

## 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: <https://stuemp.uccs.edu/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.

#### Student Employment Portal



##### Employer Links

[Offer Review \(Required before a SEPO or WCO is submitted\)](#)  
[Student Employee Position Offer \(SEPO\)](#)  
[Late Pay Requests](#)  
[Background Check](#)  
[Wage Change Offer \(WCO\)](#)  
[Termination Notice](#)  
[Change in Funding Request](#)  
[Change in Reports To Request](#)  
[Request to Fill Student Faculty \(1500\)](#)  
[Payroll Expense Transfer \(PET\) Requests](#)  
[Change in Working Title Request](#)  
[One Time/Additional Pay Request](#)  
[Overpayment Notice Request](#)  
[Termination For Cause](#)

##### Student Employee Links

[MyLeave \(Bi-weekly timesheet\)](#)  
[Direct Deposit](#)  
[W-4](#)  
[W-2](#)  
[Work Study Appeal](#)  
[Paycheck Deduction](#)  
[Paycheck Issue](#)  
[Name Change](#)  
[Grievance](#)

##### Information Links

[Pay Day](#)  
[SEAN](#)  
[Other](#)

See My Items

## 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.

Home My Items

Save Cancel Refresh Delete Attach (0) < < Record 1 of 1 > >

Student Employment - SE Case ID : 31062

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 the search button (see red circle below) to look up the student. We ask for this information so that we can search within Cherwell for requests specific to a student.

**Tip:** If you are having trouble finding the student, type their email address in the student name box. This will usually match the student in the system.

Home My Items

Save Cancel Refresh Delete Attach (0) Record 1 of 1

### Student Employment - SE Case ID : 31062


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. 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:

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. Skip 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 (see purple circle and box below). This form can also be accessed on the Student Employment forms page at <https://stuemp.uccs.edu/forms>.

Home My Items

Save Cancel Refresh Delete Attach (0) Record 1 of 1

### Student Employment - SE Case ID : 31062

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. 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:  Please fill out and attach the Multiple Change in Reports To Form from the Student Employment website: [link to Form](#) [Attach Completed Form](#)

Additional Details:

Multiple Change i....xlsx

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.

	A	B	C	D	E	F	G	H	I
1	Employee ID	Student Name	Position Number	New Supervisor Name	Position Number of New Supervisor	Effective Date	Date Sent	Sent By	
2	EX: 123456	Student Example	00987654	Supervisor Example	00123456	6/1/2018	5/10/2018	Jennifer Biga	
3									
4									
5									

**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

Save Cancel Refresh Delete Attach (0) Record 1 of 1

Student Employment - SE Case ID : 31062

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: Please fill in the information below for the employee/position(s) you need updated and we will complete the change in supervisor.

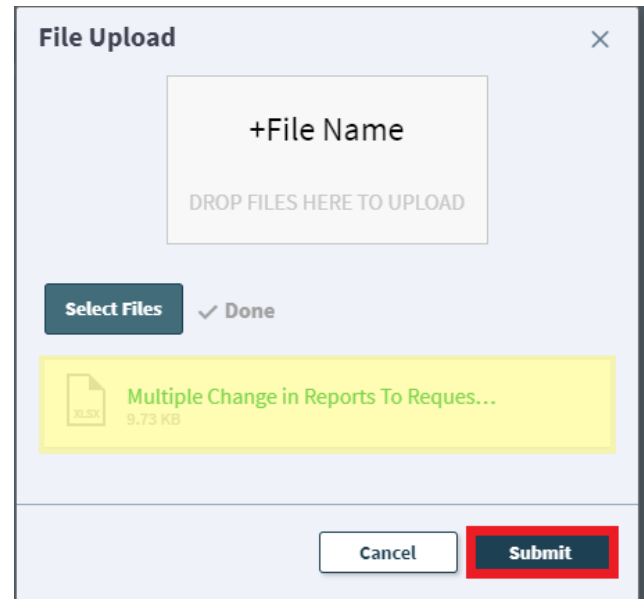
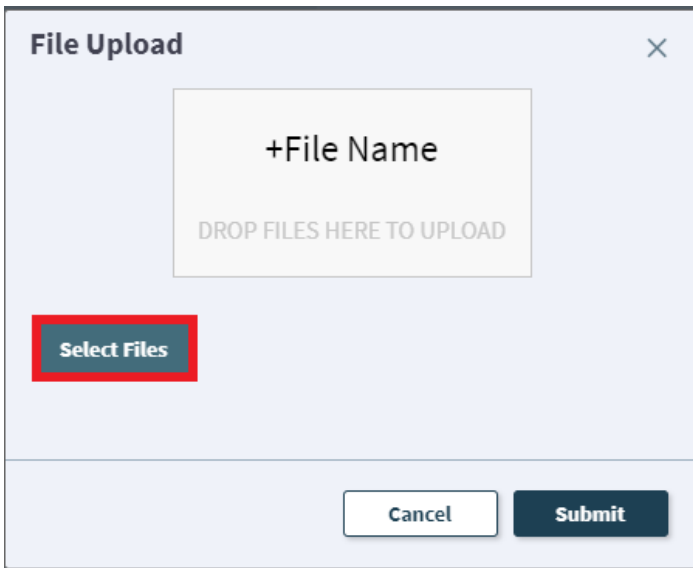
Is this a multiple Change in Reports To Request?     Yes     No

Department Number:     Department:

Number of Students:     Please fill out and attach the Multiple Change in Reports To Form from the Student Employment website: [Link to Form](#) Attach Completed Form Use the link

Additional Details:

You can either drag and drop your file or you can click the Select Files button to find your saved file. When you have selected the file to attach, you will see the file you are attaching below the Select Files button (see second image below). Click the Submit button to attach your document.



Repeat this step 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.

If you check your documents before submitting the ticket and see that you attached the wrong document, please attach the correct document before you submit. If you have already submitted your ticket, please refer to the Editing a Ticket section of the Abbreviated User Guide to attach the correct attachment to your ticket.

Users can delete any incorrect attachments. Follow the same steps described on the previous page to open and check a document but select Delete instead of Open. Cherwell will ask you if you are sure you want to delete. Once you confirm, your document will no longer be attached to the ticket.

The screenshot shows a web application interface for a ticket system. At the top, there is a navigation bar with 'Home' and 'My Items'. Below it is a toolbar with 'Save', 'Cancel', 'Refresh', 'Delete', and 'Attach (1)'. The 'Attach (1)' button is highlighted with a red circle, and a dropdown menu is open showing 'Attach file...' and 'Multiple Change in Reports To Request Form (8)'. The 'Delete' option is highlighted in yellow. Below the toolbar is a 'Submit' button. The main content area is titled 'Student Employment' and 'Details Required to Complete the Request'. The section is titled 'Change in Reports To Request' and contains a form with the following fields: 'Student Name', 'Position Number', 'Position # of New Supervisor', 'New Supervisor Name', and 'Effective Date'. A confirmation dialog box is overlaid on the form, asking 'Are you sure you want to delete Multiple Change in Reports To Request Form (8)?' with 'No' and 'Yes' buttons. The 'Yes' button is highlighted with a red border.

Home My Items

Save Cancel Refresh Delete Attach (1) Record 1 of 1 Current Record

Student Employment

Attach file...

Multiple Change in Reports To Request Form (8) Open Delete

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: 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

Student Name:

Position Number:

Position # of New Supervisor:

New Supervisor Name:

Effective Date:

Additional Details:

Are you sure you want to delete Multiple Change in Reports To Request Form (8)?

No Yes



## 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:

Home My Items

Save Cancel Refresh Delete Attach (0) Record 1 of 1 Current Record List Grid

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: 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:

Submit

Please note that clicking Save does not save the ticket for you to edit later. It does submit the ticket same as if you click on either of the Submit buttons.

## 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.

 Reply
  Reply All
  Forward
  IM



Student Employment Help

■ Jennifer Biga

**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](mailto: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.

 Reply
  Reply All
  Forward
  IM

 Student Employment Help |  Jennifer Biga  
 Regarding Student Employment Case 6949

### Student Employment Case 6949

Dear Jennifer,

Regarding your [SE Case 6949](#), logged on 7/17/2018 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 [SE Case 6949](#) 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 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 the Editing a Ticket section of the Abbreviated User Guide.

Once we have completed the request, you will receive an email confirming that we have resolved the ticket.

 Reply  Reply All  Forward  IM



Student Employment Help

 Jennifer Biga

**Student Employment Case 6949 SE Change in Reports to Request Inquiry has been resolved**

### 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](#) .

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

## Troubleshooting

If you are unable to access Cherwell, are having trouble finding the student in Cherwell, or are uncertain what ticket type to submit, you can send an email to [stuemp@uccs.edu](mailto:stuemp@uccs.edu). This will automatically create a generic ticket. We try to process these tickets as quickly as other tickets. However, it is likely that these tickets could be delayed in processing as we may need to request additional information from you.

## Student Employment Office

**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](mailto:stuemp@uccs.edu), or visit us in Cragmor Hall Room 104.**

