

PAW User Group Notes
7.13.09

Attendees:

Beth Merkel, Elgin Community College
Patrick Kneer, City of Peoria Workforce Development Department
Brandy Bartol, Seminole Community College
Donna Alexander, Stark State College of Technology
Jennifer Yohe, Stark State College of Technology
Jean Peters, Northwest Michigan Council of Government
Gretchen Hempsey, Rend Lake Community College
Paula Hoffman, Pine Technical College
Marlene Mixa, Pine Technical College
Clay Webb, ETA Region 5 FPO
Megan Baird, ETA, OWI

I. Welcome

- Roll call
- Welcome to new members

II. Technical Assistance Update

- Just a reminder that PAW is an “as is” tool specifically developed to help grantees in tracking participant data for the purpose of reporting on the ETA 9143 form. Please note, we are only able to provide limited technical assistance for issues with PAW;
- Further, our contract with Justin Navarro has ended, so we no longer have his support on PAW technical-related questions. If you do have questions regarding technical assistance, please be sure to send all PAW questions to businessrelations@dol.gov with “PAW” in the subject line to ensure that they are received;
- To help support the use of PAW, we have developed several new resources that will hopefully be able to adequately answer TA needs. These materials will be posted to the PUG web page, as well as the PAW web page in the near future. All grantees will be notified when this update is complete.

III. New PAW Web site

- We are currently transitioning to new PAW web site, which will be located on DOL’s site and completed in the near future;
- The new PAW web site will be accessible via the DOL web page (web link coming soon!) as well as accessible through the PUG web page, www.doleta.gov/business/pug.cfm. Please note, all of the existing PAW files are currently available on the PUG web page under “Additional Resources,” with the additional TA resources coming soon;
- We will alert all grantees when the new PAW web site has been completed.

IV. New Resources (Under Additional Resources, Resources link)

- Capstone Course Tip Sheet – available on-line
Tip sheet provided for entering capstone courses into PAW
- FAQ and Troubleshooting Guide for PAW – coming soon!
This guide provides a compilation of and provides solutions for common error messages and issues users have experienced with the PAW system
- HGJTI and CBJTG Reporting System User Guide (April 2009) – coming soon!
This guide is primarily to support using the EBSS on-line reporting system, but also includes specific references to the PAW system, where appropriate. Please note, all grantees received this guide via email in May, but we will also be posting this document to the reference section of the PAW web page.

V. PUG Group Discussion

- The PUG group agreed that ETA would maintain the PUG contact list and continue to disseminate user group information. Any PUG members with updates or other best practices or solutions to share with the group should continue to send this information to the business relations email address for ETA to disseminate.

Questions

- *Question:* Entering capstone courses into PAW.
Solution: See our new Capstone Course Tip Sheet located in the Additional Resources section of the PUG web page!
- *Question:* I'm receiving the "Error 3265" message.
Solution: Please see that FAQ and Troubleshooting Guide, which provides steps to resolve this error. If this still does not resolve the issue, let us know as there may have been problems encountered during the download process.
- *Question:* Can we receive the FAQ Troubleshooting Guide now, before it is posted?
Solution: Yes, we'll provide this new TA resources to the PUG group with the call notes.

VI. Next PUG Call:

- On the last call, the group agreed that PUG calls should be one month prior to a reporting deadline
- [Next call is October 19 @ 1pm ET, one month in advance of the 9.30.09 report due November 14.](#)