

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.

All positions must be posted on SEAN for a minimum of three days—regardless of whether they are hourly, monthly or contract appointments. For all hourly appointments, the draft SEPO should go through the Offer Review ticket prior to routing for signatures and the Position Offer ticket being submitted.

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. These SEPOs do not need to go through the Offer Review step as the RTF counts as the review for these positions.

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.

The screenshot shows the UCSC Student Employment Portal. At the top, the UCSC logo and 'University of Colorado Colorado Springs' are displayed. Below the logo, there are links for 'Home' and 'My Items'. The main heading is 'Student Employment Portal'. Below this, there is a large image of a modern building with a glass facade. Underneath the image, there are three columns of links: 'Employer Links', 'Student Employee Links', and 'Information Links'. In the 'Student Employee Links' column, the link 'Student Employee Position Offer (SEPO)' is circled in red. Other links in this column include 'My Leave (Bi-weekly timesheet)', 'Direct Deposit', 'W-4', 'W-2', 'Work Study Appeal', 'Paycheck Deduction', 'Paycheck Issue', 'Name Change', and 'Grievance'. The 'Information Links' column includes 'Pay Day', 'SEAN', and 'Other'. A 'See My Items' button is also visible.

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.

Home My Items

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

Student Employment - SE Case ID : 30366

Submit

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:

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.

[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:

Again, please remember not to submit this ticket until after you have received the Offer Review approval and the results of the background check, if needed. 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. Since we run the background checks for students, you do not need to let us know when you receive the results. We work background checks and match paperwork daily in our office.

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.

[Home](#)
[My Items](#)

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

Student Employment - SE Case ID : 30366

Submit

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:

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.

[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:

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.

SEPO-combined_3292019.pdf 1 / 3

**University of Colorado
Colorado Springs**

Student Employment Office
 Cragmor Hall, Room 104
 1420 Austin Bluffs Parkway
 Colorado Springs, CO 80918

Phone: 719-255-3454
Email: stuemp@uccs.edu
Web: www.uccs.edu/stuemp

Student Employee Position Offer

Student Full Name: Last, First Middle

Student ID #: 999-99-9999 **Cherwell Ticket #**

Dear Last, First Middle

I am pleased to offer you a student employment position with the University of Colorado Springs as a
Working Title in the 40001 Chancellors Office Department.
 This is a (by of time or hourly) Choose One appointment. Your supervisor is Supervisor's Name Choose One.
 Your employment start date is mm/dd/yyyy Choose One and will mm/dd/yyyy Choose One as at will employment. Either party may end
 employment at any time. This position is a Choose One position located Choose One at
 1420 Austin Bluffs Parkway, Colorado Springs, CO 80918

The pay rate for this position is \$0.00 and will be paid Choose One Choose One
 Compensation for student employees must be at least minimum wage and is reviewed at least once per year. Raises and/or
 promotions are at the discretion of the department, are based on satisfactory evaluations, and rely upon fund availability
 both at the department level and per salary pool approvals made by the University Board of Regents.

The following are additional terms and conditions applicable to your appointment:

- 1-9 Requirements** - Pursuant to the Immigration Reform and Control Act (IRCA), the university must verify your employment eligibility within the first three working days of employment. IRCA requires every employee to complete an I-9 Form and to provide certain documents that verify employment eligibility. As a condition of your employment, you must submit the required documentation in person to the Office of Student Employment in Cragmor Hall 104 prior to beginning employment at the university. *Failure to submit IRCA documentation will result in the termination of this appointment.*
- Maximum Hours** - No student employee may work in excess of 25 (62.5% time) hours per week (50 hours per two-week pay period) and no single week may exceed 40 hours during the fall and spring work terms. You may not exceed 40 hours per week during the summer work term. When working in more than one student position; combined hours for all positions may not exceed these maximums. If you are an international student you may not work in excess of 20 hours per week (50% time) during the Spring or Fall Semesters.
- Minimum Enrollment** - Student employees must be enrolled at least half time in order to work on campus. Half time enrollment is considered 6 credits for an undergraduate and 3 credits for a graduate student. Only main campus credit hours will be counted toward meeting this minimum.
- Required Training** - As a student employee, you will be required to complete mandatory training within 60 days of hire. The required training includes: Discrimination and Harassment, Information Security, SaVe Training, and the Conflict of Interest Disclosure.
- Multiple Positions** - Should you work in more than one position at UCCS and/or any CU campus or system office, you must disclose this information at the time of application to all supervisors of all positions so that hours worked remain within the maximums each work term. Should you be hired into an additional job after already working, you are required to disclose and notify all supervisors immediately and provide a signed copy of the Multiple Positions Disclosure Form for each personnel file.
- Background Check** - This offer is contingent upon you successfully passing a background check to include sex offender reg-

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
4101, 4103, 4106 or 4201	Hourly	Indeterminate	Continue into the future (No end date needed)	Hourly amount at least min wage	Hourly	Bi-weekly
1500 Series Contract	% of Time	Limited Appointment	Continue no later than Be sure to enter the contract end date	Monthly amount in first box optional; Full Contract Amount in the Total Compensation box required	Monthly	On the last working day of the month
1500 Series Monthly	% of Time	Indeterminate	Continue into the future (No end date needed)	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	Student is in a 1500 series position and needs to continue in the position for a new contract period

Sample Hourly SEPO:



University of Colorado
Colorado Springs

Student Employment Office
Cragmor Hall, Room 104
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918

Phone: 719-255-3454
Email: stuemp@uccs.edu
Web: stuemp.uccs.edu

Student Employee Position Offer

Student Full Name: *Student, John Q*

Student ID #: *999-99-9999*

Cherwell Ticket #

Dear *Student, John Q*

I am pleased to offer you a student employment position with the University of Colorado Colorado Springs as a *Office Assistant* in the *40126 VCAF-Fin Aid/Std Employment* Department.

This is a *hourly* *Indeterminate Appointment* appointment. Your supervisor is *Jennifer Biga*

Your employment start date is *11/10/2021* and will *continue into the future* *mm/dd/yyyy* as at will employment. Either party may end employment at any time. This position is a *4101-Hourly* position located *On-Campus* at *1420 Austin Bluffs Parkway, Colorado Springs, CO 80918*

The pay rate for this position is *\$12.95* and will be paid *hourly* *bi-weekly*. Total compensation *for 1500s only- total compensation*
Compensation for student employees must be at least minimum wage and is reviewed at least once per year. Raises and/or promotions are at the discretion of the department, are based on satisfactory evaluations, and rely upon fund availability both at the department level and per salary pool approvals made by the University Board of Regents.

Below is a complete description of job duties:

Job Description should match your SEAN Job Posting.

Your signature on this letter of offer signifies your acceptance of all of the terms, conditions, and responsibilities specified in this offer and your agreement to comply with the employment conditions specified in UCCS Student Employment Policy 300-020.

I accept this offer of the student assistant position described above and agree to comply with all conditions specified herein.

Student Signature

Date

Supervisor Signature

Date

SEAN Job ID # <i>12345678</i>	To Be Completed By Supervisor/Department		Work Study? 4101, 4103, 4106, 4201 only Yes <input checked="" type="radio"/> No <input type="radio"/>
Action/Reason <i>New Hire</i>	Job Code: <i>Student Employee (4101)</i>	Speed type(s) / Percentage(s) <i>41012345</i>	

Sample Contract SEPO:



University of Colorado
Colorado Springs

Student Employment Office
Cragmor Hall, Room 104
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918

Phone: 719-255-3454
Email: stuemp@uccs.edu
Web: stuemp.uccs.edu

Student Employee Position Offer

Student Full Name: *Student, John Q*

Student ID #: *999-99-9999*

Cherwell Ticket #

Dear *Student, John Q*

I am pleased to offer you a student employment position with the University of Colorado Colorado Springs as a *Grad TA* in the *40047 EAS-Mechanical & Aerospace Eng* Department.

This is a *22.5%* *Limited Appointment* appointment. Your supervisor is *Jennifer Biga*

Your employment start date is *1/18/2022* and will *continue no later than* *5/20/2022* as at will employment. Either party may end employment at any time. This position is a *1506- Grad Teaching Asst* position located *On-Campus* at *1420 Austin Bluffs Parkway, Colorado Springs, CO 80918*

The pay rate for this position is and will be paid *monthly* *on the last working day of* Total compensation *\$4000.00*

Compensation for student employees must be at least minimum wage and is reviewed at least once per year. Raises and/or promotions are at the discretion of the department, are based on satisfactory evaluations, and rely upon fund availability both at the department level and per salary pool approvals made by the University Board of Regents.

Below is a complete description of job duties:

Job Description should match your SEAN Job Posting.

Your signature on this letter of offer signifies your acceptance of all of the terms, conditions, and responsibilities specified in this offer and your agreement to comply with the employment conditions specified in UCCS Student Employment Policy 300-020.

I accept this offer of the student assistant position described above and agree to comply with all conditions specified herein.

Student Signature

Date

Supervisor Signature

Date

SEAN Job ID # SEAN Job ID#	To Be Completed By Supervisor/Department		Work Study? 4101, 4103, 4106, 4201 only Yes <input type="radio"/> No <input type="radio"/>
Action/Reason Reappointment (1500 series only) <input type="button" value="v"/>	Job Code: Grad Teaching Asst (1506) <input type="button" value="v"/>	Speed type(s) / Percentage(s) <i>41012345</i>	

Sample Monthly SEPO:



University of Colorado
Colorado Springs

Student Employment Office
Cragmor Hall, Room 104
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918

Phone: 719-255-3454
Email: stuemp@uccs.edu
Web: stuemp.uccs.edu

Student Employee Position Offer

Student Full Name: *Student, John Q*

Student ID #: *999-99-9999*

Cherwell Ticket #

Dear *Student, John Q*

I am pleased to offer you a student employment position with the University of Colorado Colorado Springs as a *Grad Research Assistant* in the *40043 EAS-Electrical Engineering* Department.

This is a *50%* *Indeterminate Appointment* appointment. Your supervisor is *Jennifer Biga*.
Your employment start date is *12/1/2021* and will *continue into the future* *mm/dd/yyyy* as at will employment. Either party may end employment at any time. This position is a *1505- Grad Research Asst* position located *On-Campus* at *1420 Austin Bluffs Parkway, Colorado Springs, CO 80918*

The pay rate for this position is *\$1800* and will be paid *monthly* *working day of the month* Total compensation *for 1500s only- total compensation*
Compensation for student employees must be at least minimum wage and is reviewed at least once per year. Raises and/or promotions are at the discretion of the department, are based on satisfactory evaluations, and rely upon fund availability both at the department level and per salary pool approvals made by the University Board of Regents.
both at the department level and per salary pool approvals made by the University Board of Regents.

Below is a complete description of job duties:

Job Description should match your SEAN Job Posting.

Your signature on this letter of offer signifies your acceptance of all of the terms, conditions, and responsibilities specified in this offer and your agreement to comply with the employment conditions specified in UCCS Student Employment Policy 300-020.

I accept this offer of the student assistant position described above and agree to comply with all conditions specified herein.

Student Signature

Date

Supervisor Signature

Date

SEAN Job ID # <i>12345678</i>	To Be Completed By Supervisor/Department		Work Study? 4101, 4103, 4106, 4201 only Yes <input type="radio"/> No <input type="radio"/>
Action/Reason <i>New Hire</i>	Job Code: <i>Grad Research Asst (1505)</i>	Speed type(s) / Percentage(s) <i>41012345</i>	

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>).

Home My Items

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

Student Employment - SE Case ID : 30366

Submit

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:

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.

[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:

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:

[Home](#)
[My Items](#)

Use the attachment tool

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

Student Employment - SE Case ID : 30366

Submit

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:

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.

[Link to SEPO Form](#)
[Attach filled out SEPO Form](#)

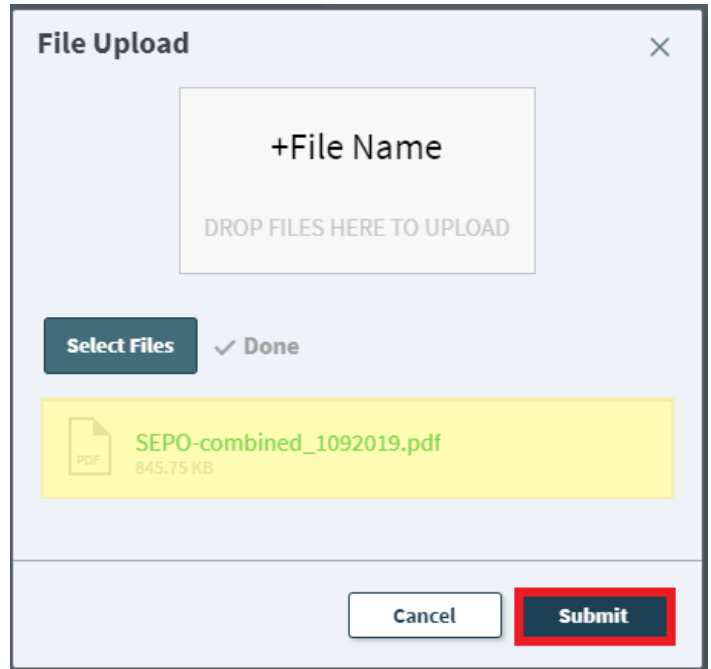
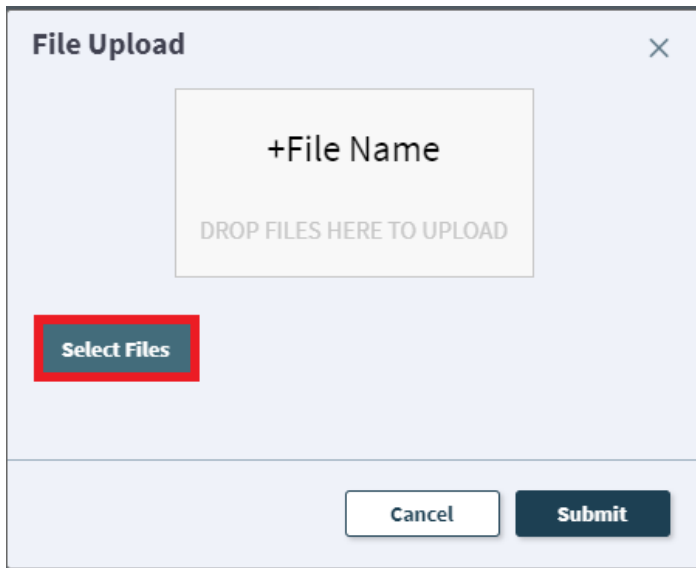
Use one of the links

[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:

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.

Home My Items

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

Student Employment

Submit

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:

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.

[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:

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.

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 the 'Student Employment Position Offer (SEPO)' form. At the top, there is a navigation bar with 'Home' and 'My Items'. Below it is a toolbar with buttons for 'Save', 'Cancel', 'Refresh', 'Delete', and 'Attach (1)'. The 'Attach (1)' button is circled in red, and a dropdown menu is open showing 'Attach file...' and a file named 'Wage Change Offer_1092019'. To the right of the file name are 'Open' and 'Delete' buttons. The 'Delete' button is highlighted with a red box. Below the toolbar is a 'Submit' button. The main section is titled 'Details Required to Complete the Request' and 'Student Employment Position Offer (SEPO)'. It contains instructions to fill out the SEPO form, a note about background checks, and a 'Student Name' field. There are also links for 'Link to SEPO Form', 'Link to Faculty Pledge', 'Attach filled', and 'Attach signed'. A confirmation dialog box is overlaid on the form, asking 'Are you sure you want to delete Wage Change Offer_1092019?'. The dialog has 'No' and 'Yes' buttons, with the 'Yes' button highlighted with a red box.

Home My Items

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

Student Employment

Submit

Details Required to Complete the Request

Student Employment Position Offer (SEPO)

Please fill out the student information the SEPO form. Please save that to y

Note: Complete background check B

Student Name:

Request to Fill Student Faculty Tick

*Only required if submitting a SEPO to fill a

Remember to send new hires to the S with their documents to complete the

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

[Link to Faculty Pledge](#) [Attach signed](#)

(Do not use quot

Additional Details:

Are you sure you want to delete Wage Change Offer_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:


The screenshot shows a web application interface for submitting a ticket. At the top, there is a navigation bar with 'Home' and 'My Items' links. Below this is a toolbar containing several icons and labels: 'Save' (highlighted with a red circle), 'Cancel', 'Refresh', 'Delete', 'Attach (0)', navigation arrows, 'Record 1 of 1', 'Current Record', 'List', and 'Grid'. Below the toolbar, there is a 'Submit' button (also highlighted with a red circle). The main content area is titled 'Details Required to Complete the Request' and contains a section for 'Student Employment Position Offer (SEPO)'. This section includes instructions to fill out student information and use a link to access the SEPO form. A note states: 'Note: Complete background check BEFORE submitting the form below!'. There are input fields for 'Student Name' and 'Request to Fill Student Faculty Ticket Number'. Below these are links for 'Link to SEPO Form', 'Attach filled out SEPO Form', 'Link to Faculty Pledge', and 'Attach signed Faculty Pledge'. A note specifies: '*Only use if filling a 1503 or 1506 (Do not use quotations in the file name)'. At the bottom of the form, there is an 'Additional Details' section with a large text area for comments. A 'Submit' button is located at the bottom right of the form (highlighted with a red circle).

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 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.



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 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
719-255-3454 office
719-255-3650 fax

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 regarding 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.

