Submitting a ticket—Student Employee Position Offer (SEPO)

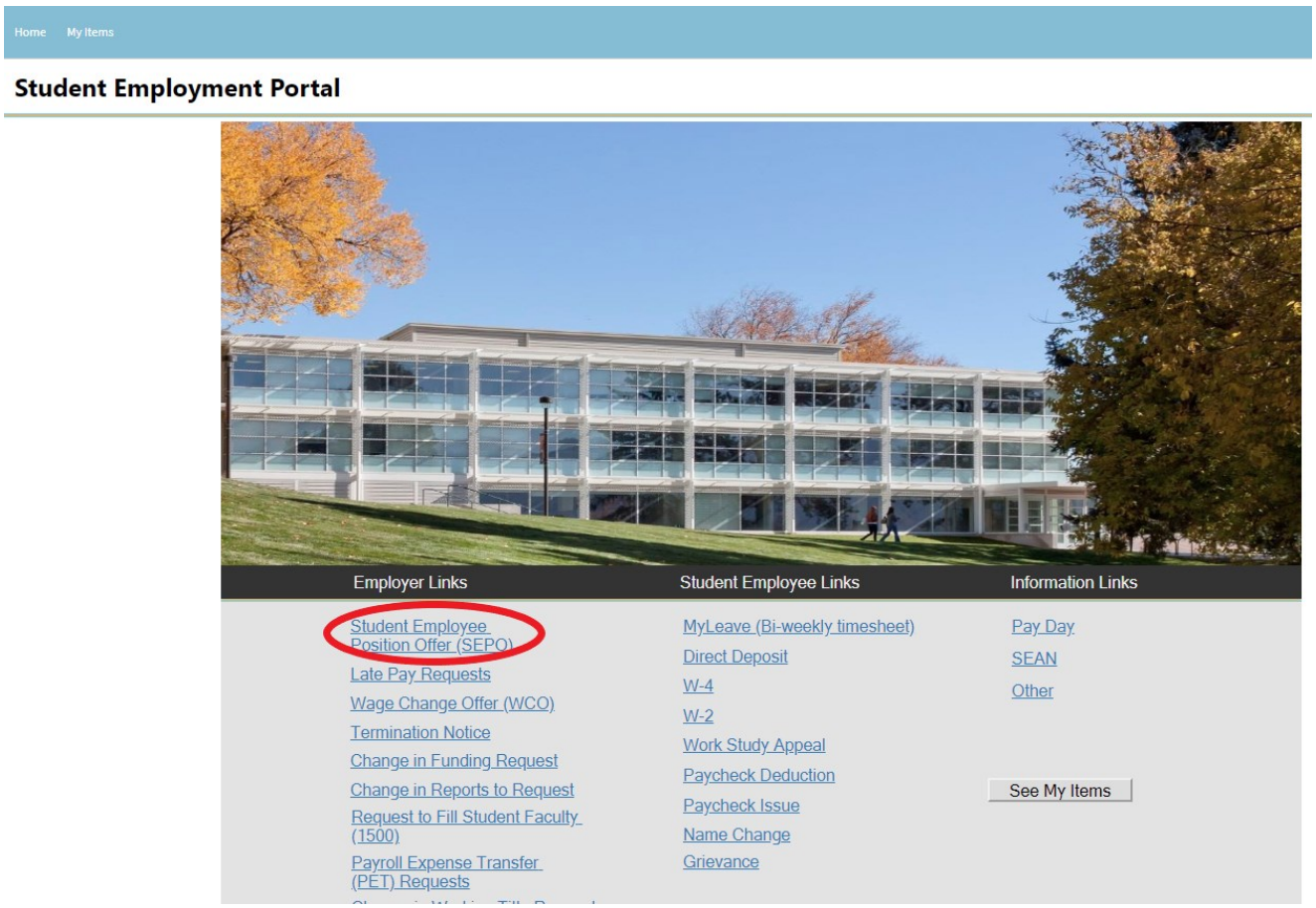
Use this ticket to request a student be hired within your department (new hire, rehire, additional job). **Please remember not to proceed with submitting your ticket until after you have received the results of the background check.** If the request is for a new hire, we will not process the request until we have background check results and the student has completed their I-9 employment verification. Please submit individual tickets for each student/position you are hiring. There should be one SEPO attached to each ticket.

If you are filling a new 1500 position, please be sure that you have received approval through a Request to Fill Student Faculty (1500) ticket first. For reappointments, amendments, and extensions for 1500 positions, please use this ticket type and submit an updated SEPO. To help ensure we accurately process your request, comments included in the Additional Details box are always appreciated.

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

Step 1—Open the SEPO ticket type

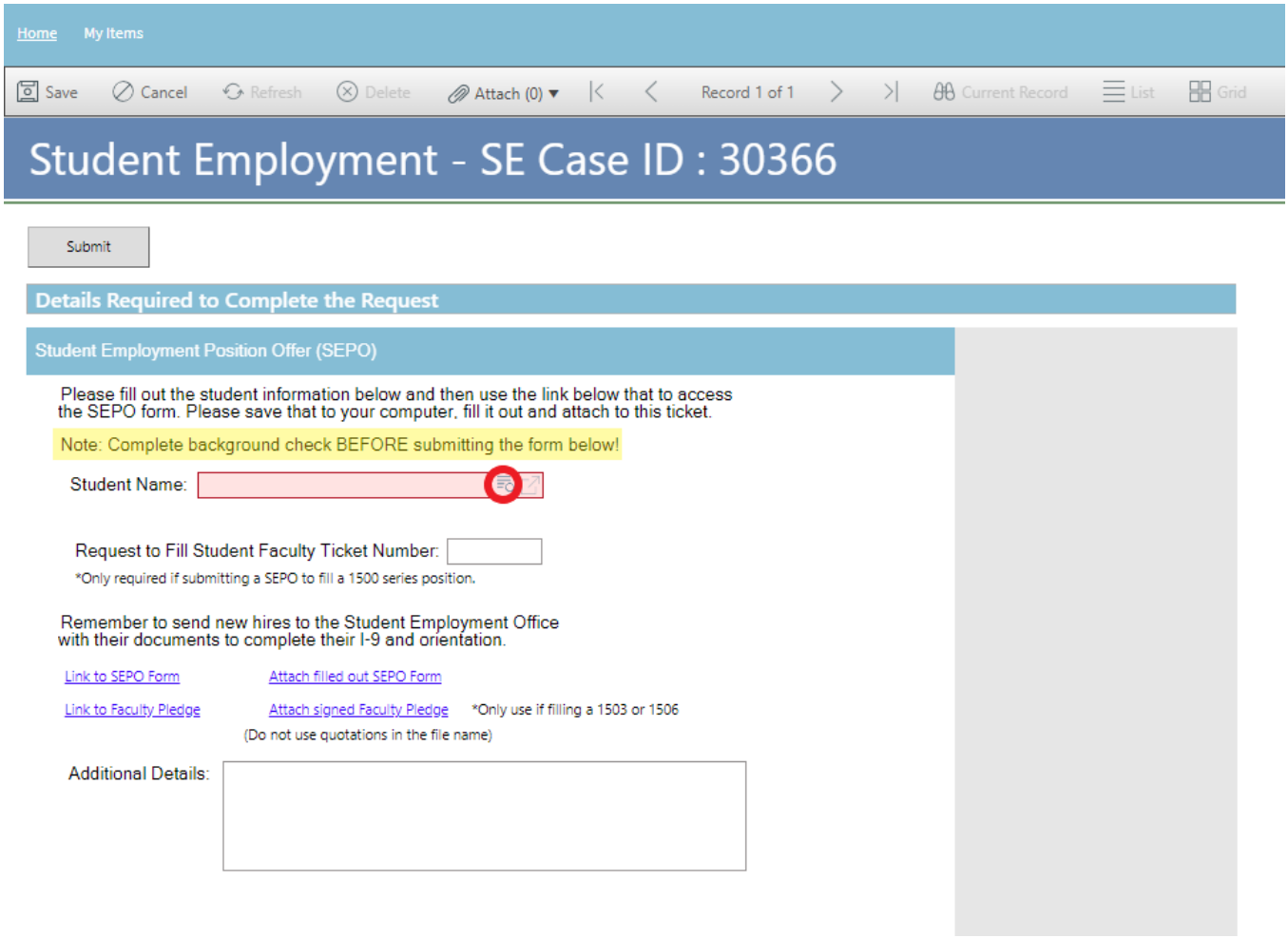
Choose the **Student Employee Position Offer (SEPO)** ticket type on the Cherwell home page.



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 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.

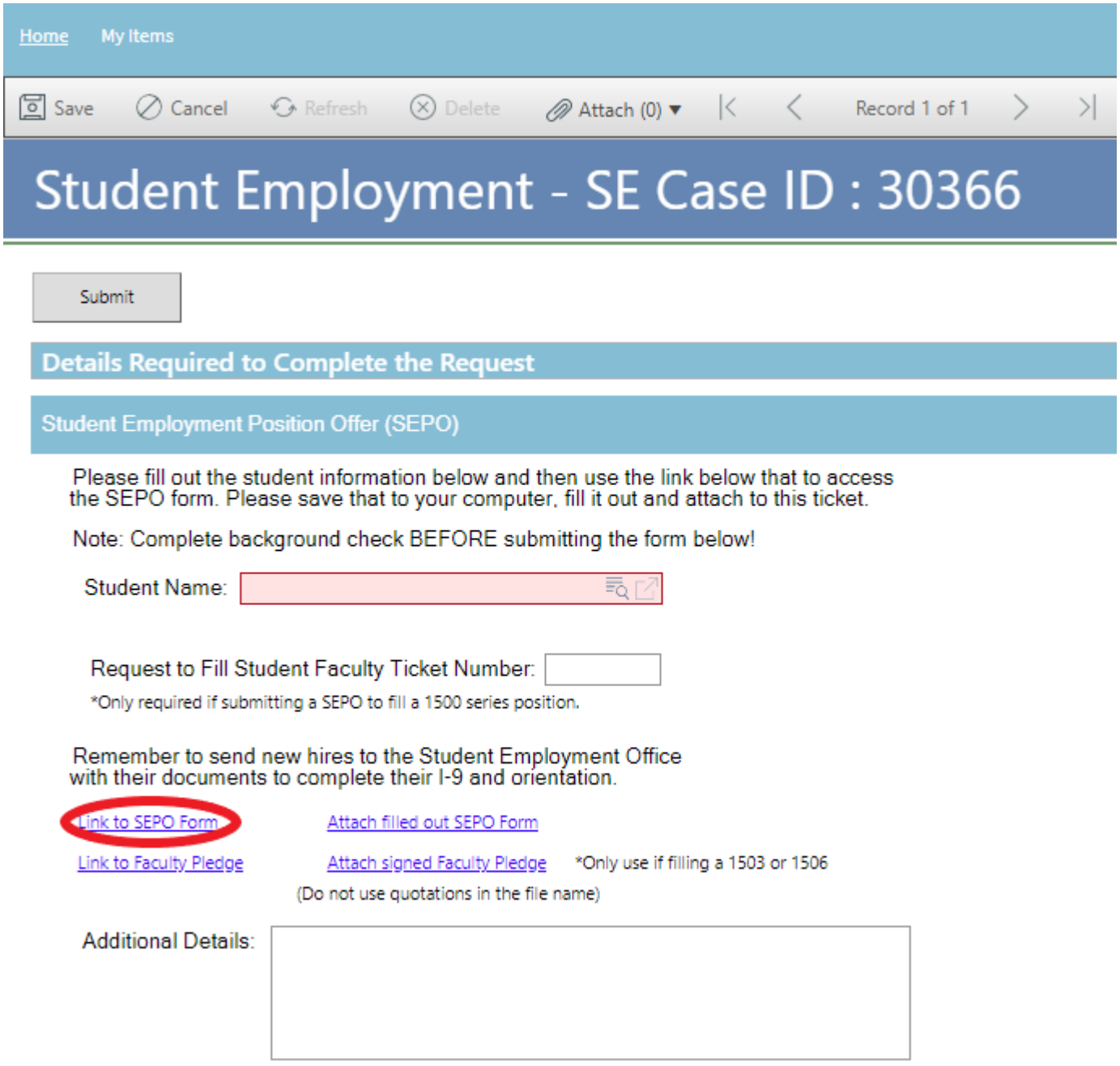


Again, please remember not to submit this ticket until after you have received the results of the background check. For new hires, we will not enter the hire until we have completed the I-9 verification and received the results of the background check. We are copied on those emails so you do not need 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

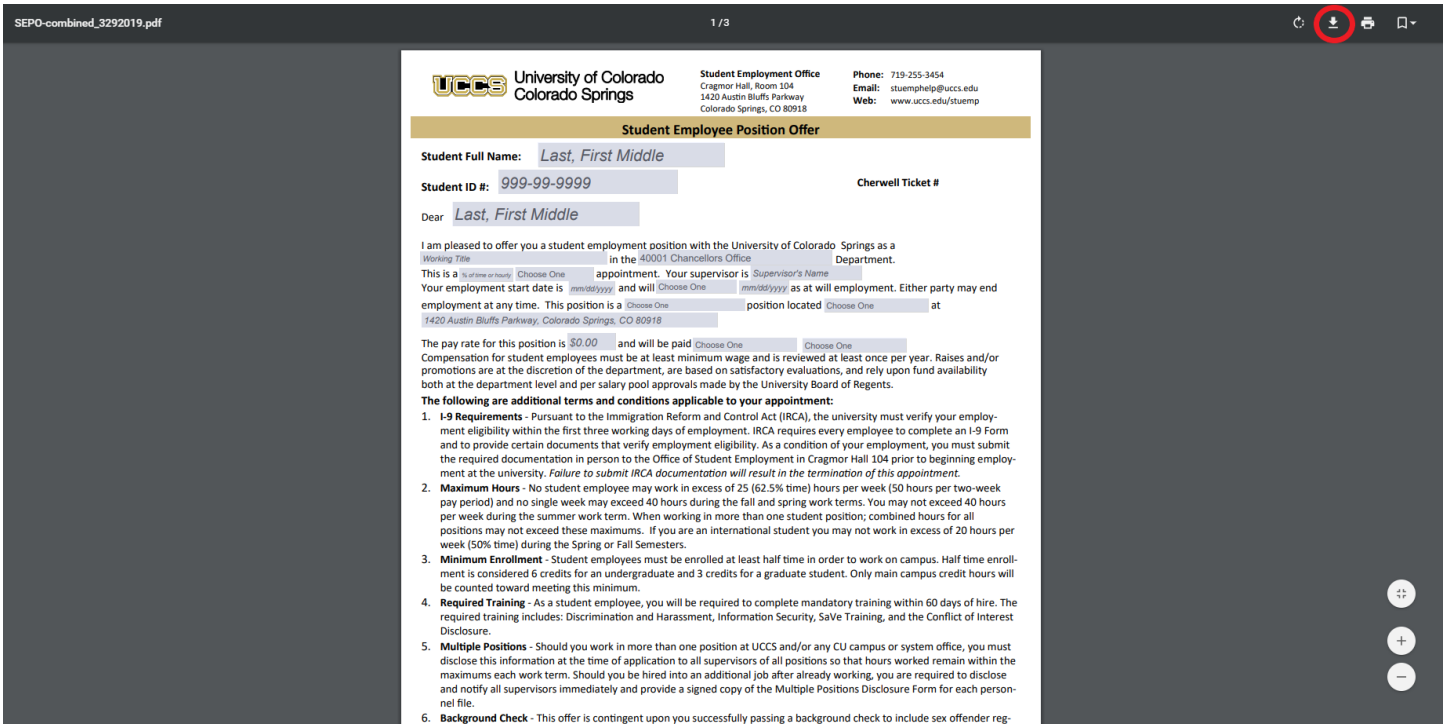
Step 3—Completing Your Documents

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



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.

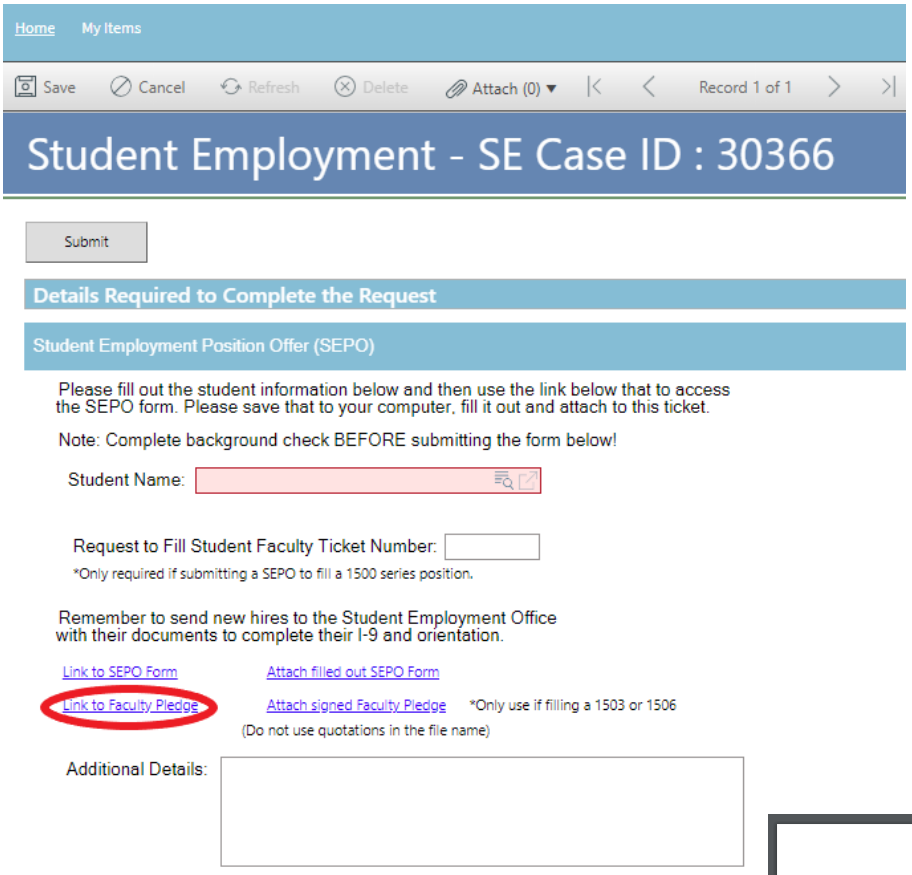
Tips for completing the SEPO:

Position Type	% of Time or Hourly	Appointment Type	Continuation	Pay Rate	Hourly or Monthly	When Paid
4106 or 4201	Hourly	Indeterminate	Continue into the future	Hourly amount at least min wage	Hourly	Bi-weekly
1500 Series Contract	% of Time	Limited Appointment	Continue no later than	Monthly amount in first box AND include the Full Contract Amount in the Total	Monthly	On the last working day of the month
1500 Series Monthly	% of Time	Indeterminate	Continue into the future	Monthly amount (Total Compensation can be left blank)	Monthly	On the last working day of the month
Grad Reader	Hourly	Limited Appointment or Indeterminate	Continue no later than or Continue into the future	Hourly amount at least min wage	Hourly	Bi-weekly

At the very bottom of the SEPO, please select the appropriate action reason. This is especially recommended for updating 1500 Series Appointments.

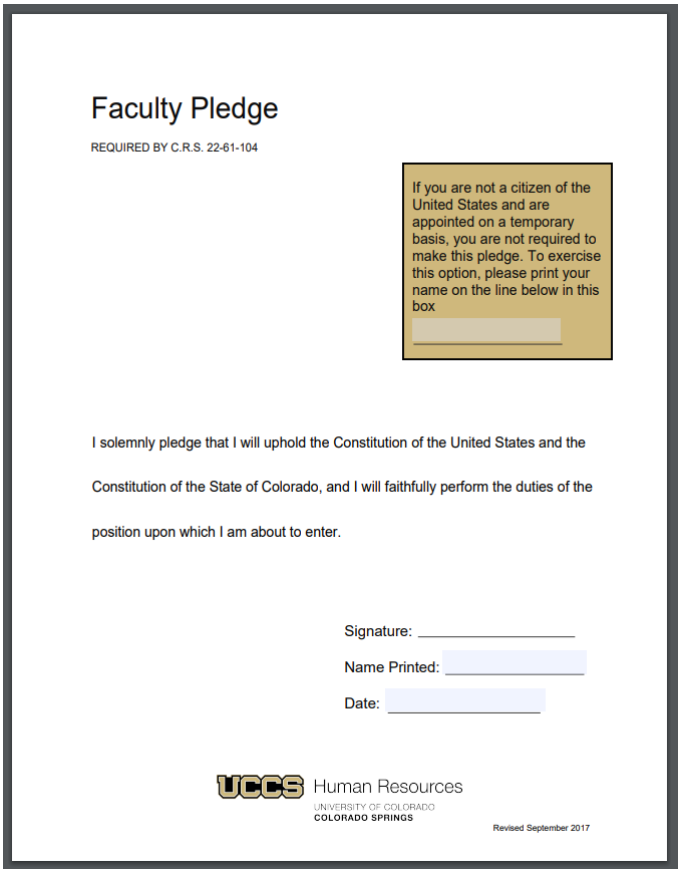
Hire Type	When to Use
New Hire	Student has never worked on campus before
Additional Job	Student already has a job on campus and this is a new position in addition to the other job
Rehire	Student has worked on campus before but does not currently have an active position
Transfer	Student is working in a position and that position needs to be moved to a different department—same job and duties but new department
Amend	Student is in a 1500 series position and a change needs to be made during the course of their current contract
Extend	Student is in a 1500 series position and needs the contract date extended
Reappointment (not yet available)	Student is in a 1500 series position and needs to continue in the position for a new contract period

If this hire is a new 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 (https://stuemp.uccs.edu/forms).



If this is a rehire, amendment, extension, or reappointment of a 1503 or 1506 or the student already works in a 1503 or 1506 position within your department, the faculty pledge is not necessary as it should already be on file.

In the next step, you will attach the SEPO and, if necessary, the Faculty Pledge to your Cherwell ticket. If attaching both, 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.



Faculty Pledge

REQUIRED BY C.R.S. 22-61-104

If you are not a citizen of the United States and are appointed on a temporary basis, you are not required to make this pledge. To exercise this option, please print your name on the line below in this box

I solemnly pledge that I will uphold the Constitution of the United States and the Constitution of the State of Colorado, and I will faithfully perform the duties of the position upon which I am about to enter.

Signature: _____

Name Printed: _____

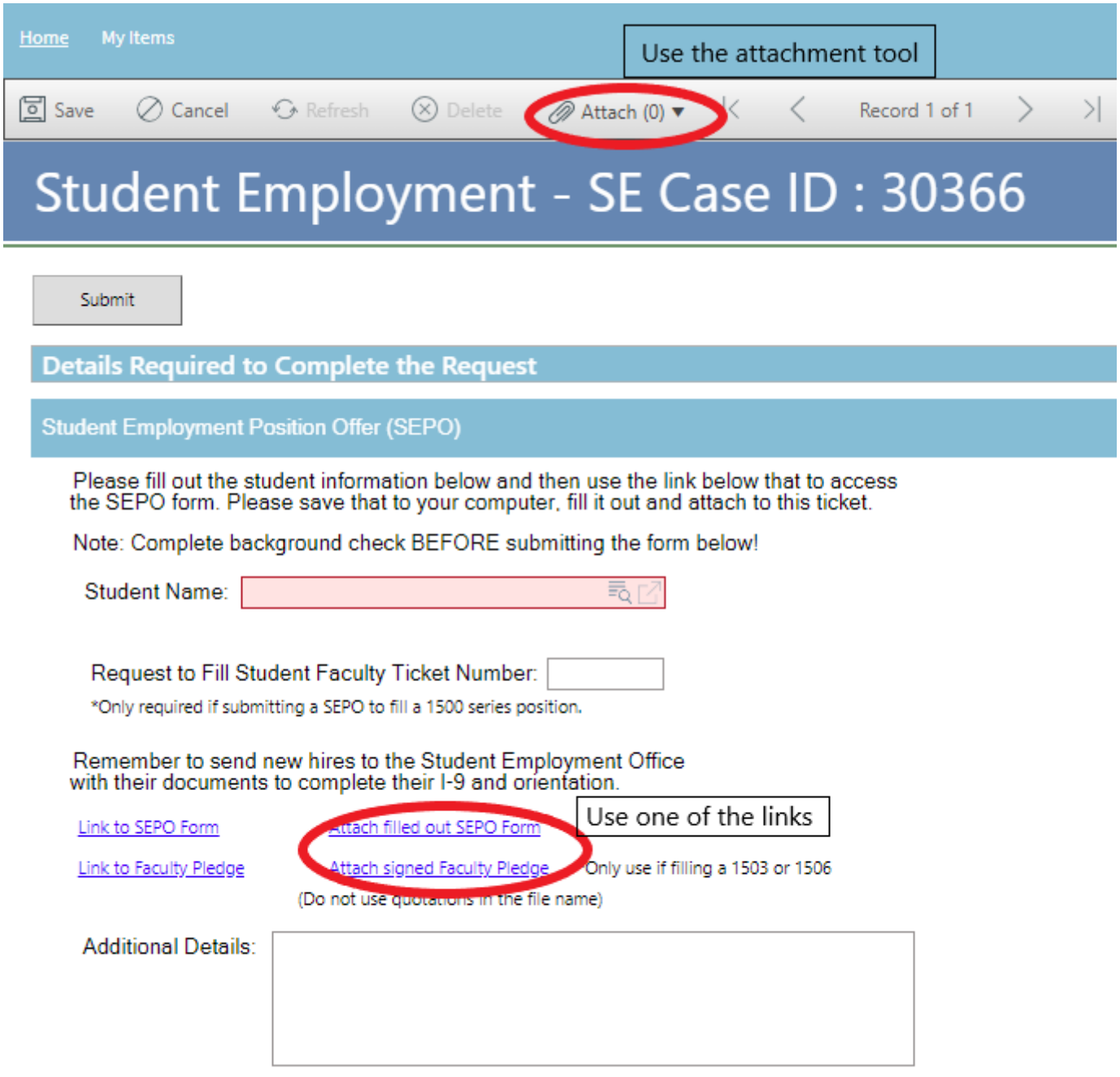
Date: _____

UCCS Human Resources
UNIVERSITY OF COLORADO COLORADO SPRINGS

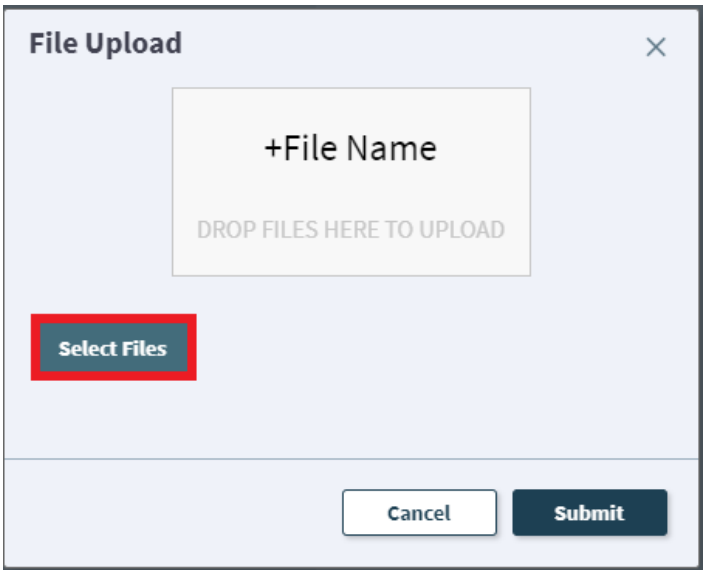
Revised September 2017

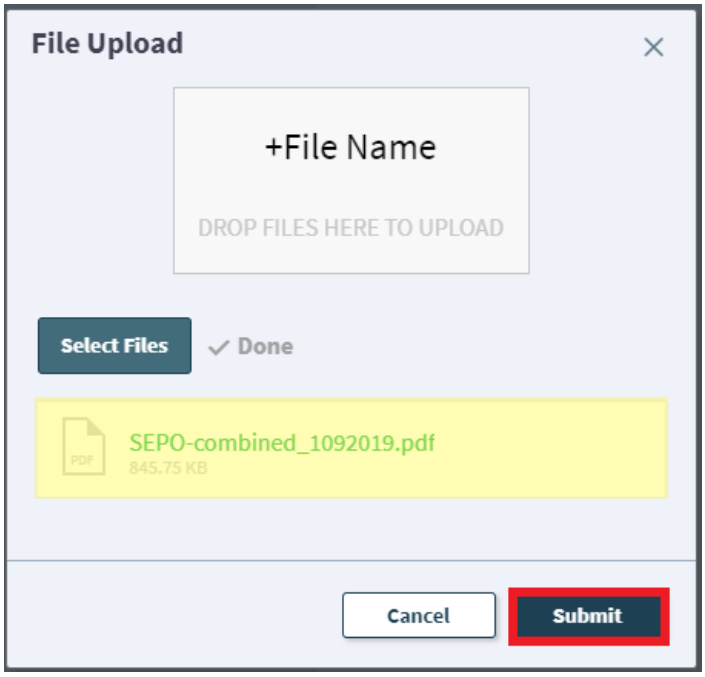
Step 4—Attaching Your Documents

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



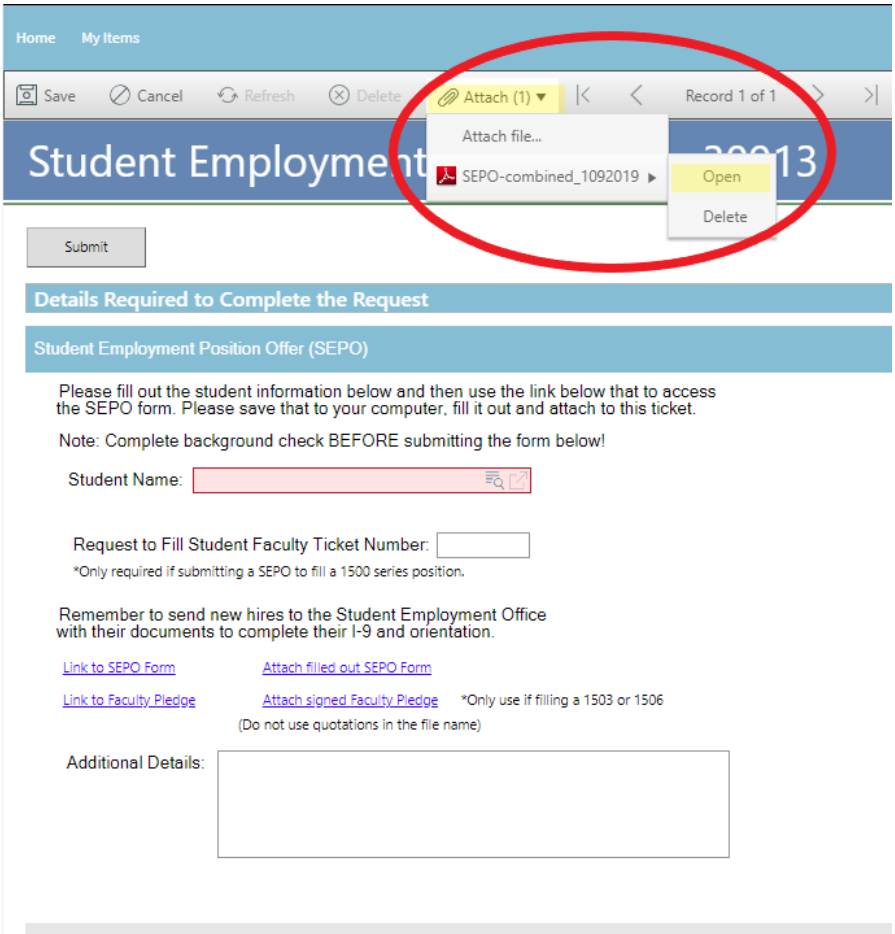
You can either drag and drop your file or you can click the Select Files button to find your saved file. When you have selected the file to attach, you will see the file you are attaching below the Select Files button (see second image below). Click the Submit button to attach your document.





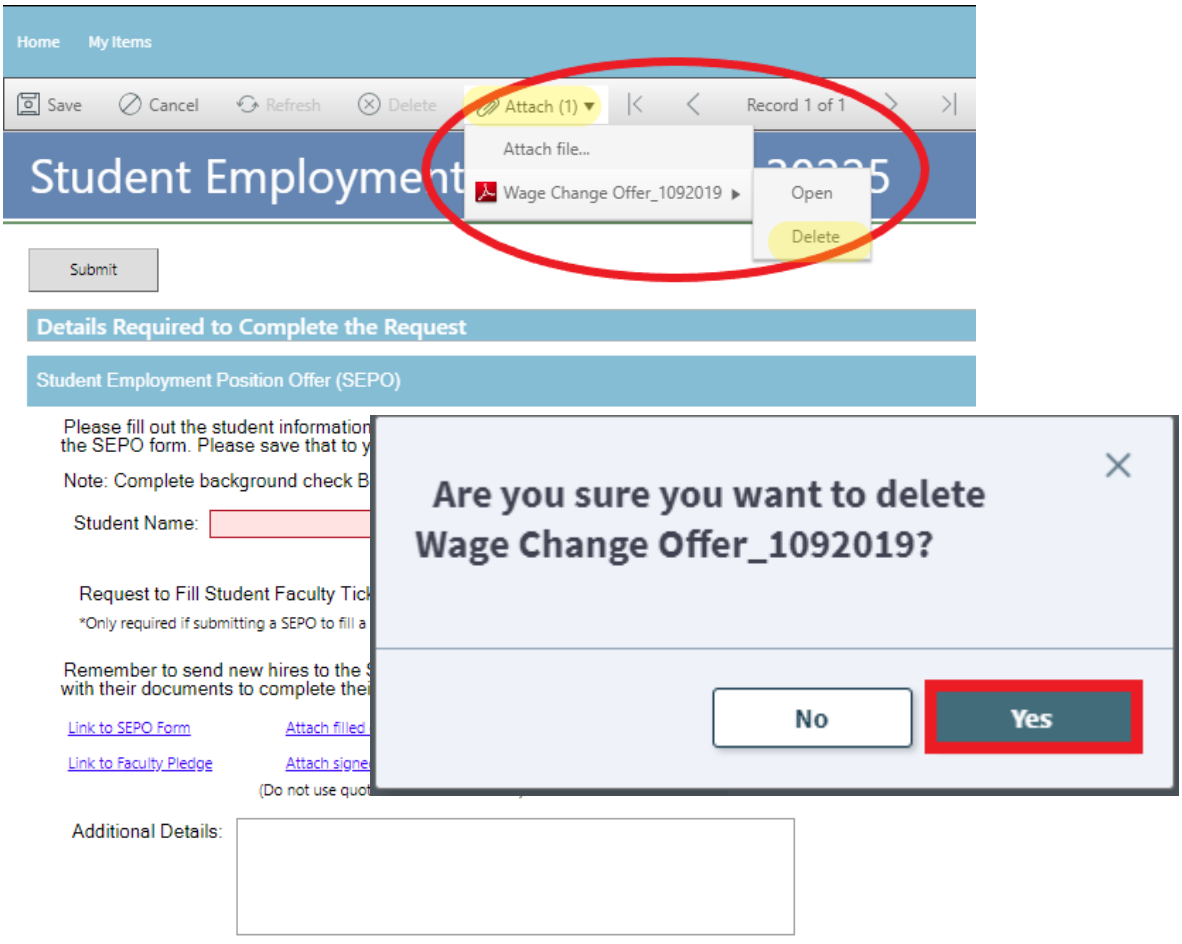
Repeat this step until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open 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.



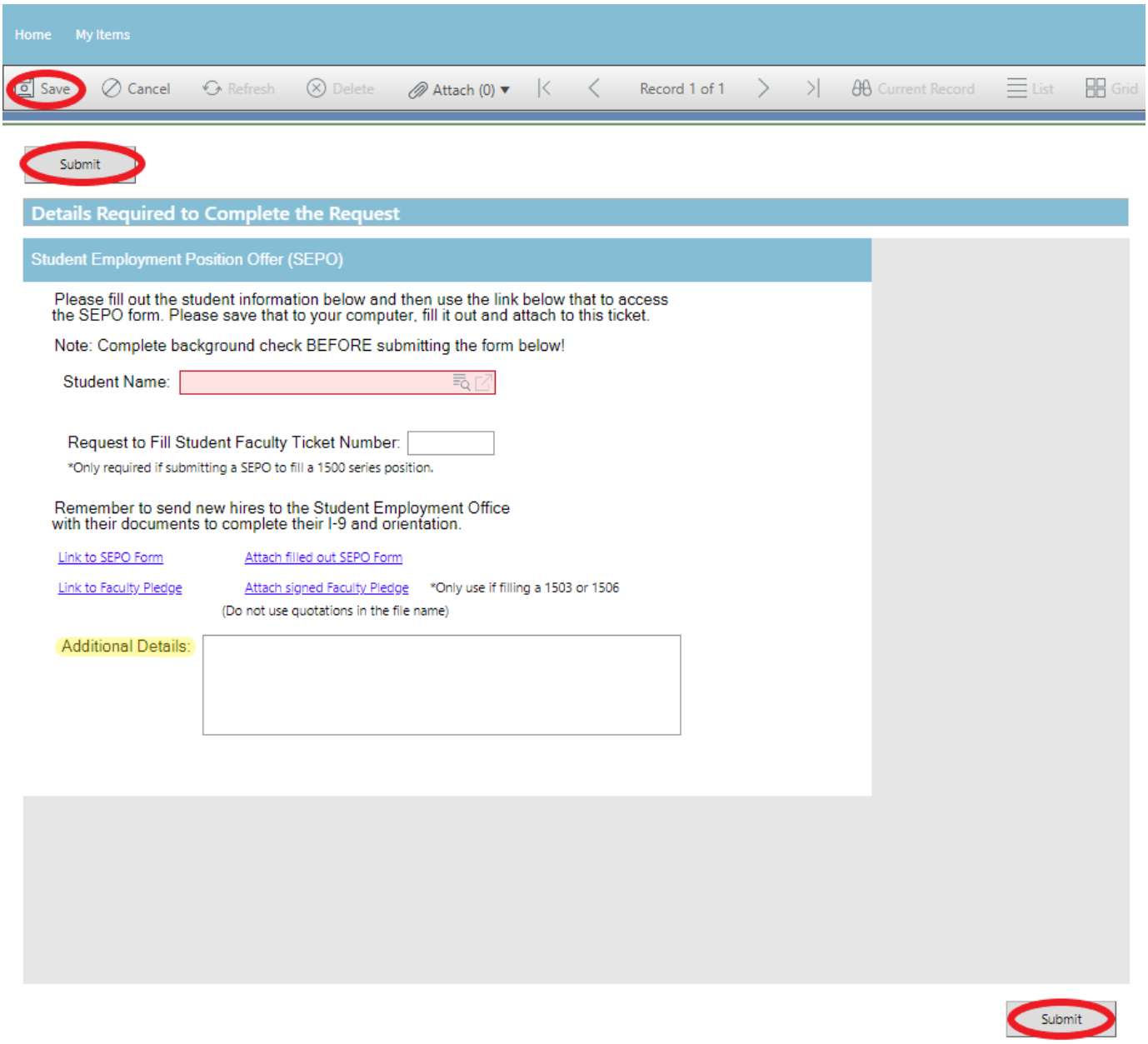
If you check your documents before submitting the ticket and see that you attached the wrong document, please attach the correct document before you submit. If you have already submitted the ticket, please refer to the Editing a Ticket section in the Abbreviated User Guide to attach the correct attachment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

With the recent Cherwell upgrade, users can now 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.



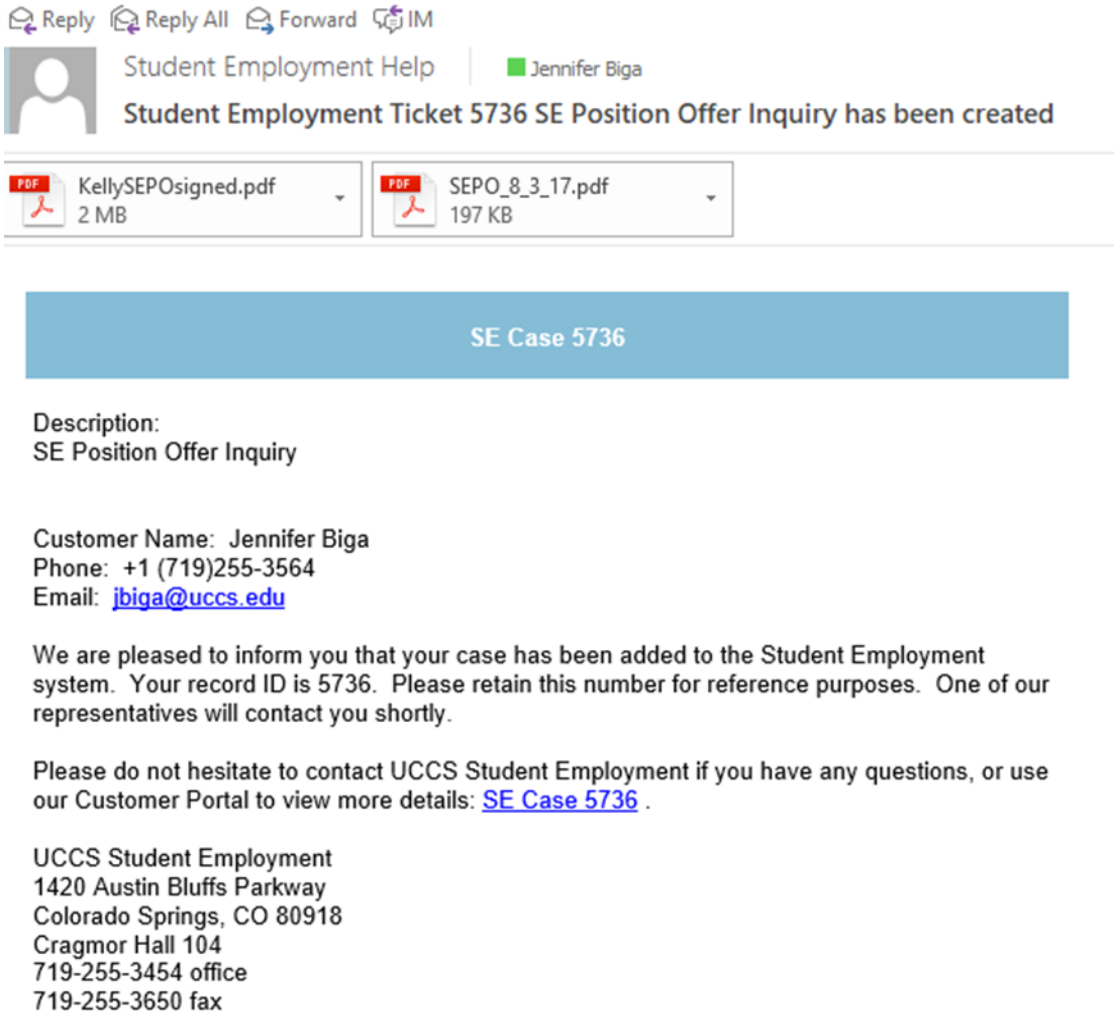
Step 5—Submitting Your Ticket

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.



Reply Reply All Forward IM

Student Employment Help | Jennifer Biga

Student Employment Ticket 5736 SE Position Offer Inquiry has been created

KellySEPOsigned.pdf 2 MB

SEPO_8_3_17.pdf 197 KB

SE Case 5736

Description:
SE Position Offer Inquiry

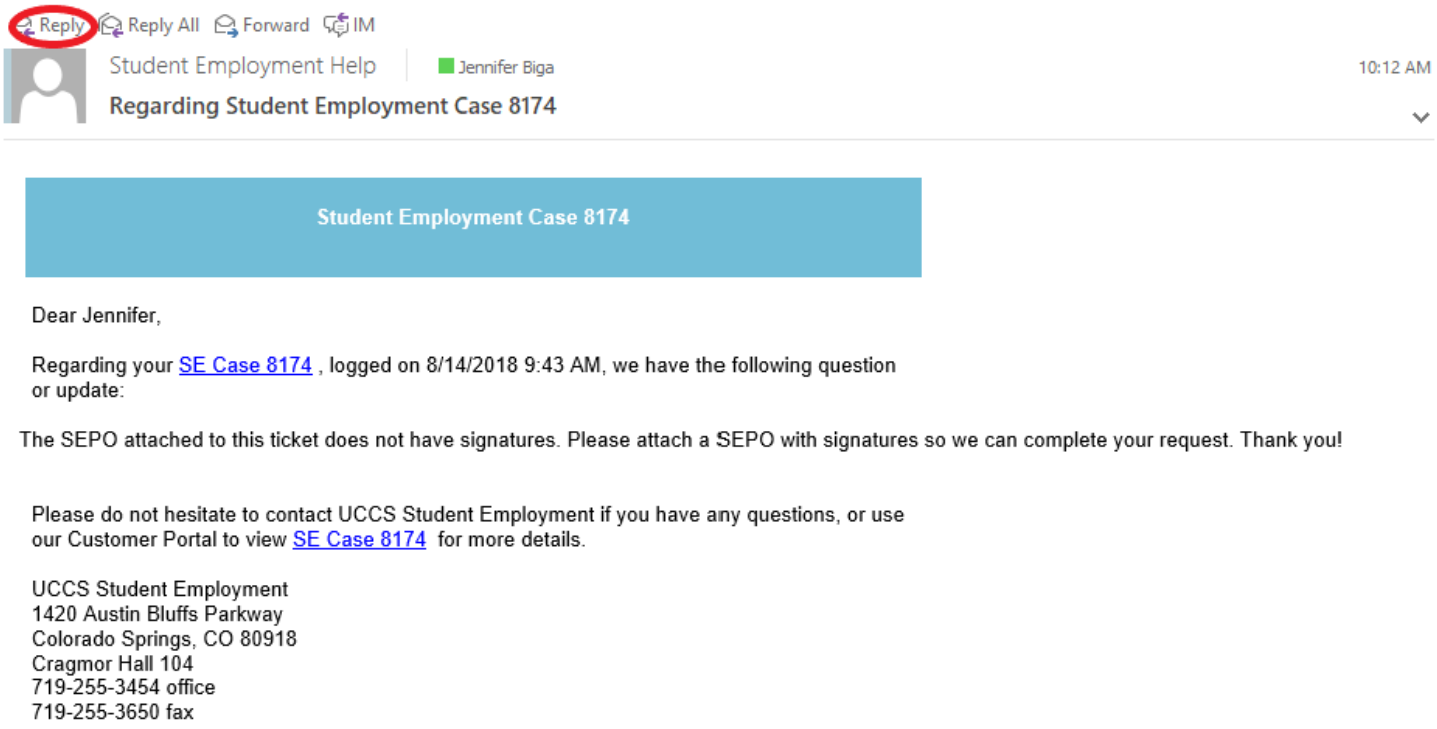
Customer Name: Jennifer Biga
Phone: +1 (719)255-3564
Email: jbiga@uccs.edu

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
719-255-3650 fax

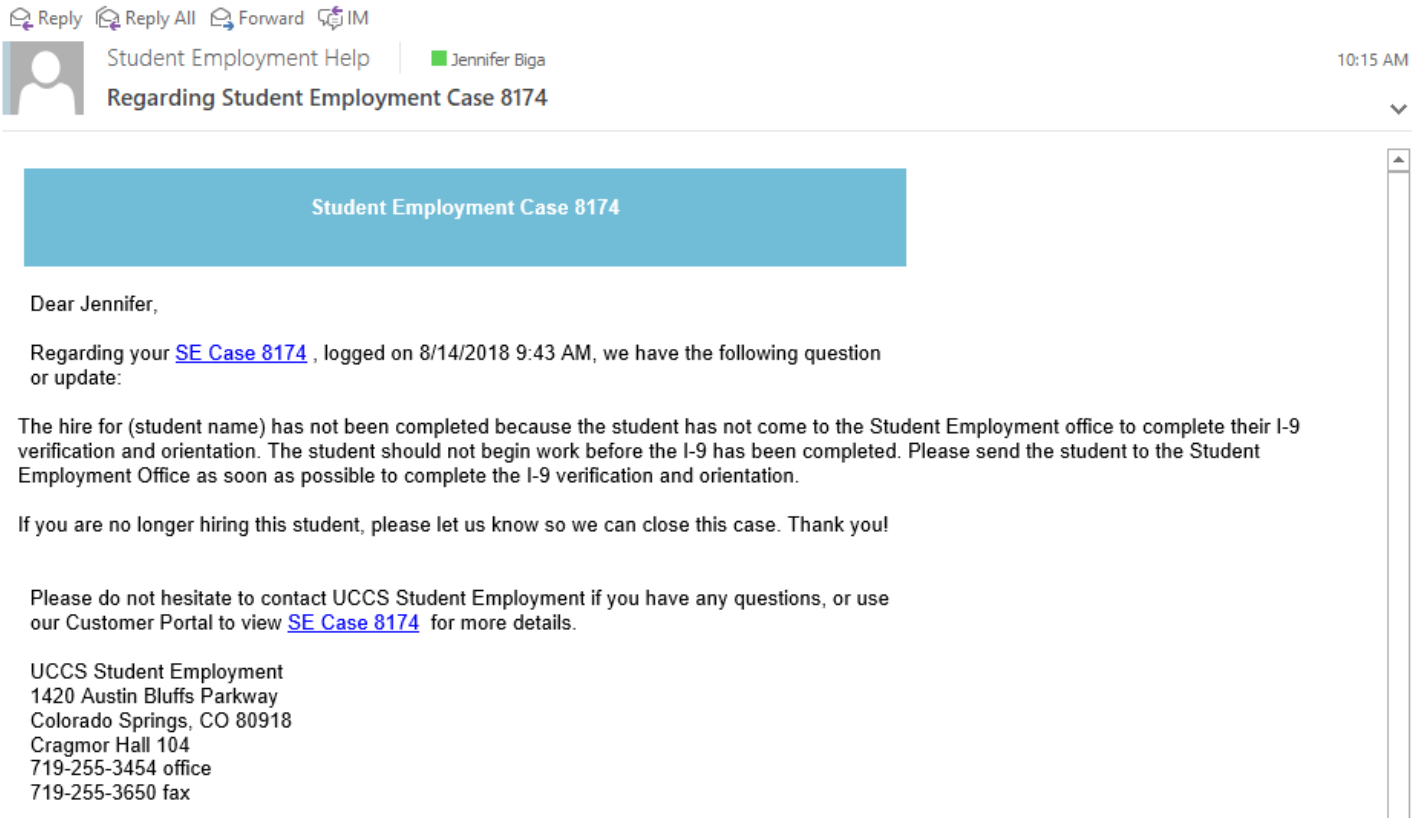
If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email or call requesting the information we need. The case will remain pending. The easiest way to resolve issues is to reply to any emails you receive that were sent through Cherwell regarding the ticket. The other option is to use the Editing a Ticket section of the Abbreviated User Guide.



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 and 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 Navigating in Cherwell in the Abbreviated User Guide). 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.

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.



Reply Reply All Forward IM

Student Employment Help | Jennifer Biga 10:15 AM

Regarding Student Employment Case 8174

Student Employment Case 8174

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.

Student Employment Help | Jennifer Biga

Student Employment Case 5935 SE Position Offer Inquiry has been resolved

Student Employment Case 5935

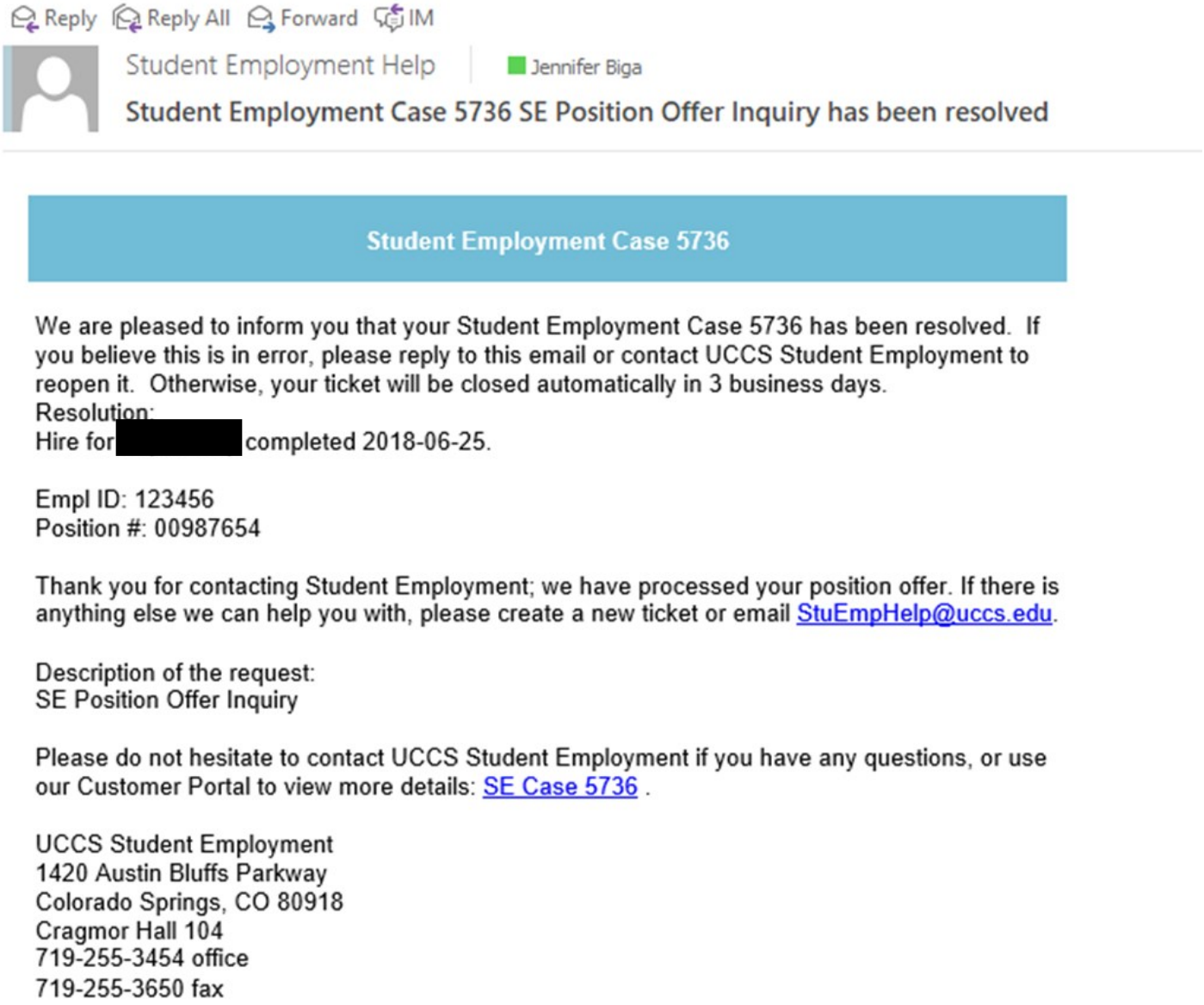
We are pleased to inform you that your Student Employment Case 5935 has been resolved. If you believe this is in error, please reply to this email or contact UCCS Student Employment to reopen it. Otherwise, your ticket will be closed automatically in 3 business days.
Resolution:
Per the reply we received 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 everything from both the employer and the student, we will process the hire. 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 5736 SE Position Offer Inquiry has been resolved

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:
Hire for [redacted] completed 2018-06-25.

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

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 stuemphelp@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.

UCCS University of Colorado Colorado Springs