Viewing a Student’s Name, Address, Phone and Email

Business Process Guide

Updates

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9.0 Viewing a Student's Name, Address, Phone & Email

Overview

A student's name and address in Safari use the insertion of dated rows to capture historical changes. This process of adding rows is called effective dating. Effective dating regulates what the most current information is and reflects the history of the record. Changes in the information are indicated by adding effective dated rows rather than deleting or changing current or historical rows. Phone numbers and email addresses are not effective dated; therefore, there will only be current data recorded for these.

Name Types:

- **Primary** – Legal name, must match that of a social security card or the like
- **Preferred** – The student’s preferred name, can be updated on Safari Web by the student
- **Former 1-5** – Indicates former names (up to 5 of them can be recorded)

Address Types:

- **Preferred Mailing** - Indicates where a student prefers to get his/her mail
- **Home/Permanent** - Indicates a student’s permanent address
- **Preferred Billing** - Indicates where a student prefers to get his/her bills
- **Student Dormitory** - Is an address loaded by Housing Services programmatically
- **Diploma** - Indicates where an applicant’s diploma should be mailed
- **Country Issuing VISA** - Is for International students and indicates their home country
- **Employee Campus Mail Stop** - Indicates the mail stop for an employee of CWU; this is maintained by Human Resources

Phone Types:

- **Daytime**
- **Evening**
- **Cellular**
- **Student Housing Load** - Loaded by Housing Services programmatically
- **ISIR Load Only** - Indicates a Financial Aid Program address; this is not maintained by CWU but rather is only what the student reported on his/her original Financial Aid inquiry form

Email Types:

- **Campus** – Central’s official form of communication to students
- **Home** – Will only be used by Admissions for Applicants and Prospects
- **Alumni**
Attention: Please be aware many of the MyCWU CS user guides/ BPGs were developed for a previous version of MyCWU. We are working on updating these, but in the meantime there may be instances where you encounter slight discrepancies between what the guide advises and what you see on your screen. In most cases these changes are purely cosmetic, but there may be some impacts on functionality as well. If you have questions regarding these guides, please contact reg@cwu.edu.

1.0 Viewing Name, Address, Phone & Email

1.1 Viewing Names

If you have access to the Advisor Center, you may choose to view student names through the navigation path listed directly below. If so, refer to the directions in the Names section of the "Advisor Center" guide.

Navigation: Main Menu > Campus Solutions > Self Service > Advisor Center > Advisee General Info > Names

If you do not have access to the Advisor Center, follow the navigation path listed directly below to access the Names search page. Continue with the directions in this guide.

Navigation: Main Menu > Campus Solutions > Campus Community > Personal Information (Student) > Biographical (Student) > Names

Steps for Viewing Names:

1. On the search page for Names, enter the student’s CWU ID number into the EmpID field. Or, if the ID of the individual is not known, you may search using the student’s Last Name (or a portion of it). This search will display all students whose last name meets the criteria you
9.0 Viewing a Student's Name, Address, Phone & Email

Campus Solutions System

entered into the search field.

Another option is to carry out a search using both the Last Name and First Name fields (may enter just a portion of each). If you wish to use the First Name field to search, you must also enter at least a portion of the last name into the Last Name field.

2. Click the button.

3. To clear the information you entered into the fields on this page, click the button.

If there happens to be more than one student by the name on which you searched, or if the student has more than one Academic Career, etc., then you will need to click on the link (that will appear at the bottom of your search page under Search Results) for the student whose information you wish to view. If there is only one student by that name, or if you searched by the student’s ID number and the student has only one Academic Career, then your search will take you directly into the student’s information.

Note that this student has requested a FERPA restriction.

Tips for Viewing Names:

1. If any negative service indicator, positive service indicator, or FERPA icons appear at the top of the Names page, you may click on the icon for further information.

2. All Name Types that apply to the student will appear under the Current Names title bar at the top of the page, along with the Name, Effective Date, Status, Updated By, Updated and Name History.

3. You may need to click the left and right arrows or the View All link in the Current Names title bar to view additional Name Types associated with the student. You will know there is additional information to view if the left and right arrows are active and the numbering.
between them says something other than 1 of 1, 1-2 of 2, etc. (i.e. 1-2 of 3, etc.).

4. To view the historical information associated with a particular Name Type for the student, click on the Name History link for that Name Type.

5. In the Names Detail title bar of the Name Type History page, you may need to click the left and right arrows to view additional historical information about the Name Type. You will know there is additional information to view if the left and right arrows are active and the numbering between them says something other than 1 of 1, 1-2 of 2, etc. (i.e. 1-2 of 3, etc.).

6. It is always a good idea to make note of the Status of the name to ensure that it is still Active.

7. When finished with the Name Type History page, click either the OK or Cancel button to return to the Names page.

8. To view another student’s name information, click the Return to Search button at the bottom of the Names page to return to the search page for Names. Return to the directions at the beginning of this section.

1.2 Viewing Addresses

If you have access to the Advisor Center, you may choose to view student addresses through the navigation path listed directly below. If so, refer to the directions in the Addresses section of the “Advisor Center” guide.

Navigation: 
Main Menu > Campus Solutions > Self Service > Advisor Center > Advisee General Info > Addresses

If you do not have access to the Advisor Center, follow the navigation path listed directly below to access the Addresses search page. Continue with the directions in this guide.
9.0 Viewing a Student's Name, Address, Phone & Email

Navigation: Main Menu > Campus Solutions > Campus Community > Personal Information (Student) > Biographical (Student) > Addresses/Phones > Addresses

Steps for Viewing Addresses:

1. On the search page for Addresses, enter the student’s CWU ID number into the EmpID field. Or, if the ID of the individual is not known, you may search using the student’s Last Name (or a portion of it). This search will display all students whose last name meets the criteria you entered into the search field. Another option is to carry out a search using both the Last Name and First Name fields (may enter just a portion of each). If you wish to use the First Name field to search, you must also enter at least a portion of the last name into the Last Name field.

2. Click the Search button.

3. To clear the information you entered into the fields on this page, click the Clear button.

If there happens to be more than one student by the name on which you searched, or if the student has more than one Academic Career, etc., then you will need to click on the link (that will appear at the bottom of your search page under Search Results) for the student whose information you wish to view. If there is only one student by that name, or if you searched by the student’s ID number and the student has only one Academic Career, then your search will take you directly into the student’s information.
Tips for Viewing Addresses:

1. If any negative service indicator, positive service indicator, or ERPA icons appear at the top of the Addresses page, you may click on the icon for further information.

2. All Address Types that apply to the student will appear under the Current Addresses title bar at the top of the page, along with the Address, Effective Date, Status, Updated By, Updated and Edit/View Address Detail.

3. You may need to click the left and right arrows or the View All link in the Current Addresses title bar to view additional Address Types associated with the student. You will know there is additional information to view if the left and right arrows are active and the numbering between them says something other than 1 of 1, 1-2 of 2, etc. (i.e. 1-2 of 3, etc.).

Note the Status listed on the Addresses page to ensure you are mailing to an Active address for the student.

Note that this student has requested a FERPA restriction.
4. To view the historical information associated with a particular **Address Type** for the student, click on the **Edit/View Address Detail** link for that **Address Type**.

5. In the **Address History** title bar of the **Address History** page, you may need to click the left and right arrows to view additional historical information about the **Address Type**. You will know there is additional information to view if the left and right arrows are active and the numbering between them says something other than 1-2 of 2, 1-3 of 3, etc. (i.e. 1-2 of 3, etc.).

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Please note that number 1 is always the most current information, and clicking on the right arrow to number 2, 3, etc., takes a person further back in time, as evidenced by the **Effective Date** listed.
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Note the **Status** listed on the **Address History** page to ensure you are mailing to an **Active** address for the student.
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6. When finished with the **Address History** page, click either the **OK** or **Cancel** button to return to the **Addresses** page.

7. To view another student’s address information, click the **Return to Search** button at the bottom of the **Addresses** page to return to the search page for **Addresses**. Return to the directions at the beginning of this section.
1.3 Viewing Electronic Addresses (E-mail)

If you have access to the Advisor Center, you may choose to view student e-mail addresses through the navigation path listed directly below. If so, refer to the directions in the Email Addresses section of the “Advisor Center” guide.

Navigation: Main Menu > Campus Solutions > Self Service > Advisor Center > Advisee General Info > Email Addresses

If you do not have access to the Advisor Center, follow the navigation path listed directly below to access the Electronic Addresses search page. Continue with the directions in this guide.

Navigation: Main Menu > Campus Solutions > Campus Community > Personal Information (Student) > Biographical (Student) > Addresses/Phones > Electronic Addresses

Steps for Viewing Electronic Addresses:

1. On the search page for Electronic Addresses, enter the student’s CWU ID number into the EmplID field.
   Or, if the ID of the individual is not known, you may search using the student’s Last Name (or a portion of it). This search will display all students whose last name meets the criteria you entered into the search field.
   Another option is to carry out a search using both the Last Name and First Name fields (may enter just a portion of each). If you wish to use the First Name field to search, you must also enter at least a portion of the last name into the Last Name field.

2. Click the Search button.

3. To clear the information you entered into the fields on this page, click the Clear button.
If there happens to be more than one student by the name on which you searched, or if the student has more than one Academic Career, etc., then you will need to click on the link (that will appear at the bottom of your search page under Search Results) for the student whose information you wish to view. If there is only one student by that name, or if you searched by the student’s ID number and the student has only one Academic Career, then your search will take you directly into the student’s information.

**Tips for Viewing Electronic Addresses:**

1. If any negative service indicator, positive service indicator, or FERPA icons appear at the top of the Electronic Addresses page, you may click on the icon for further information.
2. There will only be one email address listed per Email Type under the Email Information title bar on the Electronic Addresses page. This data is not effective dated; therefore, there will not be a record of historical email addresses.
3. CWU will be using the Campus email address as its official email notification address.
4. The URL Information field is not being used.
5. To view another student’s e-mail information, click the Return to Search button at the bottom of the page to return to the search page for Electronic Addresses. Return to the directions at the beginning of this section.

### 1.4 Viewing Phones

If you have access to the Advisor Center, you may choose to view student phone numbers through the navigation path listed directly below. If so, refer to the directions in the Phones section of the “Advisor Center” guide.
9.0 Viewing a Student's Name, Address, Phone & Email

Navigation: Main Menu > Campus Solutions > Self Service > Advisor Center > Advisee General Info > Search > Phones

If you do not have access to the Advisor Center, follow the navigation path listed directly below to access the Phones search page. Continue with the directions in this guide.

Navigation: Main Menu > Campus Solutions > Campus Community > Personal Information (Student) > Biographical (Student) > Addresses/Phones > Phones

Steps for Viewing Phones:

1. On the search page for Phones, enter the student’s CWU ID number into the EmplID field. Or, if the ID of the individual is not known, you may search using the student’s Last Name (or a portion of it). This search will display all students whose last name meets the criteria you entered into the search field. Another option is to carry out a search using both the Last Name and First Name fields (may enter just a portion of each). If you wish to use the First Name field to search, you must also enter at least a portion of the last name into the Last Name field.

2. Click the Search button.

3. To clear the information you entered into the fields on this page, click the Clear button.

If there happens to be more than one student by the name on which you searched, or if the student has more than one Academic Career, etc., then you will need to click on the link (that will appear at the bottom of your search page under Search Results) for the student whose information you wish to view. If there is only one student by that name, or if you searched by the student’s ID number and the student has only one Academic Career, then your search will take you directly into the student’s information.
9.0 Viewing a Student's Name, Address, Phone & Email

Tips for Viewing Phones:

1. If any ⚠ negative service indicator, ⭐ positive service indicator, or ☰ FERPA icons appear at the top of the Phone Numbers page, you may click on the icon for further information.

2. You will see a Phone Type and a Phone Number listed under the Phone Detail title bar on the Phone Numbers page. These fields are not effective dated; therefore, there is no record of historical phone numbers.

3. To view another student’s phone information, click the Return to Search button at the bottom of the page to return to the search page for Phones. Return to the directions at the beginning of this section.

A student may choose which Phone Type is his/her Preferred method of communication.

Note that this student has requested a FERPA restriction.