

Student FAQs

How do I get my PID number?

When you register with CSU-Pueblo, you will receive an initial e-mail confirming your registration. After that, you can expect a follow-up e-mail that will give you your PID number. Please allow approximately 2 weeks.

When will my grade be on my transcript?

Once we receive the grade from your provider, please allow approximately 2 weeks before attempting to order transcripts.

How do I know if the transcript I order will be correct?

Please access your PAWS student account at <https://aisweb.csupueblo.edu/login.asp> and view your **unofficial transcript** before ordering official transcripts. This will show what you can expect to see on your official transcripts. We highly recommend that you use this to verify accuracy before ordering.

There's a financial hold on my account, but I've already paid my provider, what do I do?

Bills will be transferred from student accounts to Provider accounts. This process may take up to a week. At that point, the charge will be removed from your account and you'll be able to order transcripts. If some time has passed and you're still having issues, please call 719-549-2309. If time is of the essence, ordering by phone may be possible. Contact the Records department at 719-549-2261 to inquire.

I ordered my transcript, where is it?

Please contact the CSU-Pueblo Records office at 719-549-2261 for inquiries about the status of a transcript.

Do I get a Form 1098-T?

Students taking ED 501 and ED 500 courses for credit through CSU-Pueblo are considered non-degree seeking students and therefore CSU-Pueblo does not provide IRS Form 1098-T. Issuance of IRS Form 1098-T is only required for degree seeking students. CSU-Pueblo encourages

students to seek advice from a competent professional tax advisor regarding the taxation implications of education related expenses.

I have questions, who do I ask?

For questions regarding course content, syllabi, assignments, due dates, or Provider Registration, please contact your Provider. For questions regarding transcripts, grade recording, and CSU-Pueblo registration, please contact the Extended Studies Office at 719-549-2309.

I'm receiving an error message when I try to log into PAWS, what do I do?

For questions regarding issues with technology, please contact the CSU-Pueblo IT department at 719-549-2002.