

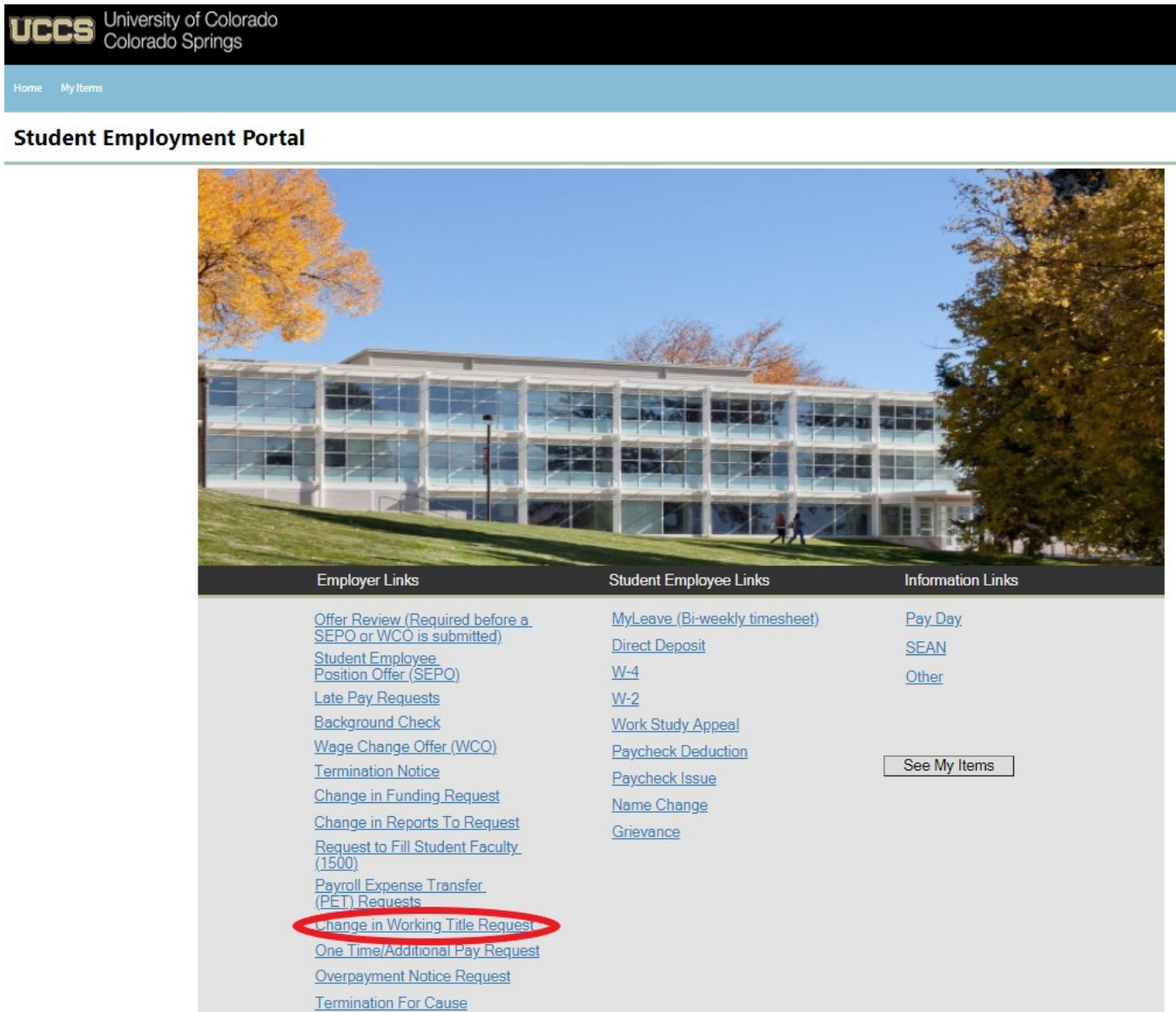
Submitting a ticket—Change in Working Title Request

Use this ticket to request a change to the working title of any of your student employees; particularly useful if Job Data is not reflecting your student’s current working title.

For an individual request, simply fill out the form shown on the ticket. To request working title 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://stuemp.uccs.edu/forms>.

Step 1—Open the Change in Working Title Request ticket type

Choose the **Change in Working Title Request** ticket type on the Cherwell home page.



The screenshot shows the UCCS Student Employment Portal. At the top, there is a navigation bar with 'Home' and 'My Items'. Below this is the 'Student Employment Portal' header. The main content area features a large image of a modern glass building. Below the image is a table of links organized into three columns: Employer Links, Student Employee Links, and Information Links. The 'Change in Working Title Request' link in the Employer Links column is circled in red.

Employer Links	Student Employee Links	Information Links
Offer Review (Required before a SEPO or WCO is submitted)	MyLeave (Bi-weekly timesheet)	Pay Day
Student Employee Position Offer (SEPO)	Direct Deposit	SEAN
Late Pay Requests	W-4	Other
Background Check	W-2	
Wage Change Offer (WCO)	Work Study Appeal	
Termination Notice	Paycheck Deduction	<input type="button" value="See My Items"/>
Change in Funding Request	Paycheck Issue	
Change in Reports To Request	Name Change	
Request to Fill Student Faculty (1500)	Grievance	
Payroll Expense Transfer (PET) Requests		
Change in Working Title Request		
One Time/Additional Pay Request		
Overpayment Notice Request		
Termination For Cause		

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.

Home My Items

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

Student Employment - SE Case ID : 31332

Details Required to Complete the Request

Change in Working Title:

Is this a Multiple Change in Working Title request? Yes No

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

Employee Name:	<input type="text"/>
Employee ID:	<input type="text"/>
Position Number:	<input type="text"/>
Current Working Title:	<input type="text"/>
New Working Title:	<input type="text"/>

Additional Details:

Step 3a—Completing the Form for a Single Request

Put your cursor in the Employee 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 : 31332


Submit

Details Required to Complete the Request

Change in Working Title:

Is this a Multiple Change in Working Title request? Yes No

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

Employee Name: 

Employee ID:

Position Number:

Current Working Title:

New Working Title:

Additional Details:

The employee ID number should auto-generate once the Employee Name is entered. You will need to enter the position number, current working title, and new working title for the student you want updated. 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 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 : 31332

Submit

Details Required to Complete the Request

Change in Working Title:

Is this a Multiple Change in Working Title request? Yes No

Department Number: Department:

Number of Students:

Please fill out and attach the Multiple Change in Working Title from the Student Employment website: [Link to Form](#) [Attach Completed Form](#)

UCCS University of Colorado Colorado Springs

Multiple Change i...xlsx

The link will open an Excel document. Complete the spreadsheet with the information needed to update your students' working titles. Be sure to save the document once complete so you can attach to your ticket.

Employee ID	Student Name	Position Number	Current Working Title	New Working Title	Date Sent	Sent By
Ex: 123456	Student Example	00123456	Student Assistant	Office Assistant	11/1/2019	Jennifer Biga

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 : 32355

Submit

Details Required to Complete the Request

Change in Working Title:

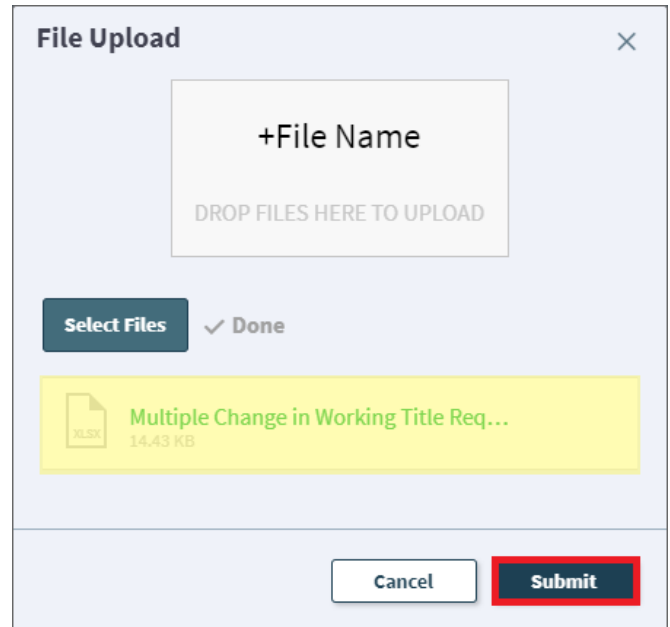
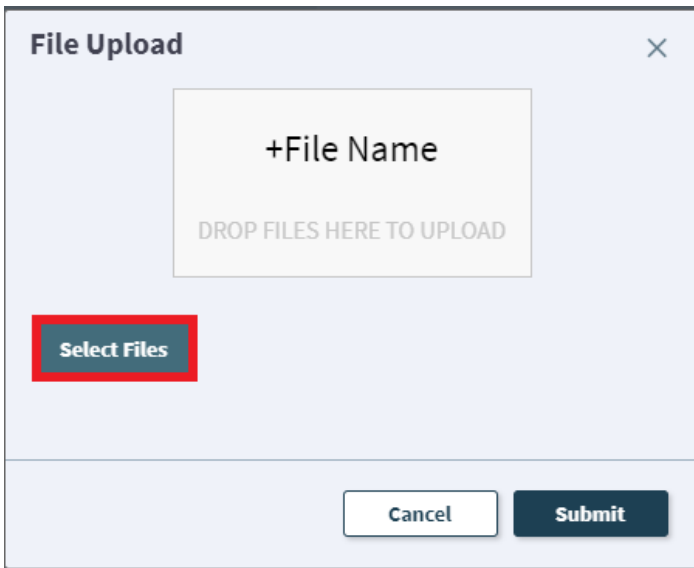
Is this a Multiple Change in Working Title request? Yes No

Department Number: Department:

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

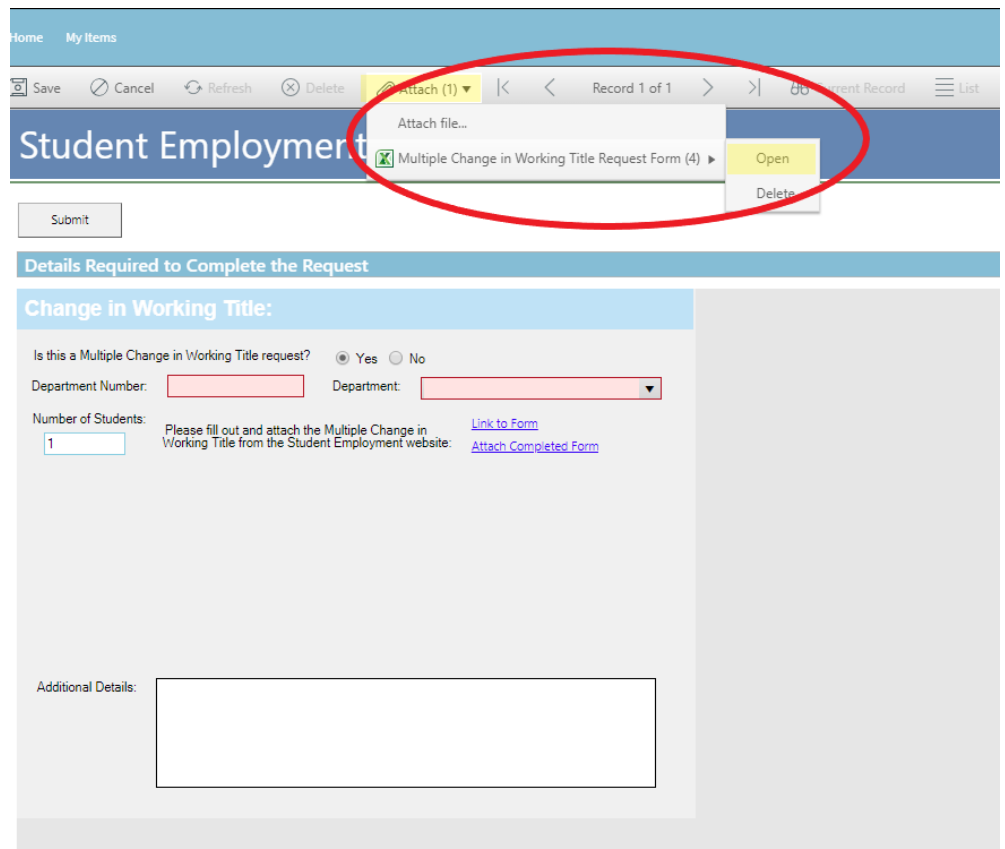
Additional Details:

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 displays a web application interface for "Student Employment". At the top, there is a navigation bar with "Home" and "My Items". Below this is a toolbar with buttons for "Save", "Cancel", "Refresh", "Delete", "Attach (1)", and "Record 1 of 1". A red circle highlights the "Attach (1)" button and its dropdown menu, which includes "Attach file...", "Multiple Change in Working Title Request Form (4)", "Open", and "Delete".

Below the toolbar is a "Submit" button. The main content area is titled "Details Required to Complete the Request" and "Change in Working Title:". It contains a form with the following fields:

- Is this a Multiple Change in Working Title request? Yes No
- Department Number: Department:
- Number of Students: Please fill out and attach the Multiple Change in Working Title from the Student Employment website.
- Additional Details:

A confirmation dialog box is overlaid on the form, asking: "Are you sure you want to delete Multiple Change in Working Title Request Form (4)?". The dialog has a close button (X) in the top right corner and two buttons at the bottom: "No" and "Yes". The "Yes" button is highlighted with a red border.



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:

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 31332 Change in Working Title Request. has been created

SE Case 31332

Description:

Change in Working Title Request.

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 31332. 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 31332](#) .

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 the Editing a Ticket section of the Abbreviated User Guide.

 Reply  Reply All  Forward  IM

 Student Employment Help |  Jennifer Biga 2:26 PM

Case 31332 Update 

[Bing Maps](#)  Get more apps

Case 31332 for Jennifer Biga.





Please confirm the position number for the Change in Working title for [REDACTED] We see the student has multiple positions within your department with similar titles and want to ensure we are completing the change on the correct position. 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


Request Details:
Change in Working Title Request.

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 31332 Change in Working Title Request. has been resolved

Student Employment Case 31332

We are pleased to inform you that your Student Employment Case 31332 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:

Working Title updated for [REDACTED] on 1/16/2020 with an effective date of 1/16/2020.

Description of the request:

Change in Working Title Request.

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 31332](#).

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. 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, or visit us in Cragmor Hall Room 104.

