This guide is intended for use at UCCS specifically for the use of the Student Employment Cherwell Portal. This guide will be used in the case of submitting any type of Student Employment Cherwell ticket at UCCS.

Note: Cherwell and Internet Explorer do not always play nice. Please use a browser other than Internet Explorer to more easily navigate within Cherwell.

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A: Logging into the Student Employment Cherwell Portal

1. Navigate to the Student Employment website (www.uccs.edu/stuemp) and click on the Cherwell Portal button.
2. Login to Cherwell. You can either click the Login button at the top of the page or you can click on whichever ticket type you want to submit. Both will prompt you to login.

You will use your UCCS username and password.
B: Navigating in Cherwell

You can return to the main page in Cherwell at any time by clicking the Home link at the top of the page. This will always be in the same place no matter what page you are on within Cherwell. (See red circle below)

Selecting My Items, either at the top of the page next to Home on any screen or using the button on the home screen, will take you to a list of all of your cases. (See blue circles above)

You can also navigate to the Employers page of the Student Employment website ([www.ucss.edu/stuemp/employers](http://www.ucss.edu/stuemp/employers)) by clicking on the button at the top right of the page (see yellow circle above).
In My Items, you can open a ticket by double clicking anywhere on the line of the ticket you want to look at.
Attachments can be found by clicking on the paperclip icon (see red circle below).

You can use the arrows (see blue square above) to navigate between cases.

Use the My Items button at the top (see yellow square above) to return to the My Items main page.
C:Submitting a ticket—Student Employee Position Offer (SEPO)

Use this ticket to request a student be hired within your department (new hire, rehire, additional job). **Please remember not to proceed with submitting your ticket until after you have received the results of the background check.** Please submit individual tickets for each student/position you are hiring. There should be one SEPO attached to each ticket.

If this SEPO is for a 1500 series position, please be sure that you have received approval through a Request to Fill Student Faculty (1500) ticket first and received the results of the background check before submitting your SEPO ticket.

There is a link to the SEPO form within the ticket but you can also find it on the Student Employment forms page at [www.uccs.edu/stuemp/forms](http://www.uccs.edu/stuemp/forms).

**Step 1—Open the SEPO ticket type**

Choose the **Student Employee Position Offer (SEPO)** ticket type on the Cherwell home page.
Put your cursor in the student name box. Then either type the student name (as the name is in CU-SIS) or use one of the search buttons (see red circles below) to look up the student. We ask for this information so that we can search within Cherwell for requests specific to a student.

Again, please remember not to submit this ticket until after you have received the results of the background check. For new hires, we will not enter the hire until we have received the results of the background check. We are copied on those emails so you do not need to provide the background check results to us.

If you have already completed the SEPO, skip to Step 4: Attaching Your Documents. Otherwise, proceed to Step 3: Completing Your Documents.
Step 3—Completing Your Documents

Click on the link for the form you need to complete. These are the same forms you would access from our website: www.uccs.edu/stuemp/forms. Our most up-to-date form can always be found here on Cherwell. Be sure your pop-up blocker is turned off when you are trying to open the forms in Cherwell.

Student Employment - SE Case ID: 18017

Details Required to Complete the Request

Student Employment Position Offer (SEPO)

Please fill out the student information below and then use the link below that to access the SEPO form. Please save that to your computer, fill it out and attach to this ticket.

Note: Complete background check BEFORE submitting the form below!

Student Name: [Field]

Request to Fill Student Faculty Ticket Number: [Field]

*Only required if submitting a SEPO to fill a 1500 series position.

Remember to send new hires to the Student Employment Office with their documents to complete their I-9 and orientation.

Link to SEPO Form

Attach filled out SEPO Form

Link to Faculty Pledge

Attach signed Faculty Pledge

*Only use if filling a 1503 or 1506

(Do not use quotations in the file name)

Additional Details: [Field]
You will need to download and save the form to your computer before filling out the information. If you open the form and just start typing, the information will not save when you save the document.

Be sure to complete your form including signatures before you attach your document to your Cherwell ticket.

**Note:** When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.

**Tips for completing the SEPO:**

<table>
<thead>
<tr>
<th>Position Type</th>
<th>% of time or Hourly</th>
<th>Appointment Type</th>
<th>Continuation</th>
<th>Pay Rate</th>
<th>Hourly or Monthly</th>
<th>When Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>4105 or 4201</td>
<td>Hourly</td>
<td>Indeterminate</td>
<td>Continue into the future</td>
<td>Hourly amount at least min wage</td>
<td>Hourly</td>
<td>Bi-weekly</td>
</tr>
<tr>
<td>1500 series</td>
<td>% of time</td>
<td>Limited Appointment or Indeterminate</td>
<td>Continue no later than Continue into the future</td>
<td>Full Amount to be paid over Contract</td>
<td>Monthly</td>
<td>On the last working day of the month</td>
</tr>
<tr>
<td>Grad Reader</td>
<td>Hourly</td>
<td>Grad Reader</td>
<td>Either</td>
<td>Hourly amount at least min wage</td>
<td>Hourly</td>
<td>Bi-weekly</td>
</tr>
</tbody>
</table>
If this hire is a 1503 or 1506 job code, you will also need to have the Faculty Pledge signed. You can access the Faculty Pledge form from the Cherwell ticket (see below) or from the Student Employment forms page (www.uccs.edu/stuemp/forms).

In the next step, you will attach both the SEPO and Faculty Pledge to your Cherwell ticket. You can attach them as separate documents or as a single document. Please remember when saving your documents not to use quotation marks as Cherwell does not allow us to open documents named with quotation marks for some reason.
Step 4—Attaching Your Documents

Once you have the completed SEPO and if necessary the Faculty Pledge, attach them to your ticket using one of the options shown below:

Student Employment Position Offer (SEPO)

Please fill out the student information below and then use the link below that to access the SEPO form. Please save that to your computer, fill it out and attach to this ticket.

Note: Complete background check BEFORE submitting the form below!

Student Name: ________________________________

Request to Fill Student Faculty Ticket Number: ______________

*Only required if submitting a SEPO to fill a 1500 series position.

Remember to send new hires to the Student Employment Office with their documents to complete their I-9 and orientation.

Additional Details: ________________________________

Use the attachment tool (0)

Details Required to Complete the Request

Use one of the links:

- Attach filled out SEPO form
- Attach signed Faculty Pledge

Link to SEPO Form

Link to Faculty Pledge
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open any attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
Step 5—Submitting Your Ticket

You can add any comments in the Additional Details box, if needed. Then you can submit your ticket by clicking on one of the options shown below:
Step 6—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents you attached to the ticket. It is a good idea to keep these emails so you can easily ask questions regarding a particular ticket by replying to this email.

Description:
SE Position Offer Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 5736. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 5736.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3660 fax
If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending. The easiest way to resolve issues is to reply to any emails sent through Cherwell that you receive regarding the ticket. The other option is to use Section N—Editing a Ticket.

Dear Jennifer,

Regarding your SE Case 8174, logged on 8/14/2018 9:43 AM, we have the following question or update:

The SEPO attached to this ticket does not have signatures. Please attach a SEPO with signatures so we can complete your request. Thank you!

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view SE Case 8174 for more details.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-256-3454 office
719-256-3659 fax
For a new hire, if we have received everything from the employer (i.e. SEPO and background check) but are still waiting on the student to come into the Student Employment Office to complete their I-9 and orientation, the case will remain pending. We will code the ticket on our end as “waiting for student.” We will follow-up on these tickets regularly with a reminder email to send the student to the Student Employment Office. Likewise, if we have the SEPO and the student has completed their orientation and I-9, we will follow-up to see where you are in the background check process.

Dear Jennifer,

Regarding your SE Case 8174, logged on 8/14/2018 9:43 AM, we have the following question or update:

The hire for (student name) has not been completed because the student has not come to the Student Employment office to complete their I-9 verification and orientation. The student should not begin work before the I-9 has been completed. Please send the student to the Student Employment Office as soon as possible to complete the I-9 verification and orientation.

If you are no longer hiring this student, please let us know so we can close this case. Thank you!

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view SE Case 8174 for more details.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
If at any point you decide you are not going to move forward with the hire, please just reply to the reminder email with that information and we will close the case. We will send you an email confirming that we have closed the case and asking you to submit a new case if you later choose to hire the student.

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If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Per the reply we received from you, we are closing this case and not moving forward with the hire of (Student Name). If you choose to hire this student in the future, please submit a new case.

Description of the request:
SE Position Offer Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: [SE Case 5935](#).

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
Once we have received everything from both the employer and the student, we will process the hire. You will receive an email confirming that we have closed the ticket.

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Student Employment Help | Jennifer Biga
Student Employment Case 5736 SE Position Offer Inquiry has been resolved

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**Student Employment Case 5736**

We are pleased to inform you that your Student Employment Case 5736 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:


Empl ID: 123456
Position #: 00987654

Thank you for contacting Student Employment; we have processed your position offer. If there is anything else we can help you with, please create a new ticket or email StuEmpHelp@uccs.edu.

Description of the request:

SE Position Offer Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 5736.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
D: Submitting a ticket—Late Pay Request

Use this ticket to request pay be entered for a student if the deadline for submission of time has been missed or a student did not get paid for a pay period. Please complete the form (link provided) and attach to your request. You may submit multiple requests (both multiple students and multiple pay periods) at one time by using the Late Pay Request Sheet. The form can also be found on the Student Employment forms page at www.uccs.edu/stuemp/forms.

Step 1—Open the Late Pay ticket type

Choose the Late Pay Requests ticket type on the Cherwell home page.
Step 2—Adding Ticket Information

Enter the department number or select the department name from the drop down. Then enter the number of students that will be submitted on the Late Pay form. If it is one student with multiple pay periods, you can leave the selection at 1. If it is multiple students over multiple pay periods, please choose the number of unique student names on the request.
Step 3—Completing Your Documents

Click on the link for the Late Pay Request Excel spreadsheet. You will need to complete and attach this form in order for us to complete your request. This is the same form you would access from our website: [www.uccs.edu/stuemp/forms](http://www.uccs.edu/stuemp/forms). Be sure your pop-up blocker is turned off when you are trying to open the forms in Cherwell.

There is also a link to the Payroll Calendar for your convenience to assist in completing the form with appropriate dates.

![Late Pay Request Excel Spreadsheet](image)
The link will open an Excel document. Complete the spreadsheet with the information needed to enter the Late Pay. Be sure to save the document once complete so you can attach to your ticket.

<table>
<thead>
<tr>
<th>Department ID</th>
<th>Student Name</th>
<th>ID# Record</th>
<th>Employee ID</th>
<th>Reason for Exception</th>
<th>Pay Period Hours Worked</th>
<th>Number of Hours</th>
<th>Additional Amount</th>
<th>Date Sent</th>
<th>Send By</th>
</tr>
</thead>
<tbody>
<tr>
<td>A3K-1802</td>
<td>Student Example</td>
<td>64</td>
<td>134356</td>
<td>Student did not submit timesheet before payroll close.</td>
<td>11/20/2018-12/20/18</td>
<td>25</td>
<td>0</td>
<td>1/10/2019</td>
<td>Rebecca Stephens</td>
</tr>
</tbody>
</table>
Step 4—Attaching Your Documents

Once you have saved the completed form, attach it to your ticket using one of the options shown below:

Student Employment - SE Case ID: 17986

Details Required to Complete the Request

Late Pay Request

Please fill out the information below and then use the link below that to access the Late Pay Request sheet. Please fill out the worksheet, save to your computer, and attach to this ticket.

- Department Number:  
- Department: 
- Number of Students: 1
- Additional Details:

[Use the link]

(Do not use quotation marks in the name)
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open any attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
Step 5—Submitting Your Ticket

You can submit your ticket by clicking on one of the options shown below:

Details Required to Complete the Request

Late Pay Request

Please fill out the information below and then use the link below that to access the Late Pay Request sheet. Please fill out the worksheet, save to your computer, and attach to this ticket.

Department Number: [ ]
Department: [ ]
Number of Students: [ ]
Additional Details: [ ]

- Late Pay Request Sheet
- Payroll Calendar

Attach filled out Late Pay Request Sheet
(Do not use quotations in the file name)
Step 6—Communication

After you submit your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents you attached to the ticket.

If we have any questions regarding the late pay, we may send an email through the system, but it is more likely that we will call you as we do generally try to process late pay as quickly as possible.

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 6999. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 6999.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

Student Employment Help | Jennifer Biga
Student Employment Case 6999 SE Late Pay Requests Inquiry has been resolved

Student Employment Case 6999

We are pleased to inform you that your Student Employment Case 6999 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Late Pay entered for [student name] on 7/18/18. This should pay on Friday, August 3.

Description of the request:
SE Late Pay Requests Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 6999.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
E: Submitting a ticket—Wage Change Offer (WCO)

Use this ticket to request a change in the rate of pay for a student. Please submit individual tickets for each student for which you are requesting a wage change. Please remember that Promotions and Merit Raises require a current evaluation be included (the WCO and eval can be included as one document attached to the request). All WCOs need to have an effective date equal to the beginning of a pay period. You can check the payroll calendar here: https://www.uccs.edu/stuemp/calendar

Links to the WCO, evaluation form, and payroll calendar are available within the ticket but can also be found on the Student Employment forms page at www.uccs.edu/stuemp/forms.

Step 1—Open the Wage Change Offer ticket type

Choose the Wage Change Offer (WCO) ticket type on the Cherwell home page.
Step 2—Select the Student Name

Type in or search for the student name (this is the student name in CU-SIS so may not match with the name in HCM). Using one of the search buttons (see red circles below) can also help you ensure you have selected the correct student. We ask for this information so that we can search within Cherwell for requests specific to a student.

Details Required to Complete the Request

Wage Change Offer

Please fill out the student information below and then use the link below that to access the WCO form. Please save that to your computer, fill it out and attach to this ticket.

Student Name:  

Link to WCO Form
Note: Effective Date must be beginning of pay period.
Payroll Calendar
Attach filled out WCO form
(Do not use quotations in the file name)

Note: Merit raise or promotion requires attaching evaluation:
Link to Evaluation Form
Attach evaluation

Note: Evaluation and WCO may be attached as a single document.

Additional Details:

If you have already completed your documents, skip to Step 4 - Attaching Your Documents. Otherwise, proceed to Step 3 - Completing Your Documents.
Step 3—Completing Your Documents

Click on the link for the form you need to complete. These are the same forms you would access from our website: www.uccs.edu/stuemp/forms. Be sure your pop-up blocker is turned off when you are trying to open the forms in Cherwell. If the wage change you are submitting is for a Merit Raise or Promotion, please be sure to also complete and attach an evaluation. We have included the link to the checklist evaluation form in the Cherwell ticket. If you prefer the narrative evaluation form, you will need to access it from the Student Employment forms page: www.uccs.edu/stuemp/forms.

As a reminder, wage changes must be effective on the first day of a pay period. We have included a link to the payroll calendar on the Cherwell ticket for your convenience (see blue arrow below). You can also access the payroll calendar through the following link: https://www.uccs.edu/stuemp/calendar.
You will need to download and save the WCO form to your computer before filling out the information. If you open the form and just start typing, the information will not save when you save the document.

Be sure to get signatures before you attach your document to your Cherwell ticket.

Please note that the wage change offer and evaluation can be attached as a single document to your Cherwell ticket.

When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.
Step 4—Attaching Your Documents

Once you have the needed forms completed and signed, attach them to your ticket using one of the options shown below. The WCO and evaluation can be attached as one document or as separate documents.

Details Required to Complete the Request

Wage Change Offer

Please fill out the student information below and then use the link below that to access the WCO form. Please save that to your computer, fill it out and attach to this ticket.

Student Name

- Link to WCO Form
  Note: Effective Date must be beginning of pay period.
- Payroll Calendar
- Attach Filled out WCO form
  (Do not use quotations in the file name)

Use one of the links

Note: Merit raise or promotion requires attaching evaluation:

- Link to Evaluation Form
- Attach evaluation
  Note: Evaluation and WCO may be attached as a single document.

Additional Details:
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open any attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
Step 5—Submitting Your Ticket

You can add any comments in the Additional Details box. Then you can submit your ticket by clicking on one of the options shown below:

- Save
- Abandon
- Lookup
- (1)
- Record 1 of 1
- Submit
Step 6—Communication

After you submit your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents you attached to the ticket.

Student Employment Help
Jennifer Biga

Student Employment Ticket 7003 SE Wage Change Offer Inquiry has been created

PDF
Wage_Change_Offer.pdf
195 KB

SE Case 7003

Description:
SE Wage Change Offer Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 7003. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: [SE Case 7003](#).

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Crammor Hall 104
719-255-3454 office
719-255-3650 fax
If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending. The easiest way to resolve issues is to reply to any emails sent through Cherwell that you receive regarding the ticket. The other option is to use Section N—Editing a Ticket.

Dear Jennifer,

Regarding your SF Case 5974, logged on 6/29/2018 12:48 PM, we have the following question or update:

The effective date is not at the beginning of a pay period. Would you prefer this change in funding be effective on (date) or (date)?

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view SF Case 5974 for more details.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

In the example above, you could just reply to the email you received and answer the question. That will provide the detail on our end to finish processing.
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

We are pleased to inform you that your Student Employment Case 7003 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Wage change entered for [student name] on 7/18/18 with a 7/15/18 effective date.

Description of the request:
SE Wage Change Offer Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 7003.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
F: Submitting a ticket—Termination Notice

Use this ticket to request a student be removed from a position within your department. Evaluations do not need to be submitted with the Termination Notice; however, evaluations need to be current within the personnel file in your office. A link to the Termination Notice form is available within the ticket. Please submit individual tickets for each student you are requesting be terminated. There should be one termination notice form attached to each ticket. Exception: If you have one student, with multiple positions within your department, you can attach multiple termination forms to a single ticket as long as you have fully filled out the termination forms with position number and pay rate so we can differentiate and complete all terminations requested.

If you believe you have a termination for cause, please call the Student Employment office to discuss your situation. If it is agreed that your situation is a termination for cause, please refer to Section M: Submitting a ticket—Termination for Cause.

Step 1—Open the Termination Notice ticket type

Choose the Termination Notice ticket type on the Cherwell home page.
Step 2—Select the Student Name

Put your cursor in the student name box. Then either type the student name (as the name is in CU-SIS) or use one of the search buttons (see red circles below) to look up the student. We ask for this information so that we can search within Cherwell for requests specific to a student.

Student Employment - SE Case ID : 18046

Details Required to Complete the Request

Termination Notice

***Reminder: If an evaluation has not been completed within the calendar year, please be sure to complete an evaluation prior to termination and keep this evaluation in the student’s personnel file.***

Special note on Terminations for Cause
- Please do not use this ticket for a Termination for Cause.
- If you believe you have a Termination for Cause, please call Shannon Cable, Director of Student Employment, to discuss the situation.
- Once you have Shannon’s approval, please submit using the Termination for Cause ticket type.

Please fill out the student information below and use the link below that to access the Termination Notice form. Please save that to your computer, fill it out and attach to this ticket.

Student Name: [Field]

If you have already completed the Termination Notice, skip to Step 4 - Attaching Your Documents. Otherwise, proceed to Step 3 - Completing Your Documents.
Step 3—Completing Your Documents

Click on the link for the Termination Notice form. This is the same form you would access from our website: [www.uccs.edu/stuemp/forms](http://www.uccs.edu/stuemp/forms).

**Student Employment - SE Case ID: 18046**

**Details Required to Complete the Request**

**Termination Notice**

***Reminder: If an evaluation has not been completed within the calendar year, please be sure to complete an evaluation prior to termination and keep this evaluation in the student’s personnel file.***

Special note on Terminations for Cause:
- Please do not use this ticket for a Termination for Cause.
- If you believe you have a Termination for Cause, please call Shannon Cable, Director of Student Employment, to discuss the situation.
- Once you have Shannon's approval, please submit using the Termination for Cause ticket type.

Please fill out the student information below and use the link below that to access the Termination Notice form. Please save that to your computer, fill it out and attach to this ticket.

- **Student Name:**

  ![Student Name]

  [Link to Termination Notice Form](attachment:Termination_Notice_Form.pdf)

  (Do not use quotations in the file name)

**Additional Details:**
You will need to download and save the form to your computer before filling out the information. If you open the form and just start typing, the information will not save when you save the document.

**Be sure to get signatures before you attach your document to your Cherwell ticket.**

**Note:** When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.
Step 4—Attaching Your Documents

Once you have the form completed and signed, attach it to your ticket using one of the options shown below:

**Step 4—Attaching Your Documents**

**Details Required to Complete the Request**

**Termination Notice**

***Reminder: If an evaluation has not been completed within the calendar year, please be sure to complete an evaluation prior to termination and keep this evaluation in the student's personnel file.***

Special note on Terminations for Cause
- Please do not use this ticket for a Termination for Cause.
- If you believe you have a Termination for Cause, please call Shannon Cable, Director of Student Employment, to discuss the situation.
- Once you have Shannon’s approval, please submit using the Termination for Cause ticket type.

Please fill out the student information below and use the link below that to access the Termination Notice form. Please save that to your computer, fill it out and attach to this ticket.

**Student Name:**

**Link to Termination Notice Form**

**Attach filled out Termination Notice form** (Do not use quotations in the file name)

**Use the link**

**Additional Details:**

Last updated 4/8/2019
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open any attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
Step 5—Submitting Your Ticket

You can add any comments in the Additional Details box, if needed. Then you can submit your ticket by clicking on one of the options shown below:

Details Required to Complete the Request

Termination Notice

***Reminder: If an evaluation has not been completed within the calendar year, please be sure to complete an evaluation prior to termination and keep this evaluation in the student’s personnel file.***

Special note on Terminations for Cause:
- Please do not use this ticket for a Termination for Cause.
- If you believe you have a Termination for Cause, please call Shannon Cable, Director of Student Employment, to discuss the situation.
- Once you have Shannon’s approval, please submit using the Termination for Cause ticket type.

Please fill out the student information below and use the link below that to access the Termination Notice form. Please save that to your computer, fill it out and attach to this ticket.

Student Name: [Field]

[Link to Termination Notice Form]

Attach filled out Termination Notice form
(Do not use quotations in the file name)

Additional Details: [Field]
Step 6—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents you attached to the ticket.

SE Case 5404

Description:
SE Termination Notice Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 5404. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 5404.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending. You can always reply to an email regarding a case. This will update the ticket in the Cherwell system. The other option is to use Section N—Editing a Ticket.

Dear Jennifer,

Regarding your SF Case 5404, logged on 6/18/2018 11:35 AM, we have the following question or update:

Please attach an updated form with signatures. We cannot process this termination until we receive a signed termination notice request.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view SF Case 5404 for more details.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

Once we have reviewed your ticket, if everything looks accurate, we will log an effective date and a follow-up date on the ticket in our system. This will generate another email and move the case to pending.

We have reviewed the termination request you submitted for [redacted]. Due to the effective date of 6/14/2018, we will not complete this process until after 6/29/2018. You will receive further notification once we have completed this request. Thank you!

(CM: HRPR0DC016886)

Note: This step may be skipped if the termination happens in the past. In that case, we will review the ticket and, if we have all of the information, process the termination at any time. You will not receive the above email but you will receive the email on the following page confirming that the termination has been completed.
Once we have completed the termination, you will receive an email confirming that we have closed the ticket.

We are pleased to inform you that your Student Employment Case 5404 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Termination Completed on 6/29/2018 for [REDACTED]

Description of the request:
SE Termination Notice Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 5404.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
G: Submitting a ticket—Change in Funding Request

Use this ticket to request a change in the speedtype(s) you want your students paid from. This request is for future payments. If you need to update funding on past payments, please complete a PET request. The change in funding request can be made for both individual and group requests. Please remember that funding changes need to be effective at the beginning of a pay period. You can check the payroll calendar here: https://www.uccs.edu/stuemp/calendar

For an individual request, simply fill out the form shown on the ticket. To request funding updates for multiple students, you can complete the spreadsheet and attach it to the ticket. There is a link to the spreadsheet within the ticket but the form can also be accessed on the Student Employment forms page: https://www.uccs.edu/stuemp/forms.

Step 1—Open the Change in Funding Request ticket type

Choose the Change in Funding Request ticket type on the Cherwell home page.

Student Employment Portal
Step 2—Select Which Type of Request (Single or Multiple)

Select the radio button to indicate whether this is a single or multiple request. “No” will be the default indicating that this is a single request. Select “Yes” if you need to make a multiple request.

**Student Employment - SE Case ID: 18053**

Details Required to Complete the Request

**Change in Funding**

Is this a Multiple Change in Funding request?  
- Yes  
- No

To change the funding for a position, please fill out the information below for the employee/positions you need updated and we will complete the funding update.

- Employee Name:
- Position Number:
- Speed Type:
- Effective Date:
- Additional Details:
Step 3a—Completing the Form for a Single Request

Put your cursor in the student name box. Then either type the student name (as the name is in CU-SIS) or use one of the search buttons (see red circles below) to look up the student. We ask for this information so that we can search within Cherwell for requests specific to a student.

Fill in the Position Number, new Speed Type, and choose the Effective Date from the drop down. Additional Details can be added but are not required to complete your request. Jump to Step 5 - Submitting Your Ticket.
Step 3b—Completing the Form for a Multiple Request

1. Select the “Yes” radio button at the top (red box below).

2. Enter your department number or select your department name from the drop-down. Once you enter information in one of these boxes, the other will auto-populate. We ask for this information to help complete the request and to be able to search within Cherwell for requests specific to a department.

3. Fill in the number of students for which the request is being made (blue box below). We ask for this to help us provide better statistics and to track how many of these requests we are completing.

4. If you have already completed the worksheet, skip this step and jump to Step 4-Attaching Your Documents. Otherwise, open the form using the link (red circle below). This form can also be accessed on the Student Employment forms page at https://www.uccs.edu/stuemp/forms.
The link will open an Excel document. Complete the spreadsheet with the information to update your students’ funding. Be sure to save the document once complete so you can attach to your ticket.

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Student Name</th>
<th>Position Number</th>
<th>New SpeedType</th>
<th>Effective Date</th>
<th>Additional Details</th>
<th>Data Sent</th>
<th>Sent By</th>
</tr>
</thead>
</table>

**Note:** When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.
Step 4—Attaching Your Documents

Once you have the form completed and saved, attach it to your ticket using one of the options shown below:

Student Employment - SE Case ID : 18090

Details Required to Complete the Request

Change in Funding

Is this a Multiple Change in Funding request?  
Yes  No

Department Number:  
Department:

Number of Students:  
Please fill out and attach the Multiple Change in Funding Form from the Student Employment website.

Additional Details:
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open any attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
Step 5—Submitting Your Ticket

You can add any comments in the Additional Details box, if needed. Then you can submit your ticket by clicking on one of the options shown below:
Step 6—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

SE Case 5974

Description:
SE Change in Funding Request Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: biga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 5974. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 5974.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending. The easiest way to resolve any issues is to simply reply to the email you received from Cherwell, but you can also use Section N—Editing a Ticket.

Dear Jennifer,

Regarding your SE Case 5974, logged on 6/29/2018 12:48 PM, we have the following question or update:

The effective date is not at the beginning of a pay period. Would you prefer this change in funding be effective on (date) or (date)?

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view SE Case 5974 for more details.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

We are pleased to inform you that your Student Employment Case 5974 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Funding update for [name or number of student(s)] on July 6, 2018.

Description of the request:
SE Change in Funding Request Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 5974.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
H: Submitting a ticket—Change in Reports to Request

Use this ticket to request a supervisor change for a student. This can be used for both individual and group requests. For an individual request, simply fill out the form shown on the ticket. For multiple students, you can complete the spreadsheet and attach it to the ticket.

There is a link to the spreadsheet within the ticket. It can also be found on the Student Employment website: www.uccs.edu/stuemp/forms.

Step 1—Open the Change in Reports to Request ticket type

Choose the Change in Reports to Request ticket type on the Cherwell home page.
Step 2—Select Which Type of Request (Single or Multiple)

Select the radio button to indicate whether this is a single or multiple request. “No” will be the default indicating you need to make a single request. Select “Yes” if you need to make a multiple request.

Details Required to Complete the Request

Change in Reports To Request

I need to change the supervisor ('reports to' person) for one or more position. Please fill in the information below for the employee/position(s) you need updated and we will complete the change in supervisor

Is this a multiple Change in Reports To Request?  ☐ Yes  ☐ No

Student Name: 

Position Number: 

Position # of New Supervisor: 

New Supervisor Name: 

Effective Date:  

Additional Details: 

Step 3a—Completing the Form for a Single Request

Put your cursor in the student name box. Then either type the student name (as the name is in CU-SIS) or use one of the search buttons (see red circles below) to look up the student. We ask for this information so that we can search within Cherwell for requests specific to a student.

Fill in the position number of the student, the position number of the new supervisor, the new supervisor name, and the effective date. Additional Details can be added but are not required to complete your request. Jump to Step 5 - Submitting Your Ticket.
Step 3b—Completing the Form for a Multiple Request

1. Select the “Yes” radio button at the top (red box below).

2. Enter your department number or select your department name from the drop-down. Once you enter information in one of these boxes, the other will auto-populate. We ask for this information to help complete the request and to be able to search within Cherwell for requests specific to a department.

3. Fill in the number of students for which the request is being made (blue box below). We ask for this to help us provide better statistics and to track how many of these requests we are completing.

4. If you have already completed the worksheet, skip this step and jump to Step 4-Attaching Your Documents. Otherwise, open the form using the link (red circle below). This form can also be accessed on the Student Employment forms page at https://www.uccs.edu/stuemp/forms.
The link will open an Excel document. Complete the spreadsheet with the information needed to update your students’ supervisor. Be sure to save the document once complete so you can attach to your ticket.

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Student Name</th>
<th>Position Number</th>
<th>New Supervisor Name</th>
<th>Position Number of New Supervisor</th>
<th>Effective Date</th>
<th>Date Sent</th>
<th>Sent By</th>
</tr>
</thead>
<tbody>
<tr>
<td>EX: 223456</td>
<td>Student Example</td>
<td>00987654</td>
<td>Supervisor Example</td>
<td>00123456</td>
<td>6/2/2018</td>
<td>5/10/2018</td>
<td>Jennifer Biga</td>
</tr>
</tbody>
</table>

**Note:** When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.
Step 4—Attaching Your Documents

Once you have completed and saved the form, attach it to your ticket using one of the options shown below:

Home  My Items

Use the attachment tool

Student Employment - SE Case ID : 18114

Submit

Details Required to Complete the Request

Change in Reports To Request

I need to change the supervisor (reports to person) for one or more position(s). Please fill in the information below for the employee/position(s) you need updated and we will complete the change in supervisor.

Is this a multiple Change in Reports To Request?  ☐ Yes  ☐ No

Department Number:  
Department:  

Number of Students:  1  

Please fill out and attach the Multiple Change in Reports To Form from the Student Employment website.

Use the link

Additional Details:  

Link to Form

Attach Completed Form
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open the attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
Step 5—Submitting Your Ticket

You can add any comments in the Additional Details box, if needed. Then you can submit your ticket by clicking on one of the options shown below:
Step 6—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

Student Employment Help

Student Employment Ticket 6949 SE Change in Reports to Request Inquiry has been created

SE Case 6949

Description:
SE Change in Reports to Request Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 6949. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 6949.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending.

Dear Jennifer,

Regarding your [SF Case 6949](#), logged on 7/17/2016 3:09 PM, we have the following question or update:

This request is for multiple students but there is no form attached. Please attach the form so we can process this request.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view [SF Case 6949](#) for more details.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragsmore Hall 104
719-255-3454 office
719-255-3650 fax

In the example above, you have two options. First, you could just reply to the email you received and be sure to attach the spreadsheet to your email. This will automatically attach your documentation to the ticket. The second option would be to follow the instructions in Section N—Editing a Ticket.
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

---

**Student Employment Case 6949**

We are pleased to inform you that your Student Employment Case 6949 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

**Resolution:**
Supervisor updated for [name of or number of student(s)] on 7/17/18.

**Description of the request:**
SE Change in Reports to Request Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: [SE Case 6949](mailto:SE Case 6949).

**UCCS Student Employment**
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragner Hall 104
719-255-3454 office
719-255-3650 fax
I: Submitting a ticket—Request to Fill Student Faculty (1500)

Use this request as the first step to hiring a new Student Faculty/1500 Series position. This request will be used to determine if the position requested meets the criteria to be in a 1500 series position rather than an hourly 4106 position. There is a link to the form in the ticket. It can also be found on the Student Employment website: www.uccs.edu/stuemp/forms.

Step 1—Open the Request to Fill Student Faculty (1500) ticket type

Choose the Request to Fill Student Faculty (1500) ticket type on the Cherwell home page.
Step 2—Completing the Form

1. Type in the full name of the supervisor or hiring authority requesting the position.

2. Type in or select from the drop-down either your department name or department number. Filling in one box will auto-fill the other box.

3. Choose your requested job code from the drop-down.

4. If you have already completed the worksheet, skip this step and jump to Step 4-Attaching Your Documents. Otherwise, open the form using the link (red circle below). This form can also be accessed on the Student Employment forms page at https://www.uccs.edu/stuemp/forms.

Student Employment - SE Case ID: 18129

Details Required to Complete the Request

Request to Fill Student Faculty Position (1500)

This is the first step to hiring student faculty. You MUST complete and attach the Request to Fill Form as linked below. Once your request to fill has been approved, the next step will be to complete and submit a SEPO ticket.

Full Name: 
Department: 
Department Number: 
Requested Job Code: 

Link to Form

Additional Details:
The link will open a Word document. Complete the form with the information requested. Be sure to save the document once complete so you can attach to your ticket.

<table>
<thead>
<tr>
<th>Department Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason:</td>
</tr>
<tr>
<td>☐ New Position</td>
</tr>
<tr>
<td>Reports to Name:</td>
</tr>
<tr>
<td>Reports to Position #:</td>
</tr>
<tr>
<td>Bi-Weekly or Monthly Pay Frequency:</td>
</tr>
<tr>
<td>Begin Date:</td>
</tr>
<tr>
<td>End Date:</td>
</tr>
<tr>
<td>Requested Job Code:</td>
</tr>
<tr>
<td>Percent of Time or hours per week:</td>
</tr>
<tr>
<td>Pay Rate:</td>
</tr>
<tr>
<td>Position Summary (brief description):</td>
</tr>
</tbody>
</table>

**Note:** When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.
Step 4—Attaching Your Documents

Once you have completed and saved the form, attach it to your ticket using one of the options shown below:

Student Employment - SE Case ID: 18129

Details Required to Complete the Request

Request to Fill Student Faculty Position (1500)

This is the first step to hiring student faculty. You MUST complete and attach the Request to Fill Form as linked below. Once your request to fill has been approved, the next step will be to complete and submit a SEPO ticket.

Full Name: 
Department: 
Department Number: 
Requested Job Code: 

Additional Details: 

[Link to Form] [Attach Form]
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open the attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.

Last updated 4/8/2019
Step 5—Submitting Your Ticket

You can add any comments in the Additional Details box, if needed. Then you can submit your ticket by clicking on one of the options shown below:
Step 6—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

Description:
Request to Fill Student Faculty (1500)

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 18134. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details. SE Case 18134.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3550 fax
If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending.

Case 18134 for Jennifer Bigs.

The Request to Fill Student Faculty you submitted for (FULL NAME) is missing an attachment. Please reply to this email with the paperwork attached so that we can process this request. Thank you!

Thank You,

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

In the example above, the easiest way to respond is to reply to the email with the form attached. This will automatically attach your documentation to the ticket. The other option you have would be to follow the instructions in Section N—Editing a Ticket.
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

Student Employment Case 18134 Request to Fill Student Faculty (1500) has been resolved

We are pleased to inform you that your Student Employment Case 18134 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Your Request to Fill Student Faculty position has been approved. Please submit a SEPO ticket so we can complete the hire of this position.

Description of the request:
Request to Fill Student Faculty (1500)

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: [SE Case 18134](#).

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmör Hall 104
719-255-3454 office
719-255-3650 fax
J: Submitting a ticket—Payroll Expense Transfer (PET) Requests

Use this to request student pay that has already processed be moved from one speedtype to a different speedtype or to request a change to or from work study. Regardless of whether your request is for a single student, single pay period or for multiple students and/or multiple pay periods, the PET form must be completed and attached. There is a link to the form within the ticket. It can also be found on the Student Employment website: www.uccs.edu/stuemp/forms.

Step 1—Open the Payroll Expense Transfer (PET) Requests ticket type

Choose the Payroll Expense Transfer (PET) Requests ticket type on the Cherwell home page.
Step 2—Select Which Type of Request (Single or Multiple)

Select the radio button to indicate whether this is a single or multiple request. “No” will be the default for a single request. Select “Yes” if you need to make a multiple request.

Student Employment - SE Case ID: 7009

Details Required to Complete the Request

Payroll Expense Transfer Request

Please fill out the information below and then use the link below that to access the PET form. Please save that to your computer, fill it out and attach to this ticket.

Is this a multiple PET request? ○ Yes ○ No

Student Name: 

Link to PET Form

Attach filled out PET form
(Do not use quotations in the file name)

Additional Details:
1. Put your cursor in the Student Name box and either type in or search for the student name (this is the student name in CU-SIS so may not match with the name in HCM). Using one of the search buttons (see red circles below) can also help you ensure you have selected the correct student. We ask for this information so that we can search within Cherwell for requests specific to a student.

2. If you have already completed the PET form, skip to Step 5—Attaching Your Documents. Otherwise, click on the link (see blue circle below) to open the Excel spreadsheet. Be sure to have your pop-up blocker turned off. Then proceed to Step 4—Completing Your Documents.

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**Step 3a—Completing the Form for a Single Request**

1. Put your cursor in the Student Name box and either type in or search for the student name (this is the student name in CU-SIS so may not match with the name in HCM). Using one of the search buttons (see red circles below) can also help you ensure you have selected the correct student. We ask for this information so that we can search within Cherwell for requests specific to a student.

2. If you have already completed the PET form, skip to Step 5—Attaching Your Documents. Otherwise, click on the link (see blue circle below) to open the Excel spreadsheet. Be sure to have your pop-up blocker turned off. Then proceed to Step 4—Completing Your Documents.

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**Student Employment - SE Case ID : 18149**

Details Required to Complete the Request

Payroll Expense Transfer Request

Please fill out the information below and then use the link below that to access the PET form. Please save that to your computer, fill it out and attach to this ticket.

- Is this a multiple PET request?  
  - Yes  
  - No

Student Name: [Field]

Click here to open the Excel spreadsheet
1. Select the “Yes” radio button at the top (red box below).

2. Type in your Department number or select your Department name from the drop down. When you enter one, the other will auto-populate. We ask for this information to help complete the request and to be able to search within Cherwell for requests specific to a department.

3. Fill in the number of unique students for which the request is being made (see blue box below). We ask for this to help us provide better statistics and to track how many of these requests we are completing.

4. If you have already completed the worksheet, skip to Step 5-Attaching Your Documents. Otherwise, click on the link (see red circle below) to open the Excel spreadsheet. Be sure your pop-up blocker is turned off. Then proceed to Step 4—Completing Your Documents.
Step 4—Completing the Form

The link will open an Excel document. This form is also available on the Student Employment website: [www.uccs.edu/stuemp/forms](http://www.uccs.edu/stuemp/forms). Complete the spreadsheet with the information needed to complete your PET request. Please be sure to use the most updated form; this is especially important if your PET request involves a Fund 30/31/34 Sponsored Project. Be sure to save the document once complete so you can attach to your ticket.

Note: When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.
Step 5—Attaching Your Documents

Once you have completed and saved the form, attach it to your ticket using one of the options shown below:

Student Employment - SE Case ID : 18149

Details Required to Complete the Request

Payroll Expense Transfer Request

Please fill out the information below and then use the link below that to access the PET form. Please save that to your computer, fill it out and attach to this ticket.

Is this a multiple PET request?  ○ Yes  ○ No

Department Number: Department: 

Number of Students: 1

Link to PET Form

Attach filled out PET form

(Do not use quotations in the file name)

Additional Details:
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open the attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
Step 6—Submitting Your Ticket

You can add any comments in the Additional Details box, if needed. Then you can submit your ticket by clicking on one of the options shown below:
Step 6—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

Student Employment Help | Jennifer Biga

Student Employment Ticket 7053 SE Payroll Expense Transfer Inquiry has been created

PETRequestSheet(1).xls
44 KB

SE Case 7053

Description:
SE Payroll Expense Transfer Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 7053. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: [SE Case 7053](#).

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending. The easiest way to resolve any issues is to reply to the email with the requested information. Your other option is to use Section N—Editing a Ticket.

Dear Jennifer,

Regarding your SE Case 7053, logged on 7/19/2018 11:02 AM, we have the following question or update:

Please confirm that the amount for the 6/17-6/30 PPE is only a partial payment that you are requesting be moved.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view SE Case 7053 for more details.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 164
719-255-3454 office
719-255-3650 fax
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

We are pleased to inform you that your Student Employment Case 7053 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Thank you for contacting Student Employment, we have processed your PET request, and it was completed on 7/19/2018. If there is anything else we can help you with, please create a new ticket or email StuEmpHELP@uccs.edu.

Description of the request:
SE Payroll Expense Transfer Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 7053.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
K: Submitting a ticket—One Time/Additional Pay Request

Use this to request a one-time or additional payment to a student. An example of a one-time payment would be if a student earned an additional amount for a special project and the time was not recorded on their timesheet. An example of additional pay would be if a student performed a one-time additional duty and needed to be reimbursed for the time or paid a specific amount (must meet minimum wage standards) for that duty. If you had a wage change that was not entered in time for a specific payroll period, you can use either the late pay request or this one-time/additional pay request to pay the employee for the difference in their wage earned for the hours worked during that pay period.

Step 1—Open the One Time/Additional Pay Request ticket type

Choose the One Time/Additional Pay Request ticket type on the Cherwell home page.
Step 2—Completing the Form

1. Put your cursor in the Student Name box and either type in or search for the student name (this is the student name in CU-SIS so may not match with the name in HCM). Using one of the search buttons (see red circles below) can also help you ensure you have selected the correct student. We ask for this information so that we can search within Cherwell for requests specific to a student.

2. Type in your department number or select your Department name from the drop-down. Filling in one box will auto-fill the other box.

3. Fill in the rest of the form. You can choose to fill in just an amount due or you can fill in the number of hours worked and hourly rate of pay and the amount due will auto-calculate. The next page shows an example of a completed form.
Step 3—Submitting the Form

Once you have completed the form, you can submit your ticket by clicking on one of the options shown below:

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Student Employment - SE Case ID : 7018

Details Required to Complete the Request

One Time/Additional Pay Request

Please fill in the information below for the employee/position(s) job record you need updated and we will complete the one time/additional pay.

- **Student Name:** [Redacted]
- **Department Number:** 40126
- **Department:** Financial Aid/Student Employment
- **Employee ID:** 322351
- **Employee Job Record Number:** 0
- **Position Number:** 00745593
- **Pay Period Begin Date:** 07/01/2018
- **Pay Period End Date:** 07/14/2018
- **Number of Hours Worked:** 12.25
- **Hourly Rate of Pay:** $0.20
- **Amount Due:** $2.45
- **Speed Type:** 42000123
- **Supervisor Name:** Janice Zollinger
- **Requestor Name:** Jennifer Biga

**Reason for one time pay or additional pay [required].**

Student received a $0.20 raise that was not reflected on the pay check. This is the additional amount owed to the student.

Submit
Step 4—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

If we have any questions regarding the additional pay, we may send an email through the system, but it is more likely that we will call you as we do generally try to process these requests as quickly as possible. If you do receive an email requesting information, the easiest way to resolve the issue is to reply to the email and provide the information requested. You can also use Section N—Editing a Ticket.

Description:
SE Additional/Retro Pay Request Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 7018. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 7018.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cramton Hall 104
719-255-3454 office
719-255-3650 fax
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

We are pleased to inform you that your Student Employment Case 7018 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Additional Pay for [student name] entered on 7/19/18. This should pay on Friday, August 3.

Description of the request:
SE Additional/Retro Pay Request Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 7018.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
L: Submitting a ticket—Overpayment Notice Request

Use this if a student was overpaid during a pay period.

Step 1—Open the Overpayment Notice Request ticket type

Choose the Overpayment Notice Request ticket type on the Cherwell home page.
Step 2—Completing the Form

1. Put your cursor in the Student name box and either type in or search for the student name (this is the student name in CU-SIS so may not match with the name in HCM). Using one of the search buttons (see red circles below) can also help you ensure you have selected the correct student. We ask for this information so that we can search within Cherwell for requests specific to a student.

2. Fill in the rest of the form.
   a. You can type in your department number or choose your department name from the drop-down. Once you fill in one box, the other will auto-populate.
   b. The same thing will happen with the Pay Period Begin and End Date—choose one and the other will auto-populate.
   c. When you fill in the Amount Paid and the Amount Should Have Paid, the form will auto-calculate the Difference.

Please fill in all information as all of this information is needed when we contact Employee Services to resolve this request. The next page shows an example of a completed form.
Step 3—Submitting the Form

Once you have completed the form, you can submit your ticket by clicking on one of the options shown below:

Student Employment - SE Case ID : 8188

Details Required to Complete the Request

Overpayment Notice

<table>
<thead>
<tr>
<th>Details</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Name:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Employee ID:</td>
<td>322152</td>
</tr>
<tr>
<td>Employee job record number:</td>
<td>0</td>
</tr>
<tr>
<td>Position Number:</td>
<td>00745382</td>
</tr>
<tr>
<td>Department Number:</td>
<td>40126</td>
</tr>
<tr>
<td>Department:</td>
<td>Financial Aid/Student Employment</td>
</tr>
<tr>
<td>Pay Period Begin Date:</td>
<td>7/15/2018</td>
</tr>
<tr>
<td>Pay Period End Date:</td>
<td>7/28/2018</td>
</tr>
<tr>
<td>Amount Paid:</td>
<td>$345.00</td>
</tr>
<tr>
<td>Amount Should Have Paid:</td>
<td>$305.00</td>
</tr>
<tr>
<td>Difference:</td>
<td>$39.00</td>
</tr>
<tr>
<td>Supervisor Name:</td>
<td>Jennifer Bige</td>
</tr>
<tr>
<td>Requestor Name:</td>
<td>Jennifer Bige</td>
</tr>
<tr>
<td>Reason for overpayment:</td>
<td>Student was paid $11.50/hour when should have been paid $10.25/hour.</td>
</tr>
</tbody>
</table>

Submit
Step 4—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

SE Case 8188

Description:
SE Overpayment Notice Request Inquiry

Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 8188. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 8188.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Crager Hall 104
719-255-3454 office
719-255-3650 fax

If we have any questions regarding the overpayment notice, we will either send an email through the system or call you. These requests do take a bit of time to complete and will have multiple layers of communication between our office, the ticket requestor, the student in question, and Employee Services. If we do send an email through the system, the easiest way to provide the information requested is to reply to the email you received. You can also use Section N—Editing a Ticket.
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

Student Employment Case 8188

We are pleased to inform you that your Student Employment Case 8188 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
We have submitted the overpayment notice for (Student Name) to Employee Services.

Description of the request:
SE Overpayment Notice Request Inquiry

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 8188.

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 194
719-255-3454 office
719-255-3650 fax
Use only with Student Employment permission. These tickets will only be processed by Student Employment professional staff.

A Termination for Cause will only be done in the case of egregious behavior on the part of the student. Please call Shannon Cable at 719-255-3055 to discuss your situation prior to submitting a Termination for Cause ticket. As with the regular Termination Notice ticket, there should only be one student on a Termination for Cause ticket. This ticket type will require both the Termination Notice form (link within ticket type) and supporting documentation.

Step 1—Open the Termination for Cause ticket type*

Choose the Termination for Cause ticket type on the Cherwell home page.

*This step assumes that you have already called Shannon Cable at 719-255-3055 and received permission to submit a Termination for Cause ticket.
Step 2—Answer the question

Click the box next to “Yes” if you have already discussed the situation with Shannon. Otherwise, STOP and call Shannon to discuss the situation.

Student Employment - SE Case ID: 6956

Has Shannon Cable approved the Termination for Cause?  Yes

Additional Details:
Step 3—Select the Student Name

Put your cursor in the Student Name box and either type in or search for the student name (this is the student name in CU-SIS so may not match with the name in HCM). Using one of the search buttons (see red circles below) can also help you ensure you have selected the correct student. We ask for this information so that we can search within Cherwell for requests specific to a student.

If you already have the completed Termination Notice and supporting documents, skip to Step 5 - Attaching Your Documents. Otherwise, proceed to Step 4 - Completing Your Documents.
Step 4—Completing Your Documents

Click on the link for the Termination Notice form. This is the same form you would access from our website: www.uccs.edu/stuemp/forms.

Student Employment - SE Case ID : 18155

Details Required to Complete the Request

Termination For Cause

Please call Shannon Cable, Director of Student Employment, for approval prior to submitting a Termination for Cause ticket: (719) 255-3055.

Has Shannon Cable approved the Termination for Cause?  ✔ Yes

Please fill out the student information below and then use the link below that to access the Termination Notice form. Please save that to your computer, fill it out and attach to this ticket. Please also use the link below that to attach any supporting documents you have for the Termination for Cause. All Terminations for Cause require supporting documents.

Student Name: 

Link to Termination Notice Form

Attach filled out Termination Notice form
(Do not use quotations in the file name)

Attach Documents Supporting Cause

Additional Details:
You will need to download and save the form to your computer before filling out the information. If you open the form and just start typing, the information will not save when you save the document. This is one of the few times you will choose “Termination for Cause” as the Action Reason.

Be sure to get signatures before you attach your document to your Cherwell ticket.

Note: When saving your documents, please do not use quotation marks in the file name. For some reason, Cherwell will not allow us to open documents with quotation marks in the file name.
Step 5—Attaching Your Documents

Once you have the form completed and signed, attach it to your ticket using one of the options shown below:

Student Employment - SE Case ID: 18155

Details Required to Complete the Request

Termination For Cause

Please call Shannon Cable, Director of Student Employment, for approval prior to submitting a Termination for Cause ticket: (719) 255-3055.

Has Shannon Cable approved the Termination for Cause?  Yes

Please fill out the student information below and then use the link below that to access the Termination Notice form. Please save that to your computer, fill it out and attach to this ticket. Please also use the link below that to attach any supporting documents you have for the Termination for Cause. All Terminations for Cause require supporting documents.

Student Name:  

Link to Termination Notice Form

Attach filled out Termination Notice form  
(Do not use quotations in the file name)

Attach Documents Supporting Cause

Additional Details:  
Click the Select File button to find your saved file. When you have selected the file to attach, the Name box for the File Upload will auto-populate with the name of the file you selected. You are able to edit this box. You will also see the file you are attaching below the Select File button (see second image below). Click the Submit button to attach your document.

Repeat Step 4 until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open the attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.
Step 6—Submitting Your Ticket

You can add any comments in the Additional Details box, if needed. Then you can submit your ticket by clicking on one of the options shown below:
Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 6964. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 6964.

If we have any questions about your ticket, we will contact you. Whenever you receive an email from us requesting additional information, you can always reply to the email which will automatically attach any new documents attached to the email to the current Cherwell ticket. This is the easiest way to resolve issues, but you can also use Section N—Editing a Ticket for steps to provide additional information.
Once we have completed the request, you will receive an email confirming that we have closed the ticket.

We are pleased to inform you that your Student Employment Case 6964 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.

Resolution:
Termination Completed on 7/18/2018 for

Description of the request:
SE Termination For Cause

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: SE Case 6964 .

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax
N: Editing a Ticket

If you receive a message requesting additional information, you have two options.

1. You can simply reply to the email and attach any new documents to your reply email. This will automatically attach the documents to your case in Cherwell or provide a journal note with your reply answer. This will work for both open and closed cases. By replying to a resolution email, you will be re-opening your ticket.

2. You can login to your Cherwell account and go to My Items to find the ticket that needs additional information (see Section B: Navigating in Cherwell). You would be able to include new attachments or information by clicking on the Edit button. This will only work on Open SE Case Tickets.

   ![Edit button](image)

   **Student Employment - SE Case ID: 5935**

   ![Ticket Details](image)

   Short Description:
   
   Additional Details:

   Your HR Case will be assigned shortly.

   Owner: Unassigned

   Team: Student Employment

The second option is the same step you would take if you realized that you had attached the wrong document after you had already submitted your ticket.

Unfortunately, it is currently a limitation within Cherwell that does not allow you to delete any incorrect attachments. You can call Student Employment at x3454 with your ticket number, and we can remove an incorrect document from the ticket for you. If this limitation is removed in the future, we will be sure to communicate that with you.

You are able to add correct documents to your ticket. If this is something you are doing, you might want to change the name box to draw attention to the correct document. (Refer to the relevant step for your ticket type: “Attaching Your Documents” for detailed steps.)
Be sure to resave or resubmit after you have made your edits. This will update your ticket and it will be “reopened” on our end of the system.

Student Employment is here to help. If you have questions about any step in this process, please contact Student Employment at (719) 255-3454, stuemp@uccs.edu, or visit us in Cragmor Hall Room 104.