

Managing Learning Requests in STARS

STARS Learning Administrators may manage learners' learning requests any time through STARS **Maintain Learning Requests** component. The navigation for Maintain Learning Requests page is *Enterprise Learning > Learner Tasks > Maintain Learning Requests*.

Maintain Learning Requests

Select Search Category: Catalog Item Category All
Search Learning Request: <input style="width: 60%; border: 1px solid #ccc;" type="text"/> Search

Search Results:		
Results 1 - 47 of 47		
1-on-1 Training: Project	Catalog Item	View All Requests
<u>Delivery Method</u>	<u>Seats Requested</u>	
No Preference	1	View Requests

STARS Learning Administrators may manage a learning request through the following delivered functionalities.

Search Learning Request	Search a learning request before the following actions could be performed.
Delete Learning Request	Delete a learning request after reviewing it. This action may be performed at any time.
Send “Declined” Notification	Choose learning requests to send “Declined” notification to learners if the requested learning will not be offered in STARS. This action may be performed at any time.
Assign an Activity	Assign an activity to a learning request in order to “Enroll Learners”, Send “New Offered” or “Exists” notification. The following 3 actions will NOT be able to continue before an activity having been assigned to the learning request.
Enroll Learners	<p>Choose a learning request to enroll learners into newly offered or an existing activity in STARS if “Enroll Me” check box is checked by the learners.</p> <p>Result: The enrollment confirmation notification will be sent to learners and the activity status will be changed from “Requested” to “Enrolled” on learners’ My Learning page.</p>
Send “Exists” Notification	Choose a learning request to send “Exists” notification to learners if the requested learning exists in STARS.

	<p>Result: The “Activity Exists” notification will be sent to learners and the activity status will be changed from “Requested” to “Offered” on learners’ My Learning page. An “Enroll” button will be available for learners so that they can enroll in the activity from their My Learning page.</p>
Send “New Offered” Notification	<p>Choose a learning request to send “New Offered” notification to learners after new activity has been created for the learning request.</p> <p>Result: The “Activity Exists” notification will be sent to learners and the activity status will be changed from “Requested” to “Offered” on learners’ My Learning page. An “Enroll” button will be available for learners so that they can enroll in the activity from their My Learning page.</p>

Search Learning Request

(1) Go to Maintain Learning Requests page to search a learning request submitted by learners. A learning administrator may search a learning request by Catalog Item or by Category or search by both. For example, we search learning request by Catalog Item, type in "STARS" then click Search button, the learning request on the item "STARS Course Testing" will be returned.

Maintain Learning Requests

Select Search Category: **Catalog Item** [Category](#) [All](#)

Search Learning Request:

Search Results:

Results 1 - 1 of 1

STARS Course Testing	Catalog Item	View All Requests
Delivery Method	Seats Requested	
No Preference	2	View Requests

(2) Clicking "View All Requests" link to open the details page for the request. It displays Requester Name, Request Date Time and Total Learners who requested the Item.

Maintain Learning Requests

Catalog Item:	STARS Course Testing	Request Type:	Catalog Item
Total Requesters:	2	Seats Requested:	2

General [Scheduled](#)

Learning Requests					Customize	Find	First	1-2 of 2	Last
<input type="checkbox"/>	Requester Name	Request Date Time	Delivery Method	Total Learners	Activity Name				
<input type="checkbox"/>	Sheldon Zhai	05/21/2009 10:44AM	No Preference	1	STAR-TEST-ePath	View Request			
<input type="checkbox"/>	Sheldon Zhai	05/12/2009 12:22PM	No Preference	1		View Request			

[Select All](#) [Clear All](#) **Group Action:**

(3) Clicking "View Request" link to open the Learning Request page, it contains the same information as "Submit Learning Request" page and learning administrators may edit the information on the request. (Please ignore the "Training Plan Attributes" link for now until we start using the Training Plan feature.)

Maintain Learning Requests

General Attributes [Training Plan Attributes](#) [Learners](#)

Existing - Use this option to request a new activity for an existing course in the catalog

Catalog Item:

New - Use this option to request a new course not found in the catalog

^Category:

^Title:

Learning Request Preferences

Job Title:

Delivery Method:

Start Dates: **From:** **To:**

Please enroll me when a new course is offered

Special Request:

Description:

[Return To Previous Page](#)

(4) Click "Return To Previous Page" link to return to previous page.

Maintain Learning Requests

Catalog Item: STARS Course Testing **Request Type:** Catalog Item
Total Requesters: 2 **Seats Requested:** 2

General [Scheduled](#)

Learning Requests						Customize Find	First	1-2 of 2	Last
<input type="checkbox"/>	Requester Name	Request Date Time	Delivery Method	Total Learners	Activity Name				
<input type="checkbox"/>	Sheldon Zhai	05/21/2009 10:44AM	No Preference	1	STAR-TEST-ePath	View Request			
<input type="checkbox"/>	Sheldon Zhai	05/12/2009 12:22PM	No Preference	1		View Request			

[Select All](#)




[Clear All](#)



Group Action:

Delete Learning Request

A learning administrator may **Delete** a learning request at any time.

- (1) Select a learning request (or multiple) by selecting the check box in front of a request.
- (2) Find the "Group Action" Drop Down list, choose "Delete Requests".
- (3) Click "Go" button.
- (4) The learning request will be completely deleted from STARS, it will be deleted from the learner's All Learning page as well.

Learning Requests						Customize Find 	First  1-2 of 2  Last
<u>Requester Name</u>	<u>Request Date Time</u>	<u>Delivery Method</u>	<u>Total Learners</u>	<u>Activity Name</u>			
<input checked="" type="checkbox"/> Sheldon Zhai	05/21/2009 10:44AM	No Preference	1	STAR-TEST-ePath	View Request		
<input type="checkbox"/> Sheldon Zhai	05/12/2009 12:22PM	No Preference	1		View Request		

[Select All](#) [Clear All](#) Group Action: [Delete Requests](#)  [Go](#) 

Send "Decline" Notification

Learning administrators may "**Send Notification – Declined**" to learners who submitted the learning request at any time if it is decided that the learning will not be offered in STARS.

- (1) Select a learning request (or multiple) by selecting the check box in front of a learning request.
- (2) Find the "Group Action" Drop Down list, choose "Send Notification - Declined".
- (3) Click "Go" button.
- (4) The learners will receive a notification email and the status of the requested learning will be changed from "Requested" to "Declined" on learners' My Learning page.
- (5) The notification email sent to learners looks like below:

This email informs you that the Activity STARS Testing you requested will not be offered at Stanford through STARS.

Please discuss with your supervisor alternate training opportunities.

Thank you.

Assign Activity

Learning administrators may "**Assign Activity**" to a learning request after a new activity has been created for a learning request in STARS.

- (1) Select a learning request (or multiple) by selecting the check box in front of a learning request.
- (2) Find the "Group Action" Drop Down list, choose "Assign Activity".
- (3) Click "Go" button.

Maintain Learning Requests

Catalog Item:	STARS Course Testing	Request Type:	Catalog Item
Total Requesters:	1	Seats Requested:	1

General [Scheduled](#)

Learning Requests					Customize Find	First 1 of 1 Last
<u>Requester Name</u>	<u>Request Date Time</u>	<u>Delivery Method</u>	<u>Total Learners</u>	<u>Activity Name</u>		
<input checked="" type="checkbox"/> Sheldon Zhai	05/12/2009 12:22PM	No Preference	1		View Request	

[Select All](#) [Clear All](#) **Group Action:**

- (4) Search Activity (by Code) page will be displayed. If we know the activity code, type in the code then click “Assign Activity” button. If we are not sure about the activity code, we could type in “ITS”, “EHS”, “ORA”, “TOD” or “STAR” etc in the Activity Code field and click the magnifying glass to search an activity, then click the “Assign Activity” button.

Maintain Learning Requests

Assign Activity

Activity Code:

- (6) After clicking the “Assign Activity” button, the activity will be automatically populated to Maintain Learning Request page under the “Activity Name” column. The activity “STAR-TEST-ePath” is selected for an example. (No Save required)

General [Scheduled](#)

Learning Requests					Customize Find	First 1 of 1 Last
<u>Requester Name</u>	<u>Request Date Time</u>	<u>Delivery Method</u>	<u>Total Learners</u>	<u>Activity Name</u>		
<input type="checkbox"/> Sheldon Zhai	05/12/2009 12:22PM	No Preference	1	STAR-TEST-ePath	View Request	

[Select All](#) [Clear All](#) **Group Action:**

- (7) A message “Activity has been assigned successfully to the learning request(s)” will be displayed on the page.

After an activity has been assigned to a learning request, learning administrators will be able to **Enroll Learners**, **Send “Exists” Notification** or **Send “New Offered” Notification**.

Enroll Learners

- (1) Select a learning request (or multiple) by selecting the check box in front of a learning request.
- (2) Find the “Group Action” Drop Down list, choose “Enroll Learners”.

General [Scheduled](#)

Learning Requests					
Requester Name	Request Date Time	Delivery Method	Total Learners	Activity Name	
<input checked="" type="checkbox"/> Sheldon Zhai	06/15/2009 5:54PM	No Preference	1	STAR-TEST-ePath	View Request

[Select All](#) [Clear All](#) Group Action:

- (3) Click “Go” button.

- (5) Select Learners page will be displayed, select learners by clicking the checkbox.

[Continue Enrollment](#)

Select Learners				
Select	Employee ID	Name	Job Title	Hire Date
<input type="checkbox"/>	05552147	Sheldon Zhai	Software Developer, Business	

[Select All](#) [Clear All](#)

- (6) The selected learners will be populated in the “Current Learners to Enroll” grid on the page.

[Continue Enrollment](#)

Current Learners to Enroll			
EmpID	Name	Job Title	Hire Date
1 05552147	Sheldon Zhai	Software Developer, Business	

Select Learners				
Select	Employee ID	Name	Job Title	Hire Date
<input checked="" type="checkbox"/>	05552147	Sheldon Zhai	Software Developer, Business	

[Select All](#) [Clear All](#)

[Continue Enrollment](#)

- (7) Click “Continue Enrollment” button to enroll selected learners.

- (8) Click “Submit Enrollment” button on next page.

- (9) The enrollment confirmation page will display.

- (10) The learning request status will be updated to “Enrolled” on learners’ My Learning page.

- (11) The notification email to learners is shown below:

Based on STARS Learning Request records, you have requested the learning. This email is to inform you that you have been enrolled in the newly offered activity by STARS learning administrator.

Activity Name: STARS Course Testing (STAR-TEST-ePath)
Delivery Method: Web (self-paced)

Thank You.

Send “New Offered” Notification

If the requested learning does not exist in STARS, learning administrators will need to create a new activity for the learning request if the requested learning will be offered in STARS, in that case the “New Offered” notification may be sent out to learners after assign the new activity to the learning request.

- (1) Select a learning request (or multiple) by selecting the check box in front of a learning request.

General [Scheduled](#)

Learning Requests						Customize Find	First	1 of 1	Last
Requester Name	Request Date Time	Delivery Method	Total Learners	Activity Name					
<input checked="" type="checkbox"/> Sheldon Zhai	06/15/2009 5:54PM	No Preference	1	STAR-TEST-ePath	View Request				

[Select All](#) [Clear All](#) Group Action:

- (2) Find the “Group Action” Drop Down list, choose “Send Notifications-New Offered”.

General [Scheduled](#)

Learning Requests						Customize Find	First	1 of 1	Last
Requester Name	Request Date Time	Delivery Method	Total Learners	Activity Name					
<input checked="" type="checkbox"/> Sheldon Zhai	06/15/2009 5:54PM	No Preference	1	STAR-TEST-ePath	View Request				

[Select All](#) [Clear All](#) Group Action:

- (3) Click “Go” button.
- (4) If the learners requested the learning and listed as a “Requested” on their All Learning page, the learning record will be updated to “Offered” and “Enroll” button will be available for that requested learning.

STARS Course Testing	No Preference	Offered	06/15/09	<input type="button" value="Enroll"/>		
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The “New Offered” notification email to learners is shown below:

This email informs you that the following new Activity is now offered to you in STARS based on the demand of the learning requests received.

Activity Name: STARS Course Testing (STAR-TEST-ePath)
Delivery Method: Web (self-paced)

Please go to your My Learning page to see the detailed information of the offered Activity. Please click the Enroll button to take the Activity.

Thank you.

Send “Exists” Notification

If the requested learning exists in STARS, learning administrators may want to send an “Exists” notification to learners.

- (1) Select a learning request (or multiple) by selecting the check box in front of a learning request.

General [Scheduled](#)

Learning Requests					
Requester Name	Request Date Time	Delivery Method	Total Learners	Activity Name	
<input checked="" type="checkbox"/> Sheldon Zhai	06/15/2009 5:54PM	No Preference	1	STAR-TEST-ePath	View Request

[Select All](#)
 [Clear All](#)
 Group Action:

- (2) Find the “Group Action” Drop Down list, choose “Send Notifications - Exists”.

General [Scheduled](#)

Learning Requests					
Requester Name	Request Date Time	Delivery Method	Total Learners	Activity Name	
<input checked="" type="checkbox"/> Sheldon Zhai	06/15/2009 5:54PM	No Preference	1	STAR-TEST-ePath	View Request

[Select All](#)
 [Clear All](#)
 Group Action: [Send Notifications - Exists](#)

- (3) Click “Go” button.

- (4) The notification will be sending out and the confirmation page will be displayed:

Notifications for existing activity have been sent to the learners associated with the learning request(s).

Catalog Item:	STARS Course Testing	Request Type:	Catalog Item
Total Requesters:	1	Seats Requested:	1

General [Scheduled](#)

Learning Requests					
Requester Name	Request Date Time	Delivery Method	Total Learners	Activity Name	
<input type="checkbox"/> Sheldon Zhai	06/15/2009 5:54PM	No Preference	1	STAR-TEST-ePath	View Request

- (5) If the learners requested the learning and listed as a “Requested” on their All Learning page, the status will be updated to “Offered” and “Enroll” button will be available for that requested learning on learners’ My Learning page.

STARS Course Testing	No Preference		Offered	06/15/09	<input type="button" value="Enroll"/>	
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- (6) The “Exists” notification email to learners is shown below:

This email informs you that the following requested learning already exists in STARS.

Activity Name: STARS Course Testing

Activity Code: STAR-TEST-ePath

Type: Web (self-paced)

You may go to STARS Home page to search for the activity and enroll in the Activity.

Thank you.