

**NORTH CAROLINA'S STATE TRAINING
ACCOUNTABILITY AND REPORTING SYSTEM
(NC STARS)**

NC STARS USERS GUIDE



OVERVIEW

The Workforce Investment Act of 1998 (WIA) provides the framework for a unique national workforce preparation and employment system designed to meet the needs of the nation's businesses and job seekers and those who want to further their careers.

Under WIA, training providers are required to apply through Local Workforce Development Board(s) for the area(s) of the state in which they wish to provide training services. The automated Training Provider Certification System (NC STARS) was developed to facilitate the application submission and review process.

Training Providers may enter training programs on-line to the NC STARS system. All training providers whether approved for WIA resources or not will show on the NC STARS system. Local Workforce Development Boards will then approve the training providers based on local labor market demand and the need for the training offered by the provider. The listing of training providers may also be used by the other major workforce programs administered by the Boards, including TANF, Food Stamp Employment and Training, Welfare-to-Work and Trade Adjustment Assistance.

The purpose of this guide is to provide training providers and others with general information and procedures for accessing and using the automated NC STARS. Providers and Workforce Development Boards are given an overview of the public access and secured sections of the automated NC STARS, including general information regarding:

- Information & Help Features
- Access & Navigation Options
- Performance & Reporting Information
- Addition of New Program Information

This guide is not intended to provide training providers with all policy and procedures related to certifications of training programs but is intended as a guide for using the automated system.

The **North Carolina State Training Accountability and Reporting System (NC STARS)** is a fully automated, relational system design which emphasizes Internet connectivity for training provider education and training data input, workforce board administration of the training approval process, and direct public access to consumer choice information. The project design incorporates critical elements of existing State systems, products and projects to construct a solid foundation for this new system. This construct leverages existing infrastructure and associated investments to assure data availability, consistency, and quality and to enhance cost/effectiveness through maximization of resource availability for both innovative development and continued support of the system. The NC STARS design allows for the seamless delivery of critical information from multiple data sources to customers in a variety of relevant, easy-to-understand, easy-to-use formats.

NC STARS will be designed for and by the customers. Input from both the public and private sectors is incorporated throughout the system, with specific emphasis given to the detailed design of both the customer interface and reporting components of the system. NC STARS System is the Eligible Training Provider and Consumer Guide Systems for the state of North Carolina. The following gives a quick overview of the system design:

Workforce boards and designated board staff will receive ID and passwords and will be able to:

1. input or update information on vendors, programs and performance at any time;
2. input or update program approvals; and
3. view information on all programs, approved or not, that have been submitted to the system.

Training providers will receive an ID and passwords to allow access to the system and will be able to:

1. input or update information on non program-related data at any time (addresses, phone numbers, contacts, etc.);
2. input or update program-related data until approval by the board (course descriptions, costs, etc. would not be updated after certification without board approval); and
3. view information on all programs, approved or not, that have been submitted to the system.

General public will be able to view information on all programs, approved or not, that have been submitted to the system, but will have no update capabilities.

No ID or password will be required for such access.

Information Delivery System

The NC STAR System will incorporate an Internet interface for all customers (training providers, boards and the public). Information would be able to be displayed (or printed) as follows:

1. all programs submitted by training providers,
2. all board-approved programs by training providers,
3. all training providers by program,
4. all training providers by board-approved program,
5. all programs approved by workforce boards, and
6. all “new” (i.e., recently submitted) programs submitted for approval.

TRAINING PROVIDER USERS GUIDE

Key Features for Providers

Key features of the automated NC STARS include:

Numerous information and 'help' features, including:

- Descriptive, instructional language on applicable web pages.
- Links to 'Tips & Terms' for definitions and/or instructions.
- Links to detailed application instructions.
- On-line live application.

Additional features:

- Option to notify one or more Boards simultaneously that a new application has been submitted.
- Certain sections of the Subsequent Eligibility Application 'pre-filled' with performance information currently on file.
- Instant access to current status for all applications and detailed status history for all submitted applications.
- Able to change/update any 'Provider Profile' items across all application records.
- E-mail notifications of key system enhancements.

Training Providers are encouraged to review the information provided via 'Approval Process' in the public access view of the site for detailed information on NC STARS policies and procedures, and application instructions.

ACCESSING THE AUTOMATED NC STARS

Training Provider Navigation Options

Recommended Internet Browser: Netscape Navigator or Microsoft Internet Explorer, Version 4.0 or higher.

To access NC STARS, enter the web address of www.ncstars.org.

After successfully logging on to the provider section of the automated NC STARS site, the training provider's NC STARS Home Page will be displayed. Navigation options available to training providers include:

- Application Instructions.
- Terms and Definitions.
- Create/Update Provider Profile – Enter or update general provider and training location information.
- Create Application – Create a new training program application.
- Update/Complete Application – Update specific application items.
- Review Status – Access the detailed 'Decision' section where the local Workforce Development Boards enter approval decisions regarding your training program.
- Withdraw Application – Withdraw an Application.
- View Statewide List – Leave the Training Provider section and access the Statewide List of Certified Training Providers.
- View Appeal Instructions – Access general information about filing an appeal with a Board or the State.


- Statewide List – Access North Carolina Statewide List of Training Providers to:
 - Search by provider location, provider and/or area of study,
 - Sort and narrow your search results, and
 - Review and/or print program information about all currently approved programs/courses.

- Approval Process – Access helpful information about Training Provider Approval.

- System information:
 - 'Provider Accountability',
 - 'Local Workforce Development Board Information', and
 - 'Tips and Terms'

TRAINING PROVIDER LOG IN

If you are a training provider, click on the ‘**Login for Training Providers**’ tab. If you are with a Workforce Development Board, click on the ‘**Login for Training Providers and Workforce Boards**’ tab as well.



NC STARS


North Carolina State Training Accountability and Reporting System

The NC STARS site is intended to facilitate the public in choosing training programs to suit their needs, to provide a cost-effective way for training providers to enter and edit their information and for workforce boards to make ITA decisions concerning these programs. To navigate through the site, click the "Search NC STARS programs" link, which allows you to search all programs currently in STARS using a variety of search criteria.

- * [Search NC STARS Programs](#)
- * [Workforce board administrative information](#)
- * [State/Area Research Analysis System \(WebSARAS\)](#)
- * [North Carolina Consumer Guide](#)

Login for training providers and workforce boards.

Please report content-related comments or suggestions to [Stephanie Deese](#).
Please report technical problems to [webmaster](#).




Some of our online documents are available for download in PDF format. You will need Adobe Acrobat Reader® to view and print these documents


Login for training providers and workforce boards.

Workforce Boards and Registered Training Providers

User Name:

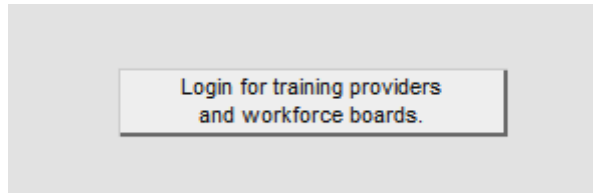
Password:

 [New to NC Stars?](#)

 [Forgot user name or password?](#)

NEW TRAINING PROVIDER LOG IN

If you are a training provider, click on the ‘**Login for Training Providers**’ tab.



Then click “**New to NC STARS?**”

A screenshot of a web application interface. At the top is a blue header bar with the text "Workforce Boards and Registered Training Providers". Below the header are two input fields: "User Name:" and "Password:". Underneath these fields are two buttons: "Login" and "Cancel". To the right of the "Cancel" button is a link with a document icon and the text "New to NC Stars?". Below that is a link with a question mark icon and the text "Forgot user name or password?".

New Providers will see a screen that collects administrative information. You will enter the data and assign yourself an ID and user password. **REMEMBER TO KEEP YOUR ID AND USER PASSWORD.**

A screenshot of a web form titled "Training Provider Administrative Data". The form contains several fields for entering provider information. Fields include: "Provider Name *" (jemo4), "Provider ID" (2607), "Chief Admin. Name *" (abc), "Admin. Title", "Contact Name *" (abc), "Contact Title *" (abc), "City *" (raleigh), "State *" (NC), "Address Line 1 *" (700 wade avenue), "Address Line 2", "Zip Code *" (27611), "Zip Extension", "Phone *" ((919) 733-2936), "Fax", "E-mail #1 *" (abc@aol.com), "E-mail #2", "County *" (wake), and "Home Page". There is a "Provider Agreement *" section with a "Yes" dropdown menu. Below that are two checkboxes for recognition under Title IV of the Higher Education Act of 1995 and the National Apprenticeship Act. A "Please select the Provider Type *" dropdown menu is set to "Private Two Year College". At the bottom, there is a list of North Carolina organizations that have licensed the agency, with "N.C. Board of Nursing" selected. The list includes: N.C. Appraisal Board of Standards, N.C. Board of Barber Examiners, N.C. Board of Cosmetic Art Examiners, N.C. Board of Massage & BodyWork Therapy, N.C. Board of Nursing, N.C. Division of Facility Services, and N.C. Division of Motor Vehicles, Dept of Enforcement/Carrier Section.

After you have completed the administrative data page, training providers may enter training program data. Using your ID and password, you may re-enter the web site under the heading, **“Login for Training Providers and Workforce Boards”**. Use the ID that you previously assigned yourself when you initially entered your administrative data.

REMEMBER TO CLICK ON THE “SAVE” BUTTON AT THE BOTTOM OF THE PAGE BEFORE EXITING!



WEB SITE INSTRUCTIONS FOR ADDING, UPDATING, EDITING AND DELETING PROGRAM INFORMATION

Instructions for Adding, Updating, Editing and Deleting Program Information

This section describes the process for entering specific training program information.

After logging into the site click on, **“Programs and Performance”**, link.

- ★ [Search NC STARS programs](#)
- ★ [Administrative information](#)
- ★ [Programs and performance](#)
- ★ [Change Password](#)
- ★ [Application instructions](#)
- ★ [Workforce board administrative information](#)
- ★ [North Carolina Consumer Guide](#)
- ★ [State/Area Research Analysis System \(WebSARAS\)](#)

This will bring you to a new page that will list all of the programs that your company has previously registered.

Programs for demo4



Period: 1/1/2008 - 6/30/2008

Add	Program	App. Date	Decision date	Decision	Board	Participants	Completers	Non-completers	Inactive
	TEST 2		10/4/2005						
	TEST3		3/15/2006						
	TEST4		5/30/2006						

However, if this is your first time adding a program for your company, then click on the “ADD” link and begin to add your program information.

Programs for demo4



Period: 1/1/2008 - 6/30/2008

Add	Program	App. Date	Decision date	Decision	Board	Participants	Completers	Non-completers	Inactive
	TEST 2		10/4/2005						
	TEST3		3/15/2006						
	TEST4		5/30/2006						

An application page will appear for you to enter information about a specific training program.

clear.gif
Description
Amentities
Locations
Performance
Approvals

Program Description

Program Name *

CIP Code * Program Code
Program ID Number
Agriculture, Agriculture Operations, And Related Sc
Select a program

Application Date (mm/dd/yyyy) *

Program Synopsis *

Award Level applicable to this program * Please Select Award Type

Course Length *

Financial Resources Available

Pell Grants

Other financial aid (specify)

State financial aid (specify)

Other private tuition assistance (specify)

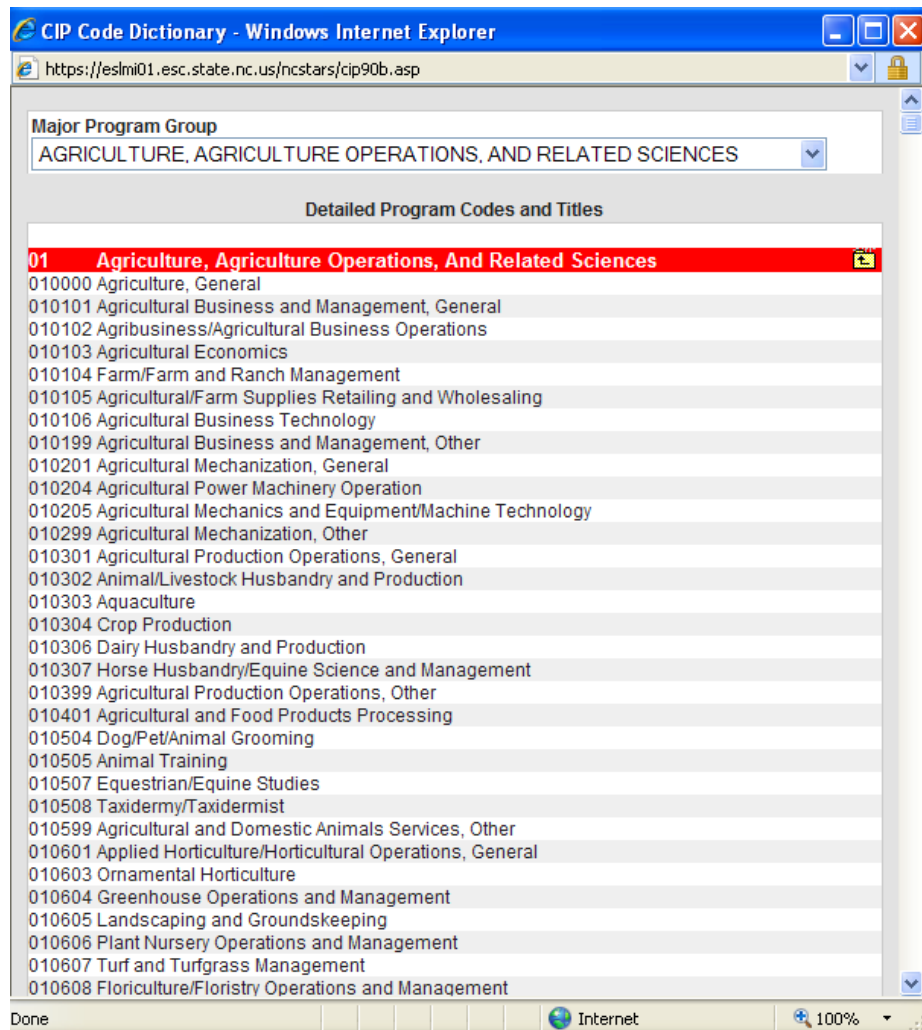
Program Costs Per Applicant and Time Period

Time Period * Tuition
Fees
Please Select Rate

Books Supplies
Other Costs

Cost Comments

To select a CIP Code click on the “**CIP CODE**” link, located at the top of the page. A CIP Code Dictionary will appear for you to select your company’s detailed program code and title.



After you find your company’s program title, select that title from the drop down selection on the application page.



Provider: demo4

IMPORTANT: Continuing education, remediation, and prerequisite courses, are not voucherable through Individual Training Accounts and should **NOT** be listed in NC STARS. For further information, contact your local workforce board.

[Description](#) | [Amentities](#) | [Locations](#) | [Performance](#) | [Approvals](#)

Program Description			
Program Name *	<input type="text"/>		
CIP Code *	Agriculture, Agriculture Operations, And Related Sc Select a program	Program Code	<input type="text"/>
Application Date (mm/dd/yyyy) *	6/16/2008	Program ID Number	<input type="text"/>
Program Synopsis *	<input type="text"/>		
Award Level applicable to this program *	Please Select Award Type		
Course Length *	<input type="text"/>		

REQUESTING APPROVAL FROM LOCAL WORKFORCE BOARDS

Once your company's program information has been entered, a Workforce Development Board has to make an approval before your company is fully functional on the NC STARS website. To do so, click on the **"Approval"** link. A new page will appear with all of the Workforce Development Boards. Select the appropriate Workforce Board that you wish to notify and click the save button. This will alert them that a new training program has been submitted. Training providers may select one or more Workforce Boards to notify.

After selecting the Work Board that your company would like to seek approval from, click **"SAVE"** at the bottom of the page.

Provider: Demo2

IMPORTANT: Continuing education, remediation, and prerequisite courses, are not voucherable through Individual Training Accounts and should **NOT** be listed in NC STARS. For further information, contact your local workforce board.

[Description](#) | [Amentities](#) | [Locations](#) | [Performance](#) | [Approvals](#)

Check this box for ALL boards


Notify Board	Board Name	Counties Served	Request date	Decision	Decision Date
<input type="checkbox"/>	Cape Fear Workforce Development Board	Brunswick, Columbus, New Hanover, Pender			
<input type="checkbox"/>	Capital Area Workforce Development Board	Johnston, Wake			
<input type="checkbox"/>	Centralina Workforce Development Board	Anson, Cabarrus, Iredell, Lincoln, Rowan, Stanly, Union			
<input type="checkbox"/>	Charlotte/Mecklenburg Workforce Development Board	Mecklenburg			
<input type="checkbox"/>	Cumberland County Workforce Development Board	Cumberland			
<input type="checkbox"/>	Davidson County Workforce Development Board	Davidson			
<input type="checkbox"/>	Durham Workforce Development Board	Durham			
<input type="checkbox"/>	Eastern Carolina Workforce Development Board, Inc.	Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico, Wayne			
<input type="checkbox"/>	Gaston County Workforce Development Board	Gaston			
<input type="checkbox"/>	Greensboro/High Point/Guilford County WDB	Guilford			
<input type="checkbox"/>	High Country Workforce Development Board	Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, Yancey			
<input type="checkbox"/>	Kerr-Tar Workforce Development Board	Caswell, Franklin, Granville, Person, Warren, Vance			
<input type="checkbox"/>	Lumber River Workforce Development Board	Bladen, Hoke, Robeson, Scotland			
<input type="checkbox"/>	Mid-Carolina Local Workforce Investment Area	Chatham, Harnett, Lee, Sampson			
<input type="checkbox"/>	Mountain Area Workforce Development Board	Buncombe, Henderson, Madison, Transylvania			
<input type="checkbox"/>	Northeastern Workforce Development Board	Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell, Washington			
<input type="checkbox"/>	Northwest Piedmont Workforce Development Board	Davie, Forsyth, Rockingham, Stokes, Surrv. Yadkin			











After you complete the application, click **“SAVE”** button for the data to be stored.

Instructions for Updating or Editing your program information

Access the web site under **“Login for Training Providers and Workforce Boards”** using your user name and user password. Click on the link that says, **“Programs and Performances.”** After clicking on the link, a new page will appear. To update or edit your company’s information, click on the **“Pencil (✎)”** next to the program you would like to change.

Programs for demo4


 [Help](#)
 Period: 1/1/2008 - 6/30/2008

 Add	Program	App. Date	Decision date	Decision	Board	Participants	Completers	Non-completers	Inactive
  	TEST 2		10/4/2005						
  	TEST3		3/15/2006						
  	TEST4		5/30/2006						











Instructions for Deleting your program information

Access the web site under “**Login for Training Providers and Workforce Boards**” using your user name and user password. Click on the link that says, “**Programs and Performances.**” After clicking on the link, a new page will appear. To update or edit your company’s information, click on the “**X** (✗)” next to the program you would like to change.

Programs for demo4

 Help

Period: 1/1/2008 - 6/30/2008

 Add	Program	App. Date	Decision date	Decision	Board	Participants	Completers	Non-completers	Inactive
  	TEST 2		10/4/2005						
  	TEST3		3/15/2006						
  	TEST4		5/30/2006						

Congratulations! You have completed the NC STARS Training.

For inquiries about using the automated NC STARS or to request Log-On access reinstatement contact:

Stephanie Deese at deeses@nccommunitycolleges.edu

E-mail: Phone: 919 807.7159