

Submitting a ticket—Request to Fill Student Faculty (1500)

Use this ticket 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 4100 series position and whether or not the proposed payment meets minimum wage standards. There is a link to the form in the ticket. It can also be found on the Student Employment website: <https://stuemp.uccs.edu/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.

UCCS University of Colorado Colorado Springs

Home My Items

Student Employment Portal

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	
Change in Funding Request	Paycheck Issue	<input type="button" value="See My Items"/>
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—Completing the Form

1. If known, type in the full name of the student you plan on hiring into the requested position. This is not a required field so can be left blank if you are requesting a position but do not know who will be filling the position or if you are submitting a request to fill multiple of the same position. Providing the student name helps us match RTFs with SEPOs if the Request to Fill Ticket number is not included on the SEPO ticket when submitted.
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 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://stuemp.uccs.edu/forms>.

Home My Items

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

Student Employment - SE Case ID : 31286

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](#)

 [Attach 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.

**Request to Fill a Student Faculty Position
(1500 series only)**



Office of Financial Aid, Student
Employment, and Scholarships
UNIVERSITY OF COLORADO COLORADO SPRINGS

Department Name:					
Reason:	<input type="checkbox"/> New Position	SEAN Job ID#:			
Reports to Name:		Reports to Position #:			
Monthly Pay Frequency:		Begin Date:		End Date:	
Requested Job Code (1500 series only):		Percent of Time or hours per week:		Pay Rate (total compensation over listed period):	
Position Summary (full description):					

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 : 31289

Submit

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:

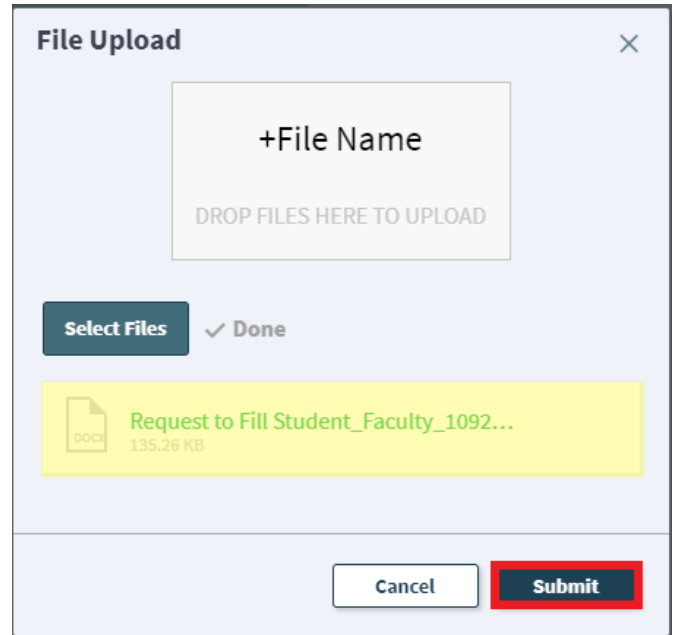
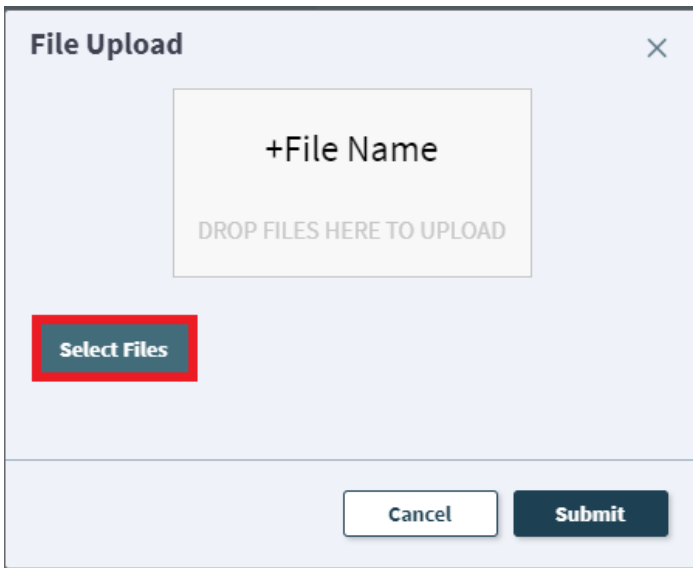
Department Number:

Requested Job Code:

[Link to Form](#)
 Attach Form
 Use the link

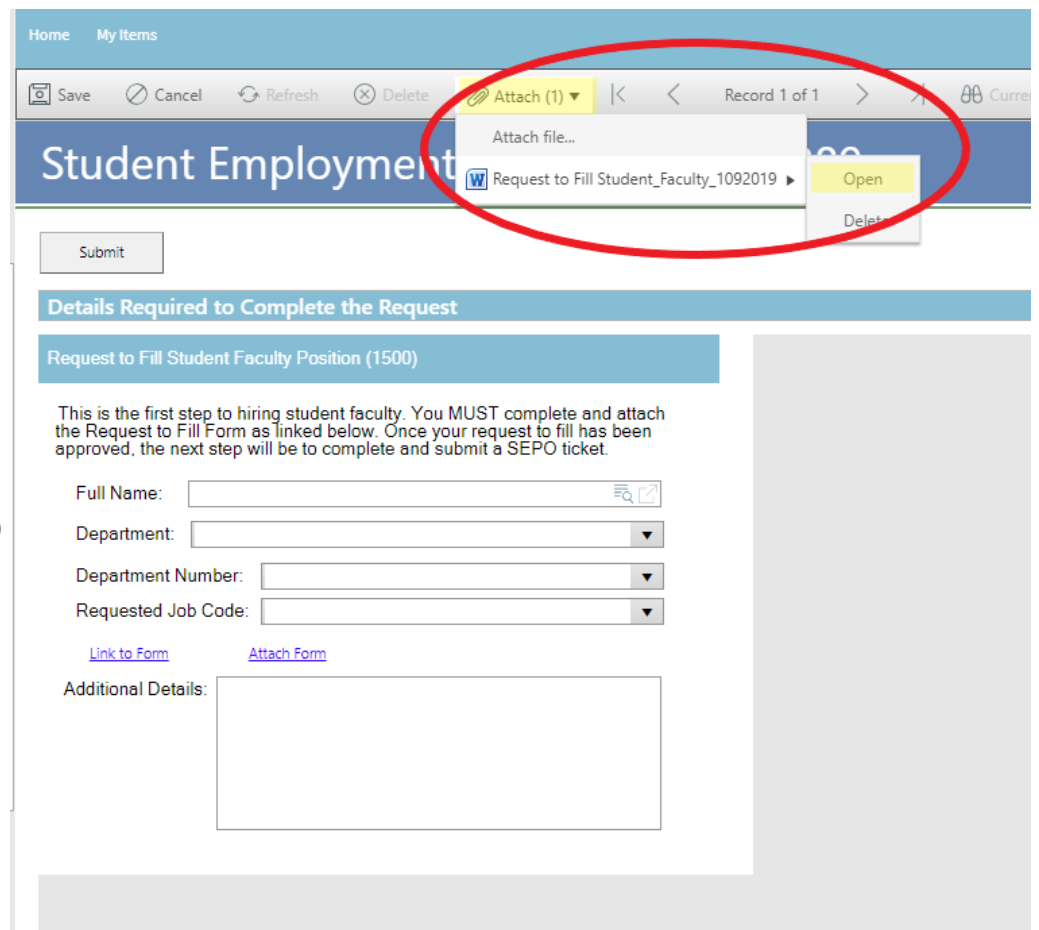
Additional Details:

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 a ticket system. At the top, there is a navigation bar with "Home" and "My Items" links. Below this is a toolbar with icons for "Save", "Cancel", "Refresh", and "Delete". A red circle highlights the "Attach (1)" dropdown menu, which is open, showing a list of attachments. The first attachment is "Request to Fill Student_Faculty_1092019", with "Open" and "Delete" options visible. Below the toolbar, the main content area is titled "Student Employment" and contains a "Submit" button. A section titled "Details Required to Complete the Request" is visible, with a sub-section for "Request to Fill Student Faculty Position (1500)". Below this, there is a text block explaining the first step to hiring student faculty. A form with fields for "Full Name:", "Department:", "Department Number:", and "Requested Job Code:" is present. There are also links for "Link to Form" and "Attach Form", and an "Additional Details:" section. A confirmation dialog box is overlaid on the form, asking "Are you sure you want to delete Request to Fill Student_Faculty_1092019?". The dialog has "No" and "Yes" buttons, with the "Yes" button highlighted in red.

Home My Items

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

Attach file...

Request to Fill Student_Faculty_1092019 Open Delete

Submit

Student Employment

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 you are approved, the next step will be to complete and submit the Request to Fill Form.

Full Name:

Department:

Department Number:

Requested Job Code:

[Link to Form](#) [Attach Form](#)

Additional Details:

Are you sure you want to delete Request to Fill Student_Faculty_1092019?

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

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](#) [Attach Form](#)

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 18134 Request to Fill Student Faculty (1500) has been created

 RequesttoFillStudent_Faculty.docx
 136 KB

SE Case 18134

Description:

Request to Fill Student Faculty (1500)

Customer Name: Jennifer Biga

Phone: +1 (719)255-3564

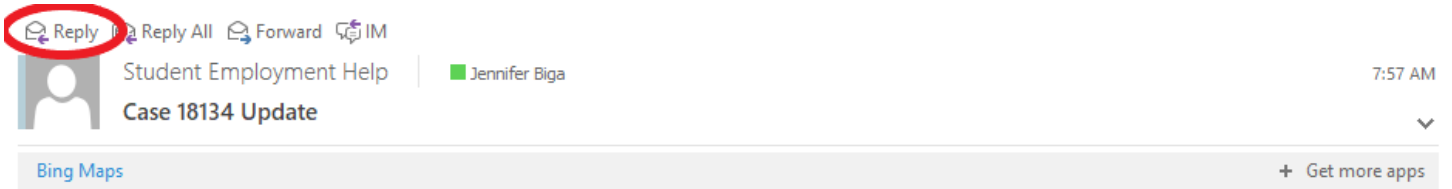
Email: jbiga@uccs.edu

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
 719-255-3650 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.



Case 18134 for Jennifer Biga.

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 the Editing a Ticket section of the Abbreviated User Guide.

For these Request to Fill tickets, it will be common to also receive a phone call so that we can discuss any questions we have and get any clarification to better understand which job code best fits and whether the position meets minimum wage requirements. Sometimes a phone call works better than many back and forth emails.

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

Student Employment Case 18134

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
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.

