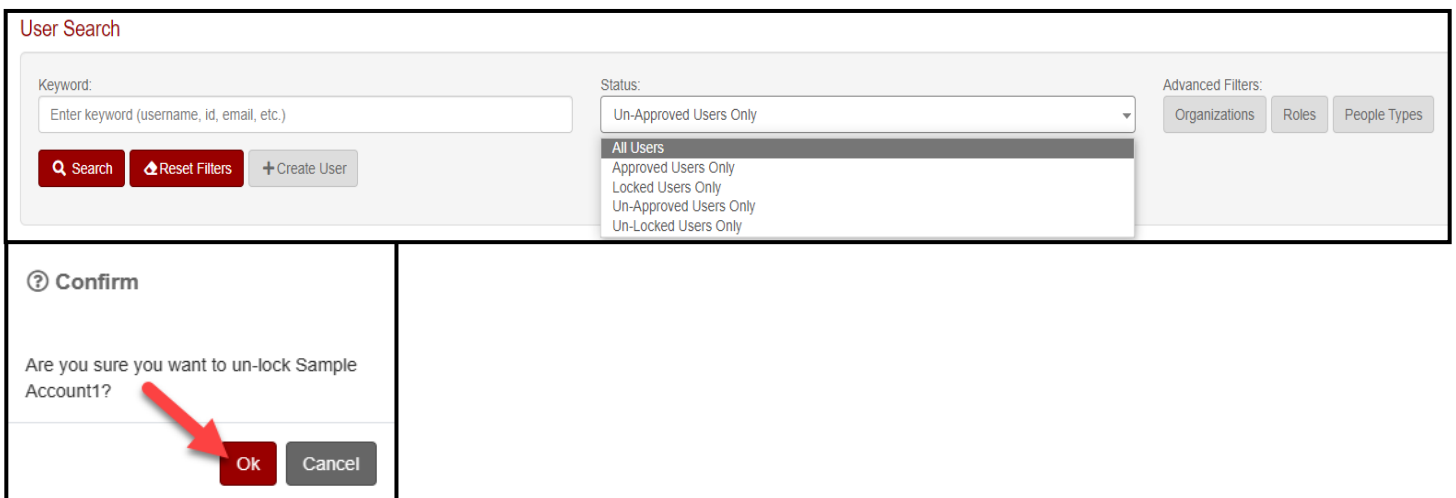
If you have two-factor authentication set up with your Microsoft account, you may have additional steps to complete. These steps will be familiar to you.

### How do I unlock accounts?

**STEP #1:** Go to Admin -> User Administration







**STEP #2:** Enter Keyword (last name); change Status to All Users







**STEP #3:** Click on Lock Icon -> then Ok

found 54 users matching criteria entered

Name ^	Email ↕	Primary Organization ↕	Approved ↕	Options
1.  Account1, Sample	sampleaccount1@fake.com	Corn Palace District 88-8	✓	  

Click on Lock Icon, then Okay

**STEP #4:** Verify Lock Icon is now gone.

Name ^	Email ↕	Primary Organization ↕	Approved ↕	Options	No Lock Icon
1.  Account1, Sample	sampleaccount1@fake.com	Corn Palace District 88-8	✓	  	

\*An automatic email will be sent, letting user know their account is now unlocked.

### How do I receive help if I have questions?

The SD-STARS Team is here to help. The best way to ask questions or request help is by sending an email to [STARSHelp@state.sd.us](mailto:STARSHelp@state.sd.us), which creates a ticket. Then, one of our team members will reach out to assist you.

If you would like more information about SD-STARS, trainings, STARS Certified Trainers, or other information; please visit <https://doe.sd.gov/sdstars/>.

There is also a lot of information in our SD-STARS portal.

## SD-STARS Details

### What is SD-STARS?

The Student Teacher Accountability Reporting System (SD-STARS) is a Statewide Longitudinal Data System (SLDS) that drives the educational initiatives to improve instruction and student performance. The goal for SD-STARS is to securely consolidate and link all educational data that currently resides within the SDDOE. In other words, it pulls data that is already available from different sources (e.g., Infinite Campus, assessments), places the data into a centralized system, and links data together. This increases data availability for reporting and analysis that is used by teachers, schools, districts, and the DOE as well as external stakeholders, such as policymakers and researchers. SD-STARS also allows for deeper and richer performance analysis by bringing student, teacher, principal, and financial data together.

### What is SD-STARS used for?

In short, SD-STARS houses data and presents data in a usable format, so that districts, schools, teachers, and SDDOE can make informed decisions. SD-STARS is used by district and school leaders and educators to inform decisions about their educational programs. SD-STARS houses important data related to students (e.g., attendance, test scores) and schools (e.g., school calendar, school directory). Educators can see patterns taking shape and adjust to strengthen the educational experience for students when this information is provided in a single location and with multiple years of data available. The data housed in SD-STARS is also used to meet state and federal reporting requirements.

SD-STARS follows all state and federal laws, including the [Family Educational Rights and Privacy Act of 1974 \(FERPA\)](#). Accessing and/or using the data for purposes, other than those permitted in federal or state laws, is strictly prohibited.

This is true for all parties. Any information that comes from SD-STARS for public consumption will be aggregated and

Last updated: 3/15/2024

meet minimum sample size to protect confidentiality. SD-STARS is not part of any federal database, nor will any information contained within the system be sold.

### **What is a Statewide Longitudinal Data System (SLDS)?**

A Statewide Longitudinal Data System (SLDS) is a data system that collects and maintains the history of data for a student. The power of the SLDS comes especially from its ability to link student data at multiple levels (classroom, school, district, state) and over multiple years. Think about photography – current systems provide just a snapshot of the student, but the SLDS will put those snapshots into a video as the student goes from grade to grade. If you put multiple student videos together into a montage, then you could spot trends in students with different types of experiences. South Dakota is not the only state to recognize the benefits an SLDS will provide. At least 47 states and the District of Columbia, Puerto Rico, the Virgin Islands, and American Samoa have created or are taken steps towards creating their own SLDS.

### **Who should have an SD-STARS account?**

Ultimately, who has an SD-STARS account is up to the district's preference. There are districts where everyone has an account, and other districts where only a select few have an active account. The SD-STARS Team does not have guidelines of who does or doesn't have accounts.

Anyone who is going to use educational data for the betterment of the school/district can have access to SD-STARS. Districts are responsible for informing the SD-STARS Team about [how they would like different job titles to be mapped using the Org Role Updater](#).

### **I want to know more about SD-STARS; are there trainings?**

Yes, the SD-STARS Team creates and conducts many trainings through the year.

Trainings can be found at:

- <https://doe.sd.gov/sdstars/> → Upcoming Trainings Tab
- <https://doestars.sd.gov> → Event Calendar
- <https://sded.sd.gov> → Professional Learning Platform