# Records Inquiry

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## Course Overview

### Welcome to PAWS Training

Thank you for taking part in Records Inquiry training. We hope it provides the support you need to become a successful PAWS user. This manual is intended for administrative users of the PAWS system at the University of Wisconsin Milwaukee (UWM). This may include staff, advisors, student employees, and/or faculty advisors.

### About this Course

The purpose of this course is to help you successfully retrieve Student Records information from PAWS. After this session, you will be able to:

- Navigate through PAWS successfully
- Locate Records information in PAWS in accordance with FERPA guidelines.
- Accurately interpret data found on Records Inquiry pages.
Terms to Know
This topic relates unfamiliar terms used in the PAWS software to equivalents at UWM.

Academic Structure
The Academic Structure portion of the PAWS application is owned and maintained by Department of Enrollment Services as it is the basis for the course catalog, enrollment, grading, and transcripts. Here you see terms used for UWM’s academic structure. Examples of each appear below the term. Keep in mind that these are not complete lists.

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<tr>
<td>Engineering &amp; Applied Science</td>
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<td>Letters &amp; Science</td>
<td>Health Sciences Specials</td>
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<td>Nursing</td>
<td>Health Sciences Undergraduate</td>
</tr>
<tr>
<td>School of Information Studies</td>
<td>Intro to Info Mgmt Studies</td>
</tr>
<tr>
<td>Social Welfare</td>
<td>AVANT Planning Grad Left</td>
</tr>
<tr>
<td>The Arts</td>
<td>AVANT Planning Grad NonDegree</td>
</tr>
</tbody>
</table>

University Students
Architecture & Urban Planning

Academic Organizations (Departments): Plans (Majors/Minors)
- Administrative Leadership
- Accounting
- Accounting - CM
- Accounting - Mgmt Career
- Biological Sciences
- Accounting - Career
- Biological - Accounting
- Biological - Mgmt
- Business Administration
- Accounting - Post Bac

Subjects (Curricular Areas)
- Subplans (Options/Tracks)
- Administrative Leadership
- Geology - Historical Geology of Major
- Aesthetics
- Geology - Geophysics-Cert of Major
- Biological Sciences
- Geology - Geophysics

Business Administration
- Business Administration
- Geology - Geophysics-BA
- Civil Engineering & Mechanics
- Geology - Geophysics-BA

Note: There are additional definitions listed in the PAWS Basics Manual.

PAWS Undergraduate Programs
Below is a complete list of undergraduate programs available in the PAWS system as of fall 2008. Codes and descriptions match the PAWS database.

PAWS Graduate Programs
Below is a complete list of graduate programs available in the PAWS database as of fall 2008. Codes and descriptions match the PAWS database.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHEP</td>
<td>Health Sciences Specials</td>
</tr>
<tr>
<td>WREG</td>
<td>Health Sciences Undergraduate</td>
</tr>
<tr>
<td>KCOG</td>
<td>NOC-Undergraduate</td>
</tr>
<tr>
<td>KCSL</td>
<td>Architecture Special</td>
</tr>
<tr>
<td>HTPS</td>
<td>K-12 Special</td>
</tr>
<tr>
<td>RUPC</td>
<td>Architecture Special</td>
</tr>
<tr>
<td>RSPS</td>
<td>Business Special</td>
</tr>
<tr>
<td>RUGS</td>
<td>Business Special</td>
</tr>
<tr>
<td>SDCC</td>
<td>Community Education/CMP</td>
</tr>
<tr>
<td>SEPS</td>
<td>Community Education Post-Bac</td>
</tr>
<tr>
<td>ZTAR</td>
<td>Health Sciences Certificate Program</td>
</tr>
<tr>
<td>ZTBS</td>
<td>Business Certificate Program</td>
</tr>
<tr>
<td>ZTED</td>
<td>Education Certificate Program</td>
</tr>
<tr>
<td>ZTRL</td>
<td>Letters &amp; Science Certificate Program</td>
</tr>
<tr>
<td>ZTRW</td>
<td>Social Work Certificate Program</td>
</tr>
<tr>
<td>BSAD</td>
<td>Business Administration</td>
</tr>
<tr>
<td>BGUG</td>
<td>Education Undergraduate</td>
</tr>
<tr>
<td>ENGR</td>
<td>Engineering Option</td>
</tr>
</tbody>
</table>

Note: Please communicate any changes to this list to Shelly Bednar at sbednar@uwm.edu.

<table>
<thead>
<tr>
<th>Code</th>
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<tr>
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<td>Engineering Option</td>
</tr>
</tbody>
</table>

Note: Please communicate any changes to this list to Shelly Bednar at sbednar@uwm.edu.
**PAWS V10 Training**

**PAWS Sign In and Sign Out**

**Sign in to PAWS**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Open your web browser to the UWM home page. &lt;br&gt;<strong>Note:</strong> If UWM is not your home page, type in <a href="http://www.uwm.edu">www.uwm.edu</a>.</td>
<td><img src="image1.png" alt="Image" /></td>
</tr>
<tr>
<td>2.</td>
<td>Select PAWS from the quick links option. OR &lt;br&gt;<strong>Type in the PAWS URL:</strong> - <a href="http://www.paws.uwm.edu">www.paws.uwm.edu</a></td>
<td><img src="image2.png" alt="Image" /></td>
</tr>
</tbody>
</table>

**Automatic Timeout Process**

PAWS has an automatic timeout process. This means that PAWS will automatically log you off PAWS when there is one hour of inactivity.

Prior to the automatic log out, PAWS should provide a warning that your browser session is about to expire.

The error message may display **"Your ePanther ID and/or ePanther Password are invalid."**

When you have been timed out or logged out of PAWS, the following error message will appear:

**Your PeopleSoft connection has expired.**

For increased security on this site, connections are expired after 30 minutes of inactivity. Your PeopleSoft session has expired. Close all browser windows before logging in again. If this is your only active PeopleSoft session, click the **Sign in** link to sign in again.

**Note:** If you are working in a second window in PAWS, the automatic timeout process will sign you off after 20 minutes of inactivity. When closing the second window you may use the X in the upper right hand corner, but always select **Sign out** link to close the main PAWS window.

**Sign out of PAWS**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Select <strong>Sign out</strong> link in the header bar.</td>
<td><img src="image3.png" alt="Image" /></td>
</tr>
<tr>
<td>2.</td>
<td>Click the X in the upper right hand corner to close your web browser. &lt;br&gt;<strong>Note:</strong> Closing your web browser prevents other users from using the back button to view where you have been.</td>
<td><img src="image4.png" alt="Image" /></td>
</tr>
</tbody>
</table>
PAWS Roles

Depending on your PAWS security and your role on campus, your startup screen will vary. The campus has broken users into various roles depending on what you need to do in the student database system. The roles are described below:

Students are currently or were formerly enrolled in a class for one or more semesters at UWM. These individuals will have a screen called Student Center. The Student Center page will reflect personal data including Academics, Finances, Personal Information, Admissions, Holds, To Do Lists, Enrollment Dates, Advisor, Records and Registration, Financials/TimeTable, and Admissions.

A faculty member is currently or was formerly attached to a course as an instructor for one or more semesters at UWM. These individuals will have a screen called Faculty Center. There are two tabs associated with this component: Faculty Center & Class Search. The pages will reflect the instructor's teaching schedule with icons that will take him/her to the class roster or grade roster for each class. Note: The Faculty Center will not appear automatically. Select Self-Service and Faculty Center from the left hand menu. A grid will appear on the right-side page. Select the appropriate function.

Right Hand Grid

My Schedule

John Doe

Faculty Center

Academic Personal Information

Non-Admitted

More Personal Data Summary

Select scholarship?

Financial Aid

UWM Statement

My Learning Environment + Summer 2020 | University Wisconsin-Milwaukee

My Teaching Environment + Summer 2020

My Learning Environment

My Teaching Environment

Keep in mind that the grade roster icon will not be available until the grading time within a given semester.

Note: If the faculty member is an instructor, as well as a faculty advisor, he/she will have an Advising option under Self-Service. (See Advisors section, page 18, for details.)
Advisors are academic staff or faculty members who are attached to students as an advisor. When an advisor signs in, he/she should see both the administrative PAWS functions and any Self-Service functions that have been assigned on the left under Menu.

The Advisor Center is new, but will not appear automatically. Select Self-Service and Advisor Center from the left hand menu. A grid will appear on the right side of page. Select the appropriate function.

Right hand Grid

The My Advises page shows a list of students who have been attached to that advisor. 

Note: This page defaults to show only the first 10 advisee names.

To view other Advises that are not assigned to you as the Advisor, follow the steps below.

Navigation: Self-Service > Advisor Center > My Advises

My Advises tab brings up a list of advisees that are attached to the advisor. Defaults to only 10 advisees, but can select View All to see all advisees.

Once on the page, scroll down and select the View Student Details button to look up a student that is attached to any other advisor on campus.

When the search page displays, type in the appropriate information to look up a different student name.
Staff members are all other users of the database system. These individuals will have access to the specific menu options needed to do their jobs. This could include functions that relate to recruitment, admissions, student financials, financial aid, course timetable, student records, etc.

If you are a staff member who is also a student, faculty, or advisor, you will see a combination of the above. For example, a staff member who is also a student, would see the menu structure on the left hand side, but the student center on the right hand side each time he/she logs into PAWS.

Sample of a staff member who is also a student.

Menu > Records and Enrollment > Enroll Students
Follow this route for Student Milestones and Enrollment Request information. Student Milestone is available for Record Inquiry users. Enrollment Request is only open to those users with enrollment permission.

Menu > Records and Enrollment > Student Term Information
Follow this route for Term Activation, Student Grades, and Term History information.

Menu > Records and Enrollment > Transfer Credit Evaluation
Follow this route for test results and transfer credits. This includes high school units, test scores, college credits, test credits, and other credits (such as retro language credits).

Menu > Campus Community > Personal Information
Follow this route for information about the person, including name, address, phone number, email address, emergency contacts, residency, and positive or negative service indicators.

Menu > Records and Enrollment > Career and Program Information
Follow this route for information about a student’s program/plans of study.

Menu > Records and Enrollment > Student Background
Follow this route for Student Advisor information.

Menu > Records and Enrollment > Graduation
Follow this route for Student Degree and Honor and Awards information. These pages will show you the degree and any special honors earned.

PAWS Window
PAWS pages are a combination of your internet browser and the PAWS database. Below is a basic page within PAWS that you may or may not have access to. The portions of the screen have been identified to help you understand what pieces are part of your internet browser window and what sections are part of PAWS.

Internet Browser Toolbar

Internet Browser Window Sizing Buttons

PAWS Title Bar

Internet Browser Scroll Bar

Note: Everything above the PAWS Title bar is considered part of your internet browser window. We recommend that you stay away from using these portions of your screen when inside PAWS. If you select the close button in the upper right hand corner, PAWS will not prompt you to save your changes.
Navigating in PAWS

Navigating in PAWS is done in a variety of ways. A user can use the menu on the left hand side of the PAWS window (referred to as the menu below) or by selecting choices from the right hand side of the PAWS window (referred to as the grid view below). Or you can create favorites.

Menu

Grid View

When navigating, you will select the menu choices such as Campus Community > Personal Information > Add/Update a Person. Each represents another menu choice to be selected either from the left hand menu or from the right hand grid until you reach the component name.

Notice on the right you see the component name of Add/Update a Person already showing and only Campus Community has been selected. However, on the left you only see Personal Information. You need to select Personal Information on the left to see the component name of Add/Update a Person.

Understanding Components and Pages

A component can have one or more associated pages. Pages are the actual “screens” of information you will view to do your job. To illustrate, the diagram below shows the Student Program/Plan component.

Once you select a specific component to view (and tell the software which record to access), all the associated pages in that component will be available. To access the other pages, use the page tabs as shown in the diagram.

If the navigation to a page is Records and Enrollment > Career and Program Information > Student Program/Plan then “Student Program/Plan would be considered the component or the page name. Visual explanation shown below:

Navigation:
Records and Enrollment > Career and Program Information >

Student Program/Plan

Page Tabs

Component Name

Pages are the primary graphical interface by which you view and alter data in PAWS. In many cases, these pages appear as rows of data from the PAWS database tables.

Options | Description
--- | ---
Internet Browser Toolbar | Remains static as you navigate through PAWS. Do not use these buttons while navigating through PAWS.
Internet Browser Window Sizing Buttons | Allows you to resize your Internet browser window to small, medium, full, or close.
Note: When closing PAWS do not click the “X” to close your internet browser. The browser will not prompt you to save data.
PAWS Title bar | Contains functionality to return to the home page via the Home link create the current page as a favorite, and to sign out of PAWS.
Note: Remember to save your work before signing out via the sign-out link.
PAWS Portion of the Internet Window | Contains all of the menu options and the actual PAWS working window for viewing or updating data.
Internet Browser Scroll Bar | Internet Browser Scroll Bars may appear on the right hand side of your screen or at the bottom of your screen. These scroll bars will only become active when the information on a screen is larger than the display window. Use the scroll bar to see additional information not displayed on your computer monitor.

No matter which way you select the Add/Update a Person component, PAWS takes you to the same search page.

Add/Update a Person

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

Find an Existing Value [Add a New Value]

Use Saved Search:

- ID:
- Campus ID:
- National ID:
- Last Name:

If include History [Correct History] [Case Sensitive]

Search Options: Basic Search [Save Search Criteria] [Delete Saved Search]

Find an Existing Value [Add a New Value]

Since there are many options available when searching in PAWS a whole section is devoted to this topic. Please refer to Searching for Data in PAWS section, starting on page 35 for more details on how to search within PAWS.
Pages used to view, enter, and update data that is stored in PAWS; most pages contain buttons or links to help you navigate through PAWS. The Biographical Details page is shown below.

Each tab that is shown above (Ex. Biographical Details, Addresses, Regional, Prospect Career Data, and Prospect Program Data) is part of the Create/Update Prospects component. A Component has multiple pages/tabs, but all are bundled together into a group. Select the tab at the top of the page or the link at the bottom of the page to move to that tab within the component.

<table>
<thead>
<tr>
<th>Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Components</td>
<td>The last step in the navigation that takes you to a specific screen within PAWS. A component can have one or more pages associated with it.</td>
</tr>
<tr>
<td>Page Tabs</td>
<td>Each navigation takes you to a different component within PAWS. Some components have multiple tabs across the top of the page. Each tab identifies a part of the component that has been selected. The white tab indicates which page is currently displayed. You may or may not have access to each tab within the component, depending on your security.</td>
</tr>
</tbody>
</table>

**Pages buttons**

At the bottom of each page are buttons that may or may not be available to you depending on what is available on the page and what security you have.

A definition of each of these buttons appears below. Some, but not all of these buttons may appear on each page.

<table>
<thead>
<tr>
<th>Buttons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Save</td>
<td>Sends the information you’ve entered on the page to the database. You’ll generally save when you come to the end of a component. The Save command always updates the data for all pages in a group. Upon save, the system displays the “Saved” message in the upper right corner of the page, for a brief moment.</td>
</tr>
<tr>
<td>[ ] Return to Search</td>
<td>Returns you to the search page for the component that you are currently in.</td>
</tr>
<tr>
<td>[ ] Previous List</td>
<td>Displays the data for the previous data row in your search results grid. This button appears gray if you did not select the data row from a search results grid, if there was only one row in the grid, or if the data displayed is the first row in the grid.</td>
</tr>
<tr>
<td>[ ] Next List</td>
<td>Displays the data for the next data row in your search results grid. This button appears gray if you did not select the data row from a search results grid, if there was only one row in the grid, or if the data displayed is the last row in the grid.</td>
</tr>
<tr>
<td>[ ] Refresh</td>
<td>The Refresh button updates related display field values for the data already entered. Formats the data entered appropriately (e.g. dates). Recalculates totals and balances, if appropriate. Provides any defaults based on prior data entered on the page. Validates the data that has been entered on the page so far.</td>
</tr>
</tbody>
</table>

**Options with Related Links**

These links are used to access related information for the record that is currently opened. This convenience allows you to easily...
move to related transactions to enter or view data without going through the search process again.

Find View All First Last

Use buttons and links in the scroll option bar to help you move through the data rows. (e.g. Find, View All, First, Last).

Note: If the option name is NOT bold, it means there are no rows to scroll through and the button is not active.

Find Enables you to find a specific row of data.

View All Displays all rows of data on a page. When this feature is enabled, the link changes to read View 1 so that you can return to the original setting.

First Takes you to the first row of data.

Displays the previous row.

Displays the next row of data.

Last Takes you to the last row of data.

or Add Inserts a new row.

or Deletes the current row of data.

Effective Date: Required Field

An asterisk in front of a data-entry field on a page indicates a required field. A required field means that you must enter data into that field if you want to continue on to the next field or to save the page. If you attempt to save or leave the page without having entered required data, the field will turn red and an error message dialog will be displayed prompting you to enter the required data.

Page Links These links offer another means to move from page to page within a component. They are the same as the page tabs.

Searching for Data in PAWS

After navigating through the menus to your desired component, the appropriate search criteria page displays. This is the final step before you can view the actual record in PAWS. Using search helps you find the exact record you are looking for.

Advanced and Basic Search Methods

There are two types of search pages: the advanced search page and the basic search page. When you navigate to a page, the system will often display the advanced search page, such as the Add/Update a Person page shown below. The advanced search page generally offers several fields by which you may search for your record. It allows you to narrow down your search by entering in more than one type of criteria. The advanced search page below contains five fields to assist in searching for the correct record.

Advanced

Add/Update a Person

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

Select the drop down button to change the parameters to search

Find an Existing Value

Enter an existing value and click Search. Leave fields blank for a list of all values.

First Name

Last Name

Campus

National

Select the drop down button to change the parameters to search

Note: You do not need to fill in each field on a search page. Generally one or two fields are enough, unless you see the * for required fields.

Choose operators to perform searches in PAWS: The type of actions that you can perform on rows of data depends on the data row type. When you retrieve, modify, or insert rows in a table, the update/display, include history, and correct history actions apply specific rules based on the effective date. The action type that you select will dictate whether you can access certain fields and what you can do with that record.

Frames Separate data contained in a component for easier reading.

Noticing that for each of the fields listed there is also an operator drop down box. This drop down box allows you to select any of the options listed below:

contains

begins with

ends with

Note: The last name field contains the letters "can", but the letters could be at the beginning, in the middle, or at the end of the word.

Because of the criteria, received more rows to sort through.

Note: The last name field contains the letters "car", but the letters could be at the beginning, in the middle, or at the end of the word.

Because of the criteria, received more rows to sort through.
A basic search page offers just one or two fields by which you may perform your search.

Select the drop down arrow to see the options available to search by.

Field-Level Prompts and Validation

Some edit box fields are linked to database prompt tables, which store values for shared information. These are called prompt tables because you can prompt the system to give you a list of values from which you can select the correct value. In many cases, fields are defined so that the system edits or validates the values you enter against a prompt table and ensures that the values are valid.

Fields using this kind of prompt table appear as edit boxes on your screen with a prompt button to the right. When you click the prompt button (%) or select (Alt+%), a Lookup page opens, allowing you to search for the value you need. For example, to determine the subject area for your department, on the Course Catalog Search Criteria page, press the prompt button next to the Subject Area field. The Lookup Subject Area page then opens.

Search Criteria

You can enter a full value or a partial value for any search field, including wildcards. Based on what you enter in the dialog box, the system uses the search record to present you with a list of possible matches. If there is only one match, the page you requested will open.

A search record is the list of defined search keys that help you locate data. You are prompted on a search page for these fields. Every transaction page or component listed in the menu has a search record associated with it. If you select other pages that have a common search record, such as pages within a component or an associated link, you will not be prompted to enter search criteria again. You will be prompted for new search keys only when you select a new page outside of the component with a different search record.

You can click the icon or click the button and press the Enter key on your key board to see a list of all available options for this field. You can also type in the full or partial subject area in the Description field to lookup the value you need.

A Search Results list displays on your Lookup page. When you find the subject area you need, click the link in the Department or Description columns and the system automatically opens the Course Catalog Find page again and places that value in the Subject Area field.

Alternatively, if you know a partial value of the Subject Area, you can type that into the main page and then click the prompt button. The Search Results in the Lookup Department page are already populated with all the choices available to you based on the partial value you entered.
**Wildcard Searches**

You can use three different wildcard features to assist in searching for data. These wildcards can be helpful in finding the exact information you want to process. The following are the supported standard wildcard features:

<table>
<thead>
<tr>
<th>Wildcard</th>
<th>Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>% (percent sign)</td>
<td>Match one or more characters.</td>
</tr>
<tr>
<td>_ (underscore)</td>
<td>Match any single character.</td>
</tr>
<tr>
<td>\ (back slash)</td>
<td>Escape character—don't treat the next character as a wildcard.</td>
</tr>
</tbody>
</table>

**Page Actions**

- Include History
- Correct History

You will notice that many search pages, both the advanced and the basic, contain the Include History and Correct History check boxes as page action options. These options are included on effective dated records. You can select what type of action you want to perform for your record before retrieving that record by selecting the appropriate check box. Or, if you are unsure, you may leave the check boxes blank. You will again have an opportunity to select the page action once you open the page.

In PAWS, most pages have been defaulted with the “Include History” option set. This means you will see all current, future, and historic rows. Typically, all historic rows would be listed at the bottom when View All is selected or would have the highest row numbers when scrolling using the scroll option bar. The most current or future dated rows will be at the top or have the lowest row numbers.

**Search Page Buttons**

The following are located on Search Pages:

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
<td>Processes the search once you have entered search criteria in the key fields above the Search button. Note: You can also run a search by pressing (Enter).</td>
</tr>
<tr>
<td>Clear</td>
<td>Clears entered text from all fields on the page (without saving) so you can enter new criteria.</td>
</tr>
</tbody>
</table>

**Search Results**

There are two possible results after running a search:

1. You go directly to the desired record if your search criteria exactly matched a specific record.
2. A Search Results List displays at the bottom of the search page with records that match your search criteria. To access a specific record, click any of the underlined links in the Search Results grid for that record.

Note: The Search Results for the Advanced search will contain a link for each column entry, while the Basic search page results will only display the first column as a link.

Note: The search function can retrieve up to 300 entries from the database. Use your browser’s scroll bar to view all listings on the current page. If the list is subdivided, click the right-pointing arrow (>) above the grid to view the next set of listings.

**Tip:** If your search retrieves more than the maximum 300 listings and you are not able to retrieve the data you need on your first attempt, you should attempt to narrow your search.

Use your browser’s Edit > Find feature to assist in finding something on the displayed web page.
3. Select the Save Search Criteria link.

4. Name your search.

5. Click the Save button.

---

The EMPL ID

Throughout PAWS you will see a field that is simply called "ID". This refers to the EMPL ID; it is not the same thing as the Campus ID. The EMPL ID is used internally by the system to manage data. Notice the EMPL ID field on the figure below:

Without understanding when the EMPL ID is useful and when it is not, you may experience problems when trying to search for data.

---

To use Saved Search

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result/Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Go to the Search page you have saved a search for.</td>
<td>The Use Saved Search box will appear.</td>
</tr>
<tr>
<td>2.</td>
<td>Select the drop down arrow and find the Named Search in the list.</td>
<td>Results listed at the bottom of the page.</td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td>Click any of the underlined links in the Search Results grid to open the record.</td>
</tr>
<tr>
<td>5.</td>
<td>Use the Clear button to remove the search criteria.</td>
<td></td>
</tr>
</tbody>
</table>

---

When the EMPL ID is NOT useful

The EMPL ID is not useful when you have performed at least one search and you are now attempting a search for a different record. This is because the system will carry the first person’s EMPL ID forward into the search box if you have the “Carry ID” option turned on. (Note: Carry ID is covered under “Setting Your User Defaults” section, beginning on page 176 of this manual.) To search for another person by name, remove the EMPL ID before you search. To do so, highlight the Empl ID and press the delete button on your keyboard or use the button at the bottom of the page.

When the EMPL ID is Useful

The EMPL ID is useful when you wish to view a different component for the same person whose record you have already located.

Example: You displayed the Bio/Demo panels for a student, Rita Paws, whose EMPL ID is 0604064. Now you wish to see her Student ServicesCtr (Student) page. When you select the Student Services Ctr (Student) component, the search box appears with Rita’s EMPL ID in the ID field. Since you want to look at information for Rita, click on the Search button, or press the Enter key, to complete the search.
Updating PAWS Information and Effective Dates

Through effective dating in PAWS, biographical, demographic and event changes, as well as the history of these changes, can be entered and maintained.

For example, you may want to view several events in the education of Tom Sawyer: when he was recruited, admitted, and graduated. By inserting rows of effective-dated data based on his ID, you can build a history.

PAWS effective dating enables you to:
- Current Date
- Future Date
- Back Date

This allows you to see changes in a person’s record over time.

PAWS information typically displays as rows of data from the system’s database tables. The types of actions that you can perform on these rows of data (PAWS information) depend on the data row type.

When you retrieve, modify, or insert rows in a table, the Update/Display, Include History, and Correct History actions apply specific rules based on the effective date:

<table>
<thead>
<tr>
<th>Action</th>
<th>Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update/Display</td>
<td>Retrieves only current and future rows. You can change future rows but not current rows. You can also add a new current row.</td>
</tr>
<tr>
<td>Include History</td>
<td>Retrieves all rows. However, you can modify future rows only. You can also add a new current row.</td>
</tr>
<tr>
<td>Correct History</td>
<td>Retrieves all rows and allows you to change or correct any row and insert new rows regardless of the effective date or sequence number. Note: This option is available only to users with the proper permission.</td>
</tr>
</tbody>
</table>

Note: Not all tables are effective dated. The Include History and Correct History options only appear on pages that access effective dated tables.

Using Drop-Down List Boxes

To select a single item from a list:
- Click the down arrow to display the list.
- Scroll through the list until your choice is visible.
- Click the desired list item.

The list closes and the selected value appears in the list box.

Or you can also type the first letter of an item to select it.

If there is more than one choice for a letter, type the letter repeatedly to cycle through the list. For example, first click the down arrow, then, if you want to select Wisconsin instead of Washington in a list, type the letter 'W' three times. Alternatively, press the Down Arrow key to select the field entry that you want.

Once your choice is highlighted, press Enter.

Using the Scroll Option Bar

The Scroll Option Bar appears on most pages in PAWS. It allows you to navigate through multiple rows of data.

Name of the current Table or Page

The buttons are defined below:

<table>
<thead>
<tr>
<th>Option</th>
<th>DESCRIPTION/ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>Allows you to move fields around on the page. This may improve data entry.</td>
</tr>
<tr>
<td>and</td>
<td>Allows the user to type in a string of characters to search for on the current page.</td>
</tr>
<tr>
<td>View All</td>
<td>Displays all rows of information on a page. When this feature is enabled, the link changes to [View] so that you can return to the previous setting. For example, View All would be visible when two rows can be viewed. Note: The number represents the number of rows. This could be any number, depending on the page.</td>
</tr>
<tr>
<td>View 1</td>
<td>Displays only two rows of information on a page. When this feature is enabled, the link changes to [View 1] so that you can return to the opposite setting. Note: Two represents a number of rows. This could be any number, depending on the page.</td>
</tr>
<tr>
<td>View 2</td>
<td>Displays the first row of information.</td>
</tr>
<tr>
<td>View 3</td>
<td>Displays the previous row of information.</td>
</tr>
<tr>
<td>View 4</td>
<td>Displays the next row of information.</td>
</tr>
<tr>
<td>View 5</td>
<td>Displays how many rows are showing out of the total number of rows. For example, the 1-2 of 3 means that row 1 and row 2 are displayed on the screen and there is a third row that is currently hidden.</td>
</tr>
<tr>
<td>View 6</td>
<td>Displays the last row of information.</td>
</tr>
</tbody>
</table>

Note: If the option name is NOT bold, it means there are no rows to scroll through and the button is not active.

Note: The button is used to download data to Excel. This option may not be turned on and will not work for most users.

Term Values

The below Term Values Scheme/Structure was approved on October 5, 2005 and will start with 2012 terms forward. The coding structure will remain a 4-digit code, but the 4-digits of the code will have a specific meaning.

<table>
<thead>
<tr>
<th>Character</th>
<th>Represents</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>The century of the term</td>
<td>1: The first number is a 2.</td>
</tr>
<tr>
<td>2nd and 3rd</td>
<td>The CALENDAR year</td>
<td>1: For all terms in 2005 would have second and third numbers of 05; all terms in 2012 will have second and third numbers of 12.</td>
</tr>
<tr>
<td>4th</td>
<td>The actual term</td>
<td>1: For UWWinterM, the number will be 1 (because UWWinterM begins in January).</td>
</tr>
</tbody>
</table>

Example: Term Code for fall, 2012 will be: 2129.
Managing Favorites

Favorites allow you to quickly move to a specific component within PAWS. For example, you can move from Student Program/Plan to Student Advisor by selecting the page name in your My Favorites menu.

The following procedures will allow you to efficiently manage My Favorites on PAWS. Favorites are stored directly in your PAWS account, so no matter which computer you use, your Favorites will always be available to you.

Adding a Favorite

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Navigate to the PAWS page that you want to designate as a favorite, e.g., Curriculum Management &gt; Course Catalog &gt; Course Catalog.</td>
<td>The Search page displays:</td>
</tr>
<tr>
<td>2.</td>
<td>Click the My Favorites link.</td>
<td></td>
</tr>
</tbody>
</table>

Using a Favorite

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From the Main menu, navigate to My Favorites &gt; (Select the Favorite you wish to use -- in this example, the Favorite that was just created (Catalog Pages) is selected).</td>
<td>The Search page displays the transaction selected:</td>
</tr>
</tbody>
</table>

Deleting a Favorite

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From the Main menu, navigate to My Favorites &gt; Edit Favorites.</td>
<td>The Edit Favorites page displays:</td>
</tr>
<tr>
<td>2.</td>
<td>Identify the favorite you want to delete.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Click the Delete button.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Select My Favorites &gt; Edit Favorites.</td>
<td>The favorite no longer appears in list.</td>
</tr>
</tbody>
</table>
Organizing Favorites Sequentially

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>As you create Favorites, they will appear in alpha order under My Favorites.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>To reorder and group your Favorites, click the Edit Favorites link.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Order your Favorites by assigning a unique Sequence Number (lowest to highest).</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Click the button. The Favorites are reordered from lowest to highest based on the Sequence Number you assigned.</td>
<td></td>
</tr>
</tbody>
</table>

Grouping Favorites into Clusters

If you routinely work with transactions from more than one module, e.g., Campus Community, Student Financials, Student Records, and Catalog/Schedule of Classes, you can cluster Favorites together by assigning a unique Sequence Number to the Favorites in a particular module. For example:

0 = Campus Community
1 = Student Financials
2 = Student Records
3 = Courses

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From the Main Menu, navigate to: My Favorites&gt; Edit Favorites</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Adjust Sequence Numbers to match your goal. (Example: All Student Records pages to be listed together.)</td>
<td></td>
</tr>
</tbody>
</table>
Student Services Ctr (Student)

The Student Services Ctr (Student) page mirrors what a student sees when he/she logs into PAWS and opens the Student Center. Both components display the appropriate student's class schedule, holds/to do's, enrollment appointment, grades, contact information, advisor(s) name(s), and links to key websites.

The main differences between the Student Services Ctr (Student) and the Student center are shown below:

**Student Services Ctr. (Student)**
Also known as the Administrative View or the 360 view
Shows tabs along the top of the main page.

**Student Center:**
Also known as the Student View
Shows the Enroll option on the left side.

The Student Services Ctr (Student) component holds information that in the past could only be obtained by navigating to different pages. Administrative users can access 15 different components from within the Student Services Ctr (Student).
The name of the student’s advisor will appear in the Advisor section of this page. If more than one advisor has been assigned to the student, additional names will display. The student can select the Details link from his/her Student Center to send an email to his/her advisor.

Personal Information section summarizes the Mailing and Home address types and Mailing and Campus email addresses if they are in PAWS.

Links at the bottom of the page, mirror the tabs along the top of the page.

**Note:** When a student logs into PAWS the tabs along the top and bottom of the page do not appear. Tabs appear for a student once he/she attempts to perform an action, such as Enroll.

Select Edit Personal Data button or Edit National Ids button to jump to the Add/Update a Person component. Add/Update a Person component is explained in more detail on page 80.

Select Edit Names to jump to the Names component.

Select Cancel to return to the Student Services Ctr (Student) > General Info tab.

**Note:** If you have inquiry only access, you will not be able to edit information on a page.
Select the appropriate program on the left to see the details on the right. Application 00017568 on left matches Application Nbr. 00017568 on the right.

Select Edit Education Data button to jump to the External Education component. External Education component is explained in more detail on page 145.

In the External Education area, when the arrow is pointing to the right instead of down, this means the section is closed or minimized. Select the arrow again to open details. (e.g., UW Colleges is closed/minimized, however, Kaukauna Senior High School is opened/maximized.)

When the External Education section is maximized, as shown in the previous screen shot, there are two links External Courses and External Degrees. Select the External Courses link to jump to External Education component, scroll down to see the External Subjects. Select the External Degrees link to jump to the Courses and Degrees tab on the External Courses component. For more information about the External Subjects, see page 145 and Courses and Degrees tabs, see page 149.

Select Edit Student Tests button to jump to the Test Results component. Test Results component is explained in more detail on page 151.

Select Cancel to return to the Student Services Ctr (Student) > Admissions tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

Note: The Test Summary section of the page allows for filtering. Enter the data to filter by, select an operator, and type a value to search for. Then select the Filter button. This will only show the filtered data. To return all details, select the Show All button.

Select the appropriate program on the left to see the details on the right. (e.g., LAUG – Letters & Science Undergrad on right matches Program LAUG Letters & Science Undergrad on the right.)

Select Edit Program Data button to jump to the Student Program/Plan component. Student Program/Plan component is explained in more detail on page 100.

Select Cancel to return to the Student Services Ctr (Student) > Academics tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.
Bottom of Screen:

Use the icon to expand the spreadsheet to include the Model and Statistics detail into one continuous spreadsheet. See the example below:

Select Detail link next to the Career and Institution to jump to the Other Credits Manual component. Other Credits Manual component is explained in more detail on page 157.

Select Cancel to return to the Student Services Ctr (Student) > Transfer Credit tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

The Purpose
This component includes bio/demographic information, emergency contacts, and address information. This section shows a picture of each page that we use and describes any important features.

These pages contain non-public information and are governed by FERPA policies. If you are not certain of the requestor’s “legitimate educational need to know,” or the student’s desire to withhold information, refer requests to the Department of Enrollment Services. Everyone who views records information must complete FERPA training.

The Route
Menu > Campus Community

Left hand Menu view

Right hand Grid view

Bio/Demo Data
This page contains general biographical data about a student. Many icons are disabled for inquiry users.

Navigation:
Menu > Campus Community > Personal Information > Add/Update a Person
The Name History link will show you all the names listed with each effective date.

<table>
<thead>
<tr>
<th>Name Type History</th>
<th>Type of Name:</th>
<th>Primary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date</td>
<td>Format:</td>
<td>Status:</td>
</tr>
<tr>
<td></td>
<td>English</td>
<td>Active</td>
</tr>
<tr>
<td></td>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Campus Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Middle Name</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Last Name</td>
<td></td>
</tr>
</tbody>
</table>

This page is automatically set to show you all rows of information. The options in the scroll option bar are defined below. Note: If the option name is NOT bold, it means there are no previous or preferred names and the button is not active.

Scroll Options Descriptions
- Displays the previous row of data.
- Displays the next row of data.
- Displays all rows of data.
- Allows you to search for a string of characters.

Click on Close button to return to the prior page.

A summary of name changes also appears under Campus Community > Student Services Ctr (Student) > General Info tab.
The "Ethnicity" tab shows ethnicity as well as military status.

International students have a Citizenship Status of Non-immigrant alien. This is located under the Citizenship link. The Visa data is under the Visa/Parm Data link.

To see the address information, select the "Addresses" tab at the top of the Biographical Details page or select the "Addresses" link at the bottom of the page. The following page will display:

Note: The "Add Address Types" list is based on your security. The list will display the address types that you can update. If no list is provided, you will not be able to alter addresses.

Addresses

A person may have several types of addresses including: Billing, Business, Campus Mail, Campus, Deceased, Home, HR Campus, HR Secondary Work, Mailing, Special Account Campus, and Special Account Mailing. A Mailing address is the primary address, unless the person has an actual Campus address. You can see the history of address changes in PAWS in various places.

- Navigational Routes to view Addresses include:
  - Menu > Campus Community > Personal Information > Add/Update a Person Biographical Details tab
  - Addresses tab
  - Menu > Campus Community > Student Services Ctr (Student)
  - Student Center tab
  - General Info, tab

- Most students have at least a MAIL or CAMP address, and may have other types as well. Use the scroll options to see other address types.

- Whenever we enter a USA address in PAWS, an address validation software can be activated to validate the address exists. The software cleanses the address and standardizes the address and postal code information.

Emergency Contacts

This page contains emergency contact information for a student. In case of an emergency the student has provided this name, address, and phone number for UW-M to contact a friend or a relative.

Navigation:

- Menu > Campus Community > Personal Information > Biographical > Emergency Contacts

A checkmark indicates if this is the primary contact. If there are multiple rows of information, use the scroll option bar to move from one row to another.

If the checkbox for Same Address as Individual is turned on, the Address Type drop down box appears. This allows the user to select which address type to copy for the Emergency Contact person.

A phone number can be entered under the Contact Phone. This would be the preferred phone number to call. Selecting the "Emergency Contact/Other Phone" tab allows the user to set other Phone Types, such as Business or Mobile.
Service Indicators

Service Indicators are used for both positive and negative notifications.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Positive Service Indicator, used to identify student's record when a payment plan for tuition has been set up.</td>
</tr>
<tr>
<td>1</td>
<td>Negative Service Indicator, used to identify holds, advisor holds, or dean's holds.</td>
</tr>
</tbody>
</table>

Select the indicator on a page to see additional details. It is important to note that students can see the details of a hold in their self-service account.

You can navigate to the Manage Service Indicators page to see all positive and negative Service Indicators. You can navigate directly to the page as shown below or you can select the General Info tab on the Student Services Ctrl (Student) component.

Navigation:
V8.0 Menu > Campus Community > Service Indicators > Person > Manage Service Indicators

When the page appears, it defaults to show all negative and positive Service Indicators. Use the “Effect” drop down to change the display from “All” to “Negative” or “Positive”.

Note: If you have Inquiry only access you will not be able to select the Add Service Indicator link.

Manage Service Indicators

When selecting “Effect”, make sure to select the Refresh link to update the page.

Manage Service Indicators Summary:
No Service Indicators exist for selected criteria.

Add Service Indicator

In the example above, the student does not have any “Positive” Service Indicators on her record.

Note: If there is no Service Indicator matching the “Effect” selected, the “No Service Indicators exist for selected criteria” message will appear as shown above.

To see the details of a Service Indicator, select the code to the left of the “Reason Description”. For example, below the DES code would be selected.

The details page will display:
- Service Indicator Code
- Service Ind Reason Code
- Description
- Start Term
- Start Date
- Department Assigned By
- Amount
- Placed By Contact
- Placed Method
- Services Impacted
- Date & Time Placed on Record
- User ID of Person who Place

Negative Service Indicators typically impact the following three things:
- Prohibit Release of Diploma - DPIR
- Restricts Initial Enrollment - IENR
- Restricts Transcript Release - TRAN
Career and Program Information

The Purpose
This component group displays past and present programs, plans, sub-plans and a summary of actions. The pages let you view details for a specific student by academic career and student career number. If the student has multiple careers and/or career numbers there will be additional rows of information to scroll through.

The Route
Menu > Records and Enrollment > Career and Program Information

Left hand Menu view

Right hand Grid view

Student Career
The student Career component provides a summary of the Academic Program Status over time.

Navigation:
Menu > Records and Enrollment > Career and Program Information > Student Career

Program Actions are grouped by Career (Undergrad or Graduate). Use the Left and Right arrows to move from one Career to another.

The most recent action appears at the top of the list and the most historic information appears at the bottom.

- **Effective Date** is the date the action will affect the student in PAWS.
- **Action Date** is the date the action was entered into PAWS.

**Note:** Sometimes the Effective Date and Action Date are different.

Notice that you can select either the **Include History** or **Include History** button.

**Note:** UVM has turned on **Include History**, which means that all of the action rows should appear for each student that you look up.
### Student Program

The Student Program/Plan component defines the student’s major or minor. It contains the school/college that the student is admitted to or pursuing his/her degree in.

### Tab Description

- **Student Program**: Displays the student's program name.
- **Student Plan**: Displays the student's major and minor.
- **Student Program Plan**: Displays the student's sub-plan if assigned.
- **Student Other**: Displays information for College Connection.
- **Student Urgent**: Page will be populated when a degree has been awarded.

On the Student Program tab you will find the Student's Academic Program, Admit Term, and Program Requirement Term.

**Navigation:**

Menu > Records and Enrollment > Career and Program Information > Student Program/Plan

- **Status**: Includes whether the student is Active in Program or has been Discontinued.

### The pertinent Program Actions for students include becoming active in the program, changing programs, or completing a program, but you may see any of the following:

- **Administrative Withdrawal**
- **Admission Revocation**
- **Admit**
- **Application**
- **Applicant Withdrawal**
- **Completion of Program**
- **Conditional Admit**
- **Data Change**
- **Defer Decision**
- **Defer Enrollment**
- **Deny**
- **Intention to Matriculate**
- **Matriculation**
- **Plan Change**
- **Program Change**
- **Readmit Application**
- **Reconsideration**

The Completing a Program row means that the student has graduated from UWM. The Effective Date would show you the date that this took place in PAWS. The example below shows the student graduated on 12/22/2002. This was entered into PAWS on 02/19/2003.

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Select to access student's program information.</td>
</tr>
<tr>
<td>Admin Assigned</td>
<td>Shows the administrator assigned to the program.</td>
</tr>
<tr>
<td>Admin Contact</td>
<td>Contact information for the administrative office.</td>
</tr>
<tr>
<td>Admin Status</td>
<td>Shows the administrative status of the program.</td>
</tr>
<tr>
<td>Admin Term</td>
<td>Shows the term the program was initiated.</td>
</tr>
<tr>
<td>Academic Program</td>
<td>Shows the details of the academic program.</td>
</tr>
<tr>
<td>Academic Program Plan</td>
<td>Shows the sub-plan details.</td>
</tr>
<tr>
<td>Admit</td>
<td>Shows the admit term date.</td>
</tr>
<tr>
<td>Admit Term</td>
<td>Shows the term the student was admitted.</td>
</tr>
<tr>
<td>Admit Term</td>
<td>Shows the term the program was initiated.</td>
</tr>
<tr>
<td>Admit Term</td>
<td>Shows the term the program was initiated.</td>
</tr>
<tr>
<td>Admit Term</td>
<td>Shows the term the program was initiated.</td>
</tr>
<tr>
<td>Admit Term</td>
<td>Shows the term the program was initiated.</td>
</tr>
</tbody>
</table>

**Effective Date** is the date the Program Action becomes effective on the student's record.

**Program Actions** include:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACDY</td>
<td>Activated</td>
</tr>
<tr>
<td>ADRY</td>
<td>Admission Revocation</td>
</tr>
<tr>
<td>COMP</td>
<td>Completion of Program</td>
</tr>
<tr>
<td>DATA</td>
<td>Until Change</td>
</tr>
<tr>
<td>DEF1</td>
<td>Defer Decision</td>
</tr>
<tr>
<td>DISC</td>
<td>Discontinued</td>
</tr>
<tr>
<td>STC</td>
<td>Matriculation</td>
</tr>
<tr>
<td>PLNC</td>
<td>Plan Change</td>
</tr>
<tr>
<td>PRGC</td>
<td>Program Change</td>
</tr>
<tr>
<td>NADM</td>
<td>Headmit</td>
</tr>
<tr>
<td>RAPP</td>
<td>Headmit Application</td>
</tr>
<tr>
<td>REVK</td>
<td>Revoked Degree</td>
</tr>
<tr>
<td>SPND</td>
<td>Suspension</td>
</tr>
<tr>
<td>WADM</td>
<td>Administrative Withdrawal</td>
</tr>
</tbody>
</table>

- **The Admit Term** is the term in which the student is first admitted into the university or into the school/college.

  **Note:** If a program is new, the admit term will be the term that the new program became effective on campus. PAWS will not allow a student to have an admit term into that program before the program was created on the database system.

- **The Requirement Term** is the term in which academic advisement degree progress requirements apply to the student for this Program. This applies only to Undergraduate programs.

- **Expected Grad Term** is set when a student first enrolls and is updated every semester based on academic level. It is changed when the student notifies us through PAWS of their intended date of graduation.

The Student Program/Plan component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, select the Edit Program Data button. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.
**Student Plan**

On the Student Plan tab you will find the Student’s Academic Plan, Plan Sequence Number, and plan Requirement Term. A plan can have a major, minor or certificate. A student can have multiple plans.

### Navigation:

Menu > Records and Enrollment > Career and Program Information > Student Program/Plan

Select **Student Plan** tab.

---

**Option** | **DESCRIPTION/ACTION**
--- | ---
View 2 | Displays all rows of information on a page. When this feature is enabled, the link changes to View 1 so that you can return to the opposite setting.
View 1 | Displays one row of information on a page. When this feature is enabled, the link changes to View 2 so that you can return to the opposite setting.
Prev | Takes you to the first row of information.
Next | Displays the next row of information.

To review multiple plans, use the scroll option bar.

---

**Student Sub-Plan**

On the Student Sub-Plan tab you will find the Student’s Academic Sub-Plan and sub-plan Requirement Term. Some plans have sub-plans, which are options, tracks, sub-majors, or concentrations. Some examples of sub-plans are Finance-Investments (within the Finance plan) and Law Studies (within the Political Science plan).

### Navigation:

Menu > Records and Enrollment > Career and Program Information > Student Program/Plan

Select **Student Sub-Plan** tab.

---

**Option** | **DESCRIPTION/ACTION**
--- | ---
View 2 | Displays all rows of information on a page. When this feature is enabled, the link changes to View 1 so that you can return to the opposite setting.
View 1 | Displays one row of information on a page. When this feature is enabled, the link changes to View 2 so that you can return to the opposite setting.
Prev | Takes you to the first row of information.
Next | Displays the next row of information.

---

**Student Attributes**

The Student Attributes page identifies certain information about a student. Currently this page is used to show students who participate in the College Connection program with a Student Attribute of CLCN. The Student Attribute Value shows the name of the participating institution.

### Navigation:

Menu > Records and Enrollment > Career and Program Information > Student Program/Plan

Select **Student Attributes** tab.

---

The student attends classes at the participating institution, but gets a degree from UWM. Courses are taught by UWM instructors. Two year UW schools that are participating include:

<table>
<thead>
<tr>
<th>Code</th>
<th>School</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAR</td>
<td>Baraboo</td>
</tr>
<tr>
<td>FHL</td>
<td>Fond du Lac</td>
</tr>
<tr>
<td>MAR</td>
<td>Marinette</td>
</tr>
<tr>
<td>MATCH</td>
<td>MATCH/Madison</td>
</tr>
<tr>
<td>NHR</td>
<td>Nicollet</td>
</tr>
<tr>
<td>RIC</td>
<td>Richland</td>
</tr>
<tr>
<td>ROCK</td>
<td>Rock County</td>
</tr>
<tr>
<td>WIS</td>
<td>Wisconsin</td>
</tr>
</tbody>
</table>
The StudentProgramPlan component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, select the Edit Program Data button. When the component opens, select Student Data tab. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

The Degree component shows more detailed information about students’ degrees. (Note: See page 114 for details.)

The StudentProgramPlan component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, select the Edit Program Data button. When the component opens, select Student Data tab. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Student Background Information

The Purpose
This component group displays past and present background information. The advisor page lets you view details for a specific student by effective date. If the student has multiple advisors there will be additional rows of information to scroll through.

The Route
Menu > Records and Enrollment > Student Background Information

Left hand Menu view

Right hand Grid view
Student Advisor

This component displays a student’s advisor(s).

Navigation:
Menu > Records and Enrollment > Student Background Information > Student Advisor

The Effective Date indicates when an advisor was assigned to a student. If this student has other advisors, use the scroll options bars to view details.

- Multiple Rows on the top scroll option bar display advisor information by effective date
- Multiple rows on the second scroll option bar display the number of advisors active at same time. (e.g., An Advisor in AOC and a faculty advisor.)

Advisors listed on this page:
- Have ability to see student enrollment and print transcripts through self-service pages.
- Appear on student’s transcript.
- Appear on student’s Student Center page.

WARNING: The checkboxes at the bottom of the page are informational only; they do not impact any actions.

Advisor name or names are also available on Campus Community > Student Services Ctr (Student). Advisor names are listed on the right side of the main page about half way down.

Term Processing

The Purpose
This component group displays internal academic honors actions. The pages let you view details for a specific student.

The Route
Menu > Records and Enrollment > Term Processing

Honors and Awards

This page displays internal academic honors actions, such as Dean’s Honor List and graduate fellowships.

Navigation:
Menu > Records and Enrollment > Term Processing > End of Term Processing > Honors and Awards

Honors and Awards

Use the scroll option bar to move from one row of information to another. Each row represents a new term.

Note: Honors received prior to the summer, 2002 are listed as Academic Action on the Student Transcript.
Graduation

The Purpose
This component group displays past and present honors and awards and degrees received from UW-Milwaukee. The pages let you view details for a specific student.

The Route
Menu > Records and Enrollment > Graduation

Left hand Menu view

Right hand Grid view

We are not using Degree Rank/Size at this time.

Student Degree component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, select the Degree Information link. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Degrees

The pages in the Student Degrees component show information about degrees received from UW-Milwaukee.

Degrees received from other institutions are available through the Transfer Credit component. (Note: See External Degrees information on page 149 for details.)

Navigation:
Menu > Records and Enrollment > Graduation > Student Degrees

This page is populated after the final term.

- The Degree page shows basic information about a degree: the type of degree, term of completion, date degree was conferred, status (Awarded), and degree GPA.
- Degree honors are reflected on the next page in the group. Honors Suffix and Honors Prefix are fields not used at this time.

Degree Honors

The Degree Honors page displays the honor and award date for a specific student. Checkboxes show whether the honor will appear on the diploma and/or transcript.

Navigation:
Menu > Records and Enrollment > Graduation > Student Degrees

Select Degree Honors tab.

- Degree-related honors (Cum Laude, Honors in the Major, Departmental Honors, etc.) display on this page for undergraduate degrees only. If a student earns more than one honor, you’ll see a row of information for each honor.
- Use the scroll options to view honors for multiple degrees.

Student Degree component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, select the Degree Information link. When the component opens, select Degree Honors tab. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.
Degree Plan

The Degree Plan page displays the degree plan data as it will appear on the transcript.

Navigation:
Menu > Records and Enrollment > Graduation > Student Degrees

Select the Degree Plan tab. When the component opens, select the Degree Information link. When the component opens, select the Degree Plan tab. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Student Degree component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, select the Degree Information link. When the component opens, select the Degree Plan tab. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Enroll Student

The Purpose
This component group displays past and present class enrollment actions and student milestones. The pages let you view completion of high school foreign language and enrollment drop dates for a specific student.

The Route
Menu > Records and Enrollment > Enroll Student

Left hand Menu view

Right hand Grid view

Student Milestones

Milestones include placement test level and high school credit for foreign language. Milestones apply to undergraduate students only.

Navigation:
Menu > Records and Enrollment > Enroll Students > Student Milestones

There will be only one effective dated row with multiple Milestones listed under the Milestone Detail heading. Use the bottom scroll option bar to navigate and view multiple milestones.

Important: Using the Include History button will not provide additional information since all information is listed under one ‘Effective Date’.

Select the Milestone Attempts tab to see the date a Milestone was taken.
Student Enrollment 1

Student Enrollment 1 displays all classes in which a student enrolled for each term, including the number of units and grades. You also see any classes the student dropped.

Navigation:
Menu > Records and Enrollment > Enroll Students > Enrollment

- Use the scroll option bar to navigate and display other courses for that term.
- If you selected the term from a list of terms for this student, click [ ] Next in List or [ ] Previous in List button to see other terms for this student.

You can see the status of Dropped and grade of W on Campus Community > Student Services Ctr (Student) > Academics tab. Scroll down and select the appropriate term on the left to see the class details on the right.

Student Enrollment 2

Student Enrollment 2 displays the status of each class in a term. The Enrollment Add Date and Enrollment Drop Date (if applicable) are displayed for each class.

Navigation:
Menu > Records and Enrollment > Enroll Students > Enrollment

Select [ ] Student Enrollment 2 tab.

- Use the scroll option bar to navigate and view other courses in the term.
- If you selected this term from a list of terms for this student, click [ ] Next in List or [ ] Previous in List button to see other terms for this student.
- The Status Date is the actual date the action was entered (posted). This may differ from the Effective Date if an action is backdated or future-dated.

Student Enrollment 3

Student Enrollment 3 displays the tuition group (Graduate or Undergraduate) that applies to each course the student is registered to take.

Navigation:
Menu > Records and Enrollment > Enroll Students > Enrollment

Select [ ] Student Enrollment 3 tab.

- Use the top scroll option bar to navigate and view other courses in the term.
- If you selected this term from a list of terms for this student, click [ ] Next in List or [ ] Previous in List button to see other terms for this student.

UWM uses fog Grade Change notes.

Student Enrollment 4

Student Enrollment 4 displays an enrollment designation such as GER, if one exists for the course.

Navigation:
Menu > Records and Enrollment > Enroll Students > Enrollment

Select [ ] Student Enrollment 4 tab.

- Use the scroll option bar to navigate and view other courses in the term.
- If you selected this term from a list of terms for this student, click [ ] Next in List or [ ] Previous in List button to see other terms for this student.
Last Enrollment Action

The Last Enrollment Action page displays the most recent enrollment action for each class.

Navigation:
Menu > Records and Enrollment > Enroll Students > Enrollment

Select the Last Enrollment Action tab.

- Use the scroll option bar to navigate and view other courses in the term.
- If you selected this term from a list of terms for this student, click the [Select All] button or [Failed/Withdraw] button to see other terms for this student.
- If the User Id starts with a “W” followed by an empl id, it means the student performed this action through PAWS in version 8.0 or earlier. From version 8.9 and later, UVM no longer uses “W” accounts.

Term Activation

Term Activation page displays all terms for which a student was eligible to enroll and term activated for.

Navigation:
Menu > Records and Enrollment > Student Term Information > Term Activate a Student

Academic Level in the system is updated based on current credits totals.

Eligible to Enroll checkbox identifies if a student is eligible to enroll in classes for that semester. This checkbox appears on each term detail row.

Term Active a Student component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, select the Edit Term Data button. When done, select Cancel to return to the Student Services Ctr (Student) Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Student Term Information

The Purpose

This component group displays grades, term activation, statistics, withdrawal, academic standing and study abroad agreements. The pages let you view details for a specific student term by term.

The Route

Menu > Records and Enrollment > Student Term Information

Left hand Menu view

Right hand Grid view

External Study

The External Study page displays any study agreements on record for a student.

Navigation:
Menu > Records and Enrollment > Student Term Information > Term Activate a Student

The External Org Id field designates the institution sponsoring the study abroad program.

The Term field shows the term the student is going to be gone. If UVM is sponsoring the study abroad program, this is usually just one term, but the program could span two terms. Use the lower scroll option bar to navigate and view the second term.

The Start Date and End Date fields show the actual dates the student will be abroad.

Term Active a Student component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, select the Edit Term Data button. When the component opens, select the External Study tab. When done, select Cancel to return to the Student Services Ctr (Student) Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.
Term Statistics

Term Statistics page displays the UWM credits taken, passed, or in progress, term by term. Transfer Credit is also summarized on this page.

Navigation:
Menu > Records and Enrollment > Student Term Information > Term History

Term History component is also available from Campus Community > Student Services Ctrl (Student) > Academics tab. On the Academics tab, scroll down and select the Term History link. When done, select Cancel to return to the Student Services Ctrl (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Below are the definitions of fields based on the section.

Term Statistics

- GPA – For GPA: Grade point average for grade point average. Displays the total number of units that are taken for a grade (A, B, C, D, F) and accumulate in the GPA, and divide the grade points for GPA by the total number of units that are taken for each class for which a grade accumulates in the GPA. UWM rounds to the third decimal place.
- GPA – No GPA: Grade point average for grade point average. Displays the total number of units that are transferred for a grade (T) and do not accumulate in the GPA.
- Earned Units – For GPA: Earned units for grade point average. Displays the total number of units that are passed with an earned credit grade (A, B, C, D) and accumulate in the GPA.
- Earned Units – Not For GPA: Earned units not for grade point average. Displays the total number of units that are passed with an earned credit grade (Pass, Fail, Satisfactory, Unsatisfactory) and do not accumulate in the GPA.
- Earned Units – No GPA: Earned units not for grade point average. Displays the total number of units that are not yet completed and for which the future assigned grade will not accumulate in the GPA.
- In Progress Units – For GPA: In progress units for grade point average. Displays the total number of units that are passed with an earned credit grade (T) and do not accumulate in the GPA.
- In Progress Units – Not For GPA: In progress units not for grade point average. Displays the total number of units that are not yet completed and for which the future assigned grade will not accumulate in the GPA.
- Units Taken Towards Academic Load: Units taken towards academic load. Displays the total number of units that are taken for a grade (A, B, C, D, F) and do not accumulate in the GPA for models where the Include in GPA check box is selected on the Transfer Course Entry page.
- Units Taken Towards for Audit: Displays the total number of audit units taken for the term.
- For Units Only: Displays the total number of transferred units that are passed with an earned credit grade (T) and do not accumulate in the GPA for models where the Include in GPA check box is selected on the Transfer Course Entry page.

Acad Load

- GPA / No GPA: Total number of units passed for progress. This total is used in Student Records to determine academic load and academic level.
- Earned Units – Not For GPA: Earned units not for grade point average. Displays the total number of units that are not completed and for which the future assigned grade will not accumulate in the GPA.

Transfer Credit:

- Graded Units – For GPA: Graded units for grade point average. Displays the total number of units that are transferred for a grade (A, B, C, D, F) and accumulate in the GPA for models where the Include in GPA check box is selected on the Transfer Course Entry page.
- Graded Units – Not For GPA: Graded units not for grade point average. Displays the total number of units that are transferred for a grade (T) and do not accumulate in the GPA for models where the Include in GPA check box is selected on the Transfer Course Entry page.
- Grade Points – For GPA: Grade points for grade point average. Displays a number that is calculated by taking the grade points received for each grade (on a 4-point grading scale, an A equals 4 points), and multiplying that number by the number of units taken for each class for which a grade accumulates in the GPA.
- Grade Points – Not For GPA: Grade points for grade point average. Displays the total number of units that are passed with an earned credit grade (T) and do not accumulate in the GPA.
- GPA – For GPA: Grade point average for grade point average. Displays the total number of units that are taken for a grade (A, B, C, D, F) and accumulate in the GPA, and divide the grade points for GPA by the total number of units that are taken for each class for which a grade accumulates in the GPA. UWM rounds to the third decimal place.
- GPA – No GPA: Grade point average for grade point average. Displays the total number of units that are transferred for a grade (T) and do not accumulate in the GPA.

Note: The "Graded Units – For GPA" and "Graded Units – Not for GPA" fields do not include classes that are in a withdrawn status and classes that are taken with the audit grade basis.

*Note: GPA / No GPA field is updated on the Terms in Residence page in the Term Activation component.
Field | Description
--- | ---
| | credit units that are taken and transferred for a grade (Pass, Fail, Satisfactory, Unsatisfactory, T) and do not accumulate in the GPA.

Grade Points – For GPA | Grade points for grade point average. Displays the sum of all grade points for enrollment and transfer credit units that accumulate in the GPA.

GPA – For GPA | Grade point average for grade point average. Displays the grade point average which is calculated by dividing the grade points for GPA by the graded units for GPA. UWM rounds to the third decimal place.

Earned Units – For GPA | Earned units for grade point average. Displays the sum of all enrollment and transfer credit units that are passed with an earned credit grade (A, B, C, D) and accumulate in the GPA.

Earned Units – Not For GPA | Earned units not for grade point average. Displays the sum of all enrollment and transfer credit units that are passed with an earned credit grade (Pass, Satisfactory, T) and do not accumulate in the GPA.

In Progress Units – For GPA | In progress units not for grade point average. Displays the total number of units that are not yet completed and for which the future assigned grade will accumulate in the GPA.

In Progress Units – Not For GPA | In progress units not for grade point average. Displays the total number of units that are not yet completed and for which the future assigned grade will not accumulate in the GPA.

Combine Earned Unit GPA / No GPA | Combined earned unit for grade point average / not for grade point average. Displays the sum of all enrollment and transfer credit units that are passed with an earned credit grade, including both those that accumulate and do not accumulate in the GPA.

Transfer Credit For Units Only | Displays the sum of transferred units that are passed with an earned credit grade and do not accumulate in the GPA for models where the Include in GPA check box is cleared.

Transfer Credit Units Adjustment | Displays the number of units that were manually removed from the student’s overall transfer credit units.

Total Term Units | Displays the sum of all enrollment and transfer credit units that are passed with an earned credit grade, including both those that accumulate and do not accumulate in the GPA, plus transfer credit units that are passed with an earned credit grade that do not accumulate in the GPA for models where the Include in GPA check box is cleared, minus the number of units that were manually removed from the student’s overall transfer credit units. Units taken for audit are excluded from this total.

Note: At UWM, the number of passed, transfer credits are counted in the number of earned units, but these are not counted in the GPA.

Cumulative Statistics
Cumulative Statistics page displays the UWM Credits taken, passed, and in progress with a rolling total from term to term. Totals cumulate instead of start over.

Navigation:
Menu > Records and Enrollment > Student Term Information > Term History
Select Cumulative Statistics tab.

- The first row to appear has the current cumulative statistics for this student by career. Use the lower scroll option bar to navigate and view cumulative statistics for previous terms.
- If the student has another career, use the top scroll option bar to navigate and view cumulative statistics for other careers.
- Total Cumulative Units shows the total number of transfer credits plus the total number of UWM credits.

Note: To see descriptions of the individual fields, see pages 130-134 under Term History. The field descriptions are the same, the numbers are calculating from one term to the next.

Term History component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, scroll down and select the Term History link. When the component opens, select Cumulative Statistics tab. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

- PAWS keeps track of cumulative statistics at the end of each term.
Term Withdrawal
The Term Withdrawal page displays withdrawal actions and withdrawal reasons for a specific student by term.

Navigation:
Menu > Records and Enrollment > Student Term Information > Term History
Select 'Term Withdrawal' tab.

- Withdrawal/Cancel only displays Withdrawal actions. UWM does not use the Cancel option.
- Withdrawal/Cancel Reason can be one of the following: Student Initiated, Non Pay, or Academic.

Term History component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, scroll down and select the Term History link. When the component opens, select 'Term Withdrawal' tab. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Academic Standing
The Academic Standing page displays the current and previous academic standing status of a specific student.

Navigation:
Menu > Records and Enrollment > Student Term Information > Term History
Select 'Academic Standing' tab.

Academic Standing is defined by Academic Career (Graduate or Undergrad). The middle scroll option bar displays the term. To view a different term, use the following:

<table>
<thead>
<tr>
<th>Option</th>
<th>DESCRIPTION/ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tab</td>
<td>Displays row numbers showing the total number of rows. For example, the 1-2 of 3 means that row 1 and row 2 are displayed on the screen and there is a third row that is currently hidden.</td>
</tr>
<tr>
<td>Tab</td>
<td>Displays last row of information, which should be the most recent date.</td>
</tr>
</tbody>
</table>

Note: Details will only show for terms starting summer, 2002 and forward.

Term History component is also available from Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, scroll down and select the Term History link. When the component opens, select 'Academic Standing' tab. When done, select Cancel to return to the Student Services Ctr (Student) > Academics tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Student Grade Inquiry
Student Grade Inquiry page displays the student grade by class for a specific term.

Navigation:
Menu > Records and Enrollment > Student Term Information > Student Grades

Class names are listed on the left and the grades are listed toward the right. The Grade Input is the grade entered by the instructor. The Official Grade is the grade that will be reflected on the Student Transcript.

Students who drop a class after a certain point in the semester will receive a W grade. This is an administrative grade used to identify dropped classes. In addition, instructors must use an F grade with a number at the end of it. The number represents the last week of participation from the student in the class. This number is used for students receiving Financial Aid.

Grades are also available on Campus Community > Student Services Ctr (Student) > Academics tab. On the Academics tab, scroll down to the Classes section. You may need to select an appropriate term on the left side of the page to see the grades for that semester.
- Term Statistics page displays the UWM Credit Taken, Passed, and In Progress term by term. Transfer Credit from other institutions will display here as well. The page is associated with the student grades component. (Note: This information is the same as the Term Statistics and Cum Statistics mentioned prior in the manual. See pages 130-134 for more detail.)

- Click the Detail button to display additional information about the associated class. Note: Only classes taken during or after summer, 2002 will have details. The details page shows you the Class Number, Subject, Catalog Number, Section, Description, Units, Status, Seats Available, Class Type, Course ID, Campus, and Location.

- Units Taken displays the number of credits taken.

- Session other than “Regular” in fall or spring terms means the course was taken in a condensed session. Terms from legacy will always appear as “regular.”

**Transcript Text**

If a student’s course work requires special explanation(s) to appear on the transcript, this page identifies the special text that appears on the transcript.

**Navigation:**

Menu > UWM Records and Enrollment > Transcript > View Transcript Text

**Note:** The 1–8 of 8 above references the number of lines of text on the page. The text is free format, so spelling mistakes will not automatically correct.

<table>
<thead>
<tr>
<th>No.</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Effective: 06-07-2006</td>
</tr>
<tr>
<td>2</td>
<td>Spring Rm– Spring Card</td>
</tr>
<tr>
<td>3</td>
<td>Effective: 10-17-2006</td>
</tr>
<tr>
<td>4</td>
<td>Spring Card in addition to registration card</td>
</tr>
<tr>
<td>5</td>
<td>Spring Rm– Fall Card</td>
</tr>
<tr>
<td>6</td>
<td>Fall Card in addition to registration card</td>
</tr>
<tr>
<td>7</td>
<td>“You will be required to continue to test the system.”</td>
</tr>
<tr>
<td>8</td>
<td>“If it is the day that all good men should come to the aid of their team.”</td>
</tr>
</tbody>
</table>

**Note:** Name, phone, and address changes do not appear here. Those are part of the student’s biographic history located at Menu > Campus Community > Personal Information > Add/Update a Person.

**Transfer Credit**

**The Purpose**

This component group displays test results and credits the student earned from other institutions, including high school units, college credits, test credits, and other credits (such as retro language credits).

**The Route**

Menu > Records and Enrollment > Transfer Credit Evaluation

**Left hand Menu view**

**Right hand Grid View**
External Education

The External Education component displays high school and transfer credit work received from other institutions. It shows the Transcript Status and the External Subjects.

Navigation:
Menu > Records and Enrollment > Transfer Credit Evaluation > External Education

The External Education component is also available from Campus Community > Student Services Ctr (Student) > Admissions tab. On the Admissions tab, select Edit Education Data button. When done, select Cancel to return to the Student Services Ctr (Student) > Admissions tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

Note: A summary of the Education data will appear on the Student Services Ctr (Student) > Admissions tab. The School name will appear on the left. Select the right arrow to see details. Selecting the External Courses link will redirect you to the External Degrees link will redirect you to the External Degrees tab in the External Education component.

---

High School Subjects

The High School Subjects page displays high school units earned by a student.

Navigation:
Menu > Records and Enrollment > Transfer Credit Evaluation > External Education

Select High School Subjects tab.

Since this group of pages contains information about both colleges and high schools, you may need to use the top frame’s scroll option bar to navigate and view high school information.

In the second frame, the Career field should indicate ‘High School’.

The External Education component is also available from Campus Community > Student Services Ctr (Student) > Admissions tab. On the Admissions tab, select Edit Education Data button. When the component opens, select High School Subjects tab. When done, select Cancel to return to the Student Services Ctr (Student) > Admissions tab. Note: If you have inquiry only access, you will not be able to edit information on a page.
Courses and Degrees

The Courses and Degrees page displays degrees (such as High School Diploma, Bachelor’s of Arts Degree, Masters Degree, etc.) received from other institutions, as well as, transfer credit courses.

Navigation:
Menu > Records and Enrollment > Transfer Credit Evaluation > External Education

Select the Courses and Degrees tab.

- This page contains information about external degrees from both colleges and high schools. Use the frame’s top scroll option bar to navigate and view the appropriate institution.

Test Results

The Test Results page displays the results of student testing, such as ACT, SAT, College Board, CLEP, GRE, PRAXIS II, Advanced Placement and placement tests.

Navigation:
Menu > Records and Enrollment > Transfer Credit Evaluation > Test Results

Test Results

Use the top frame’s scroll option bar to navigate and view other types of tests.

If there are multiple components for a test use the bottom frame’s scroll option bar to navigate and view test component details. The page defaults to only show 4 rows of test component detail. Select View All link to see all rows. (Note: Select a column heading to sort details by that title. For example, to sort by date, select the “Test Date” heading.)

The Test Results component is also available from Campus Community > Student Services Ctr (Student) > Admissions tab. On the Admissions tab, select Edit Student Tests button. When done, select Cancel to return to the Student Services Ctr (Student) > Admissions tab. Note: If you have inquiry only access, you will not be able to edit information on a page.

The External Education component is also available from Campus Community > Student Services Ctr (Student) > Admissions tab. On the Admissions tab, select Edit Education Data button. When the component opens, select the Courses and Degrees tab. When done, select Cancel to return to the Student Services Ctr (Student) > Admissions tab. Note: If you have inquiry only access, you will not be able to edit information on a page.
Transfer Course Entry

The Transfer Course Entry page displays each incoming transfer course from other institutions and the corresponding UWM equivalent course.

Navigation:
Menu > Records and Enrollment > Transfer Credit Evaluation > Course Credits - Manual

![Image of Transfer Course Entry Screen]

The information on this component is entered into PAWS through the appropriate admitting office. Undergraduate Admissions has defined incoming courses and UWM equivalent courses.

Since transfer credit must equate to a UWM course, the graduate school has set up generic transfer courses for each department. For example, an incoming graduate course for a student in the graduate Business program transfers to the UWM equivalent of “Business G”.

- The Model Nbr is a sequence number used to track multiple institutions. To see the name of the institution, look at the Source Information in the third text field under transfer credit model.
- To switch between institutions, use the top frame’s scroll option bar to navigate and view school name or state.
- The Articulation Term is the term to which the equivalent credits will be applied/counted.
- Use the fifth frame’s scroll option bar to see other courses within an institution.
- The Equivalent Course is the UWM equivalent for the transfer credit.
- Transfer Grading Basis is how we based our conversion of the incoming grade. Transfer Grading Bases means we count the units, but those units are NOT counted in a student’s GPA.

The Course Credits - Manual component is also available from Campus Community > Student Services Ctr (Student) > Transfer Credit tab. On the Transfer Credit tab, select Detail link next to the course institution listed under Course Credits. When done, select Cancel to return to the Student Services Ctr (Student) > Transfer Credit tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

Note: A summary of the Course Credits - Manual data will appear on the Student Services Ctr (Student) > Transfer Credit tab. On the Transfer Credit tab, scroll down to the Course Credits. Use the icon to see a summary of courses with the number of units transferred.

Test Credit Details

The Test Credit Details page displays credits received from advanced placement test and other tests such as CLEP examinations.

Navigation:
Menu > Records and Enrollment > Transfer Credit Evaluation > Test Credits - Automated

![Image of Test Credit Details Screen]

- The Model Nbr is a sequence number used to track multiple tests with different effective terms.
- The Articulation Term is the term to which the equivalent credits will be applied.
- The Equivalent Course is the UWM equivalent for the test credit.

- The Status must show “posted” in order for the credits to count.

The Test Credits - Automated component is also available from Campus Community > Student Services Ctr (Student) > Transfer Credit tab. On the Transfer Credit tab, select Detail link next to the source institution listed under Test Credits. When done, select Cancel to return to the Student Services Ctr (Student) > Transfer Credit tab.

Note: If you have inquiry only access, you will not be able to edit information on a page.

Note: A summary of the Test Course Credits - Automated data will appear on the Student Services Ctr (Student) > Transfer Credit tab. On the Transfer Credit tab, scroll down to Test Credits. Use the icon to see a summary of test results with the number of units posted.
Other Credit Details

Other Credits are used for undergraduates and include retro language credits and special credit granted by a Dean.

Navigation:
Menu > Records and Enrollment > Transfer Credit Evaluation > Other Credits – Manual

- The Model Nbr is a sequence number used to track multiple credits with different effective terms.
- The Articulation Term is the term to which the equivalent credits will be applied.

Curriculum Management

The Purpose

This component group displays information about the course management piece of PAWS. The pages let you view class enrollment and whether or not the section is open or closed.

The Route
Menu > Curriculum Management > Schedule of Classes > Update Sections of a Class

Class Control

The Class Control page displays all sections of a class and whether or not the section is open or closed.

Navigation:
Menu > Curriculum Management > Schedule of Classes > Update Sections of a class

- Enrollment Status indicates whether or not the section is Open for enrollment or Closed to enrollment. A Class is usually closed because the section is full.
- If the Class Type is E, the section is an Enrollment component and is the graded component.
- Consent identifies whether a student needs permission to Add or Drop a class and where the approval comes from. PAWS uses the following codes:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Requires Instructor Consent</td>
</tr>
<tr>
<td>2</td>
<td>Requires Department Consent</td>
</tr>
</tbody>
</table>
Class Enrollment Limits

The Class Enrollment Limits page displays enrollment capacity and enrollment totals.

Navigation:
Menu > Curriculum Management > Schedule of Classes > Update Sections of a class

Select the Class Enrollment Limits tab, under Class Sections.

- Enrl Cap is the enrollment capacity set by the department for each section.
- Enrl Tot is the current enrollment for the section.
- Wait Cap and Wait Tot refer to the automated wait list function. Some departments at UWM are not using waitlist.
- Min Enrl is minimum enrollment limit needed for class. UWM is currently not using.
- Class Nbr is a number assigned to this class for the schedule. This number is automatically assigned by the system and changes each term.

Toolbar Buttons

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Save]</td>
<td>Save</td>
<td>Sends the information you have entered on the page to the database.</td>
</tr>
<tr>
<td>[Return to Search] button</td>
<td>Return to Search Page</td>
<td>Returns you to the search page.</td>
</tr>
<tr>
<td>[Next in List] button</td>
<td>Next in List</td>
<td>Displays the data for the next data row in your search results grid. This button appears gray if you didn't select the data row from a search results grid, if there was only one row in the grid, or if the data displayed is the first row in the grid.</td>
</tr>
<tr>
<td>[Previous in List] button</td>
<td>Previous in List</td>
<td>Displays the data for the previous data row in your search results grid. This button appears gray if you didn't select the data row from the search results grid, if there was only one row in the grid, or if the data displayed is the first row in the grid.</td>
</tr>
<tr>
<td>[Update Display] button</td>
<td>Update Display</td>
<td>Accesses existing rows of data on the database. If data is effective-dated, displays only current and future rows.</td>
</tr>
<tr>
<td>[Include History] button</td>
<td>Include History</td>
<td>Accesses existing rows of data on the database and displays all effective-dated rows. Allows you to update all rows, including historic rows.</td>
</tr>
<tr>
<td>[Correct History] button</td>
<td>Correct History</td>
<td>Accesses existing rows of data on the database and displays all effective-dated rows. Allows you to update all rows, including historic rows.</td>
</tr>
</tbody>
</table>

Keyboard Shortcuts
There are many keyboard navigation alternatives to using the mouse in PAWS. These alternatives are called Keyboard Shortcuts or Hot Keys. Keyboard Shortcut keys perform an immediate action. When you press any of the key combinations below, the designated action occurs.

Using Buttons and Keyboard Shortcuts

Toolbar Icons and Keyboard Shortcuts
You will see buttons in several places within PAWS. These buttons are essentially shortcuts that correspond to various menu options. As you move your cursor over each button on the toolbar, a short description identifying that button appears to assist you. At times, however, some buttons may be gray when a particular action is not available for the page within which you are working.

Search Page Buttons
The following buttons are located on Search pages:

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search</td>
<td>Processes the search once you have entered search criteria in the key fields above the Search button. Note: You can also run a search by pressing [Enter].</td>
</tr>
</tbody>
</table>

Page Action Buttons

<table>
<thead>
<tr>
<th>Action Button</th>
<th>View</th>
<th>Change</th>
<th>Insert New Rows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Display</td>
<td>Current</td>
<td>Future only</td>
<td>Effective date greater than or equal to current row.</td>
</tr>
<tr>
<td>Include History</td>
<td>History, Current, Future</td>
<td>Future only</td>
<td>Effective date greater than or equal to current row.</td>
</tr>
<tr>
<td>Correct History</td>
<td>History, Current, Future</td>
<td>All existing rows</td>
<td>No effective date restrictions.</td>
</tr>
</tbody>
</table>

Note for Macintosh Users: Usually these shortcuts will work on Macs if you press the Apple key in conjunction with the short cut keys listed.

Tip: To view a printable list of these shortcuts while on-line, press [Ctrl]+[K] while in a search or transaction page.

Note: Several hot keys perform different functions depending on the page you are on, such as a transaction page or a search page.

Shortcut Key | Button or Link | Action |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>[Alt]+ [5]</td>
<td>[Ctrl]+ [A]</td>
<td>Opens lookup page.</td>
</tr>
<tr>
<td>[Alt]+ [6]</td>
<td>[Ctrl]+ [B]</td>
<td>Opens the pop-up window on a page.</td>
</tr>
<tr>
<td></td>
<td>[Shift]+ [F11]</td>
<td>Inserts one or more rows in a grid or scroll area.</td>
</tr>
<tr>
<td></td>
<td>[Ctrl]+ [8]</td>
<td>Deletes row in a grid or scroll area.</td>
</tr>
<tr>
<td></td>
<td>[Shift]+ [Delete]</td>
<td>Deletes row in a grid, scroll, or search page results list.</td>
</tr>
<tr>
<td></td>
<td>[Alt]+ [P]</td>
<td>Provides grid, scroll, or search page results list.</td>
</tr>
<tr>
<td></td>
<td>[Ctrl]+ [Y]</td>
<td>Toggles between &quot;Add a New Value&quot; and &quot;Find an Existing Value&quot; in a Search page.</td>
</tr>
<tr>
<td></td>
<td>[Ctrl]+ [R]</td>
<td>Toggles between &quot;Find data in grid or scroll area.</td>
</tr>
<tr>
<td></td>
<td>[Ctrl]+ [W]</td>
<td>View all rows of data in grid, scroll area or search page results list.</td>
</tr>
<tr>
<td></td>
<td>[Ctrl]+ [J]</td>
<td>Displays the system information page.</td>
</tr>
<tr>
<td></td>
<td>[Ctrl]+ [K]</td>
<td>When in a search page or transaction page, opens a page with a list of keyboard navigation shortcuts using hot keys and access keys.</td>
</tr>
<tr>
<td></td>
<td>[Ctrl]+ [Tab]</td>
<td>Toggles the focus through the frame set.</td>
</tr>
</tbody>
</table>
Shortcut Access Keys

Access keys move the focus of your cursor to a particular push button on your page. Pressing [Enter] executes the command—the equivalent of clicking the button with your normal select mouse button. The table below outlines the shortcuts you may use in place of clicking the equivalent action button with your mouse. After pressing the desired key combination from the list below, if you are using Internet Explorer you must then press the [Enter] key to execute the action. For example, to save a page you would press Alt+1 followed by the [Enter] key.

**Note:** Some access keys have multiple actions assigned to them, and their usage depends on the currently active page.

<table>
<thead>
<tr>
<th>Shortcut Access Key</th>
<th>Button or Link</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alt+1</td>
<td>Alt Save</td>
<td>Save page in a transaction. Move to Search or Add button on a Search or Prompt page. Move to OK button on an active page.</td>
</tr>
<tr>
<td>Alt+2</td>
<td>Alt Return to Search</td>
<td>Return to search page from transaction page.</td>
</tr>
<tr>
<td>Alt+3</td>
<td>Alt Next in List</td>
<td>View next row in list when button is active.</td>
</tr>
<tr>
<td>Alt+4</td>
<td>Alt Previous List</td>
<td>View previous row in list when button is active.</td>
</tr>
<tr>
<td>Alt+H</td>
<td>Alt Home&gt;</td>
<td>Toggles between menu items in the breadcrumbs.</td>
</tr>
<tr>
<td>Alt+Y</td>
<td>Alt Toggle Toggles between action modes on the toolbar in a transaction page.</td>
<td></td>
</tr>
</tbody>
</table>

Menu Navigation Access Keys

Navigating between menus can be tiresome when you have to constantly revert to the mouse. By using a combination of the menu access keys (Alt+1, Alt+2, Alt+3 and Alt+4), the [Tab] key, and the [Enter] key, you can reduce your dependence on the mouse.

**Menu Symbols**

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Alt]+1, 2, 3 or 4</td>
</tr>
<tr>
<td>[Tab] key</td>
</tr>
<tr>
<td>[Enter] key</td>
</tr>
</tbody>
</table>

Move Between Page Tabs

There are three options to move between page tabs within a component:

1. Click on the tab of the page you wish to view.
2. Click the page links at the bottom of each page in the component to move to another page.
3. Press the corresponding page tab access keys. Press [Alt] and the underlined character on the tab you want to switch to and then press [Enter]. (e.g. [Alt]+[R] and then [Enter])

**Note:** If you are using Netscape instead of Internet Explorer, do not press [Enter].

Using New Window

PAWS allows you to have more than one window open at one time. Use the New Window link to open a second window and navigate to a separate component without losing access to the information on your primary window.

The primary window has a one hour timeout period, but the secondary window has a 20 minute timeout process. The timeout process is based on minutes of inactivity.

Keep in mind that workstation performance (e.g. speed and memory) is affected when multiple windows and applications are open or are running at the same time. When you know you will be working with several windows, it is best to minimize all other Windows applications such as Excel, web browsers or e-mail. You may also find it even more beneficial to close them. This will depend upon the size and speed of your computer.

It is very important that if you are done working in PAWS or if you walk away from your desk that you lock your work station. To lock your workstation, press your Windows key PLUS the letter “L” key. This will lock your work station. Use your eFather Id and Password to unlock your workstation, unless you have used a different Id and Password during your desk top set-up. The ID and Password may be different in computer labs and public access computer stations. Information in PAWS is highly confidential and it is important that we protect the privacy of our staff and students by securing the data that is contained in the database.

Using Search Match

To conduct a search on a name that is not being found through normal means, try the Search Match option. There are two methods for using Search Match.

One method for searching is using the Search Type of “Person” and the Search Parameter of “UWM BASIC.” When using this basic search method, you can enter the first and last name of the person and search.

The second method for searching is using the Search Type of “Person” and the Search Parameter of “UWM ADVANCED.” When using this advanced search method, you can enter a phone number or email address to search on.

Both of the search methods have been defined in more detail below.

**Navigation:**

Menu > Campus Community > Personal Information > Search/Match

**Search/Match**

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

- **Search Type:**
- **Search Parameters:**
- **Advance Search:**
- **Description:**

**Basic Search Match:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select Search Type of Person</td>
<td>Search Type:</td>
</tr>
<tr>
<td>2</td>
<td>Select Search Parameter of UWM BASIC</td>
<td>Search Parameter: UWM BASIC</td>
</tr>
</tbody>
</table>
The following page appears:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select Search Results Code equal to UWM Results.</td>
<td>Note: The Search Results Code should default in for you. If the Search Results Code is blank, click the User Default link. When the page opens, type &quot;UWMRESULTS&quot; or select from lookup option. Click OK button. Once this is saved it will appear each time you open the Search Match Page.</td>
</tr>
</tbody>
</table>

Note: Search field names that end in the word “search” as shown above, can be typed upper or lower case. They are not case sensitive.

To look up the same person on a different screen, click the “Add Another Data Source” button and re-navigate to the new page. The ID will carry with you to whatever screen you wish to go to.

Note: If you want to keep the Search Results page open, use the New Window feature described on page 167, to navigate to the desired component in a separate window.

Select the Additional Information tab, below Search Results, to see more details.

<table>
<thead>
<tr>
<th>Search Results</th>
<th>search type: Person</th>
<th>Additional Search</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person</td>
<td>UWM Basic Search</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UWM Basic Search</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UWM Fields:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UWM Field:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UWM Field:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UWM Field:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Multiple rows will appear. One row for each field searched on that has effective rows attached. (e.g., if individual has had a name or address change.)

Note: UWM does not use the Summary link. If you select it, you will see an error message that says “you are not authorized for this page”. Message shown below:

"You are not authorized to view this page."

The UWM Active Relationships link will take you to the Relations with Institutions page if you have access to see the component.

Roles/relations with Institution could include:
- Advisor
- Applicant
- Employee
- Instructor
- Special Account (e.g. English as Second Language (ESL) Students)
- Student

Relationship Type could include:
- Current
- Has Been
- Recently Has Been
Navigation:
Menu > Campus Community > Personal Information > Search/Match

**Advanced Search Match:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Select Search Type of Person</td>
<td>Search Type: Person</td>
</tr>
<tr>
<td>2.</td>
<td>Select Search Parameter of UWM Advanced</td>
<td>Search Parameter: UWM_ADVANCED</td>
</tr>
<tr>
<td>3.</td>
<td>Click the Search button.</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Search field names that end in the word “Search”, as shown above, can be typed in upper or lower case. They are not case sensitive. All other fields are case sensitive.

---

**Search Results:**

<table>
<thead>
<tr>
<th>Search Results</th>
<th>Search Type: Person</th>
<th>Ad Hoc Search</th>
<th>Search Parameter: UWM_ADVANCED</th>
<th>UWM Advanced Person Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Results</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note: Multiple rows will appear. One row for each field searched on that has effective dated rows attached. (e.g., if individual has had a name or address change.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Note: On the Additional Information tab, UWM does not use the Search Results link. If you select it, you will see an error message that says “you are not authorized for this page”. Message shown below:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**If no results are found, the following message will appear:**

Microsoft Internet Explorer 7.00 (Microsoft Windows NT 4.0, Service Pack 6) Warning The following search criteria did not return any results: 

Click OK button to continue.

If there are results, the following page will appear:
Click [Relations with Institutions] link to see the list of relationships (or roles) that the individual currently has or has had on campus.

The [Relations with Institutions] link will take you to the Relations with Institutions page if you have access to see the component. The Relations with Institution page will display the roles and Relationship Type an individual has within PAWS.

Roles/Relations with Institution could include:

- Advisor
- Applicant
- Employee
- Instructor
- Special Account (e.g. English as Second Language (ESL) Students)
- Student

Relationship Type could include:

- Current
- Has Been
- Recently Has Been

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### Setting Your User Defaults

PAWS allows you to personalize your experience. There are the standard User Defaults that allow you to control default values in search windows. We highly encourage all users to set the standard User Defaults described in this manual. The options are detailed below.

**Note:** Personalization Options allow you to tab over look up buttons and Customize Page features allow you to change the order of tabs in a component and change the tabbing order during data entry. The level of personalizing is up to each individual user. Personalization options and customize page features are described in the PAWS Basics manual. All manuals are listed on the [www.paws_training.com](http://www.paws_training.com) webpage.

PAWS automatically loads default values into pages by User ID. If you set your User defaults, you will save time and minimize data entry errors.

**Note:** The user default settings that you establish can be overridden on any PAWS page.

To set your User defaults:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Navigate to: Menu &gt; Set Up SACR &gt; User Defaults</td>
<td>User Defaults home page appears.</td>
</tr>
<tr>
<td>2.</td>
<td>Select the User Defaults 1 tab.</td>
<td>This page is the User Defaults home page view.</td>
</tr>
</tbody>
</table>

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### Step-by-Step Instructions

#### Step 3

Type in the appropriate defaults based on your role and needs. Recommend the following for basic inquiry users:

- Academic Institution: UW MIL
- Career Group SetID: UW MIL
- Facility Group SetID: UW MIL

#### Step 4

Select the User Defaults 2 tab. User Defaults 2 page appears.

#### Step 5

Type in the appropriate defaults based on your role and needs. Recommend the following for basic inquiry users:

- SetID: UW MIL
- Business Unit: UW MIL
- Campus: Main Institution Set: UW MIL

#### Step 6

Select the User Defaults 3 tab. User Defaults 3 page appears.

#### Step 7

Type in the appropriate defaults based on your role and needs. There are no recommendations for basic inquiry users on this tab.

#### Step 8

Select the User Defaults 4 tab. User Defaults 4 page appears.

#### Step 9

Type in the appropriate defaults based on your role and needs. Recommend the following for basic inquiry users:

- Make sure the Carry ID checkbox is turned on. This feature retains the ID of the individual’s record you are viewing in PAWS when moving from one component to another.

**Note:** For users who have access to run transcripts, you may choose to set your Transcript Type depending on which type of transcript you print:

- GCMP = Graduate Campus Copy
- UGCMP = Undergraduate Campus Copy

#### Step 10

Select the Enrollment Override Defaults tab. Enrollment Override Defaults page appears.
Clearing Your Browser’s Cache (Temporary Internet Folders)

Internet Explorer

Every so often you will want to clear out temporary Internet folders otherwise known as your ‘cache’. Follow this procedure if you notice things not working properly in Internet Explorer.

To clear your internet browser cache using Internet Explorer, follow these steps:

1. In your browser options select Tools.
2. Select Internet Options.
3. Click on the General tab.
4. Click Delete Files in the Temporary Internet files area.
5. Click on button in the Delete Files dialog box.
6. Click button.

Firefox

Every so often you will want to clear out temporary internet folders otherwise known as your ‘cache’. Follow this procedure if you notice things not working properly in Firefox.

To clear your internet browser cache using FireFox, follow these steps:

1. In your browser options select Tools.
2. Select Clear Private Data.
3. Select the options to turn on and off.
   Note: If you wish to keep save passwords, make sure the Saved passwords option is turned off as shown above.
4. Click Clear Private Data Now button.
Requesting Technical Support for PAWS

If you have technical problems with PAWS, go to [www.paws.wum.edu](http://www.paws.wum.edu). Do not sign in; instead click on the Help tab.

Type in your ePanther ID:

Click on **Continue** button.

The top portion of the below screen will be filled in for you based on the information that is available in the LDAP server.

Verify the information is correct and make any necessary change to your phone number. Make sure to select the appropriate role based on the specific issue you are having at the time of the Help Request. For example, if you are a staff member who is also a student trying to register for a class, select the **Student** role.

Click on **Continue** button.

When **Continue** is selected, the following page will appear:

Fill in as much information as you possibly can and select the **Submit** button.

Note: * fields are required.

When technical issues are submitted via the on-line help form, the information is added to the Help Desk’s knowledge system. Issues that arise are stored in a database and can be tracked for future reference.

UITC will forward your concern to the appropriate individual for resolution. You will receive an email with a ticket number. Use this ticket number when referring to the same problem in the future.

Training manuals, support materials, and on-line tutorials are all available on the PAWS Training website. If you have questions regarding PAWS training classes or need any type of documentation, go to [www.pawstraining.wum.edu](http://www.pawstraining.wum.edu).