Submitting a ticket—Termination Notice

Use this ticket to request a student be removed from a position within your department. Evaluations do not need to be submitted with the Termination Notice; however, evaluations need to be current within the personnel file in your office. A link to the Termination Notice form is available within the ticket. Please submit individual tickets for each student you are requesting be terminated. There should be one termination notice form attached to each ticket unless you are terminating a student who has multiple positions in your department. In that case you can attach multiple termination forms to a single ticket which clearly distinguish the multiple positions that need to be terminated. Adding a comment in the additional details box alerting us to the fact that the student had multiple positions within your department will also help us accurately process your request.

If you believe you have a termination for cause, please call the Student Employment office to discuss your situation. If it is agreed that your situation is a termination for cause, please refer to Submitting a ticket—Termination for Cause.

Step 1—Open the Termination Notice ticket type

Choose the **Termination Notice** 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.

If you have already completed the Termination Notice, 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 Termination Notice form. This is the same form you would access from our website: https://stuemp.uccs.edu/forms.

Home   My Items

🗒 Save   ⊘ Cancel   ↻ Refresh   ⊗ Delete   📎 Attach (0) ▼ |<   <   Record 1 of 1   >   >|

Student Employment - SE Case ID : 30936

Submit

Details Required to Complete the Request

Termination Notice

Reminder: If an evaluation has not been completed within the calendar year, please be sure to complete an evaluation prior to termination and keep this evaluation in the student's personnel file.

Special note on Terminations for Cause
-Please do not use this ticket for a Termination for Cause.
-If you believe you have a Termination for Cause, please call Shannon Cable, Director of Student Employment, to discuss the situation.
-Once you have Shannon's approval, please submit using the Termination for Cause ticket type.

Please fill out the student information below and use the link below that to access the Termination Notice form. Please save that to your computer, fill it out and attach to this ticket.

Student Name:

Link to Termination Notice Form
Attach filled out Termination Notice form
(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 get 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.

Step 4—Attaching Your Documents

Once you have the form completed and signed, attach it to your ticket using one of the options shown below:
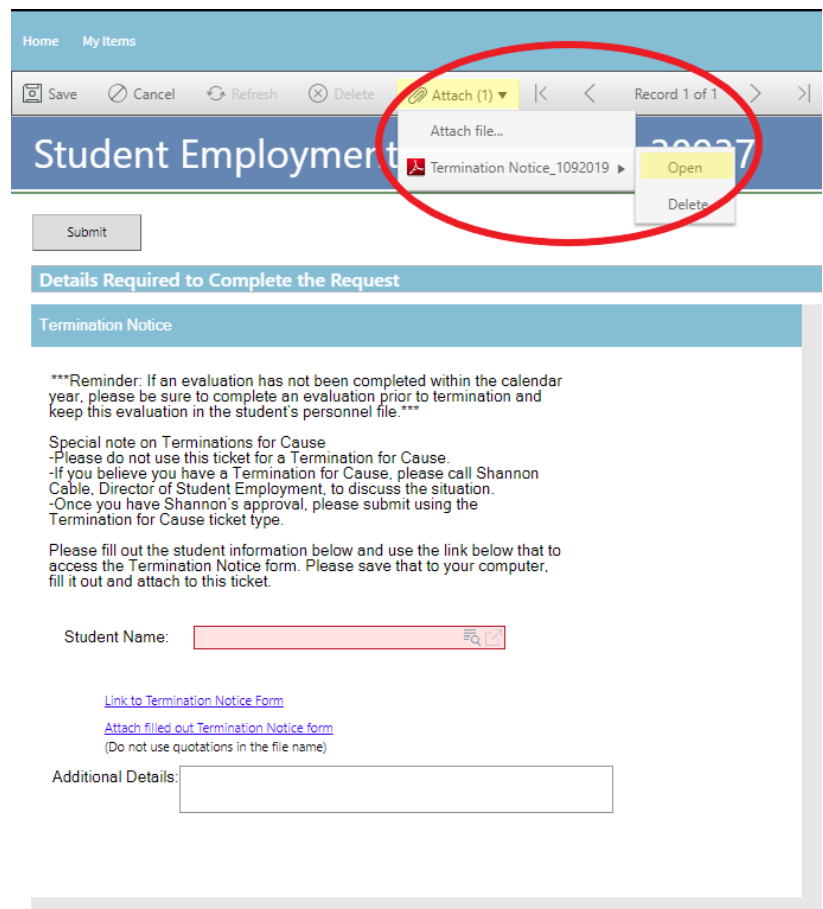
You can either drag and drop your file or you can click the Select Files button to find your saved file. When you have selected the file to attach, you will see the file you are attaching below the Select Files button (see second image below). Click the Submit button to attach your document.
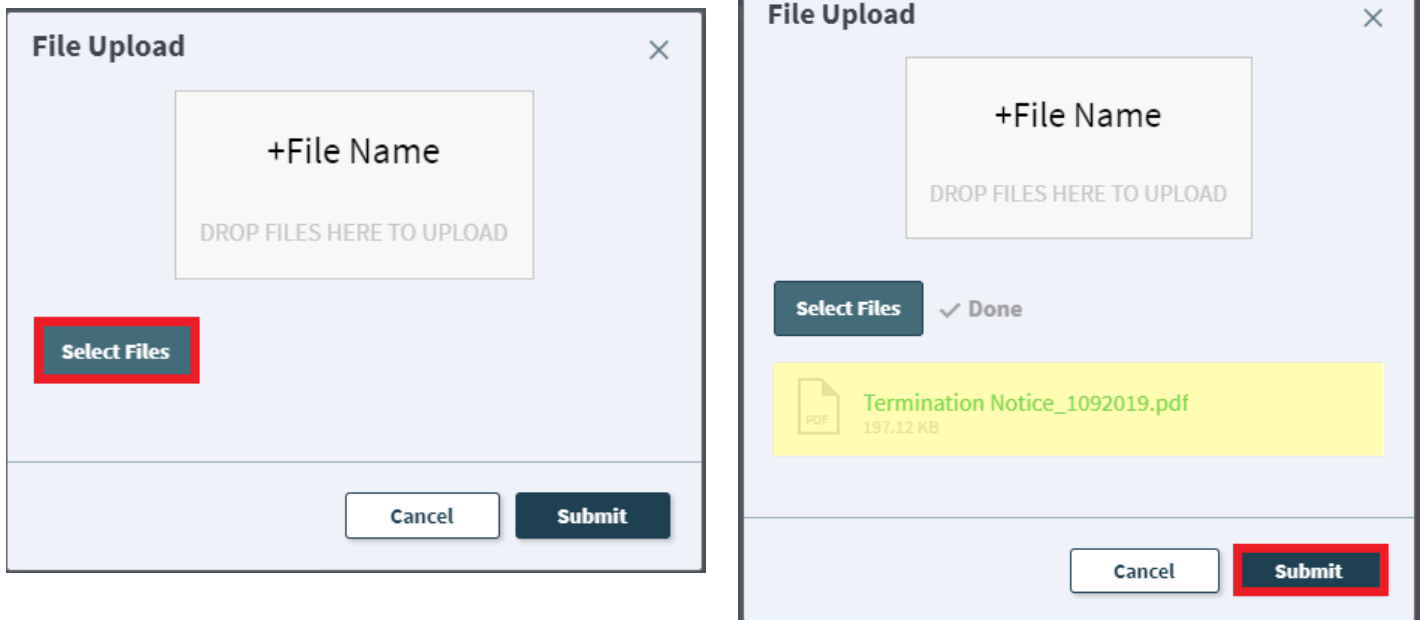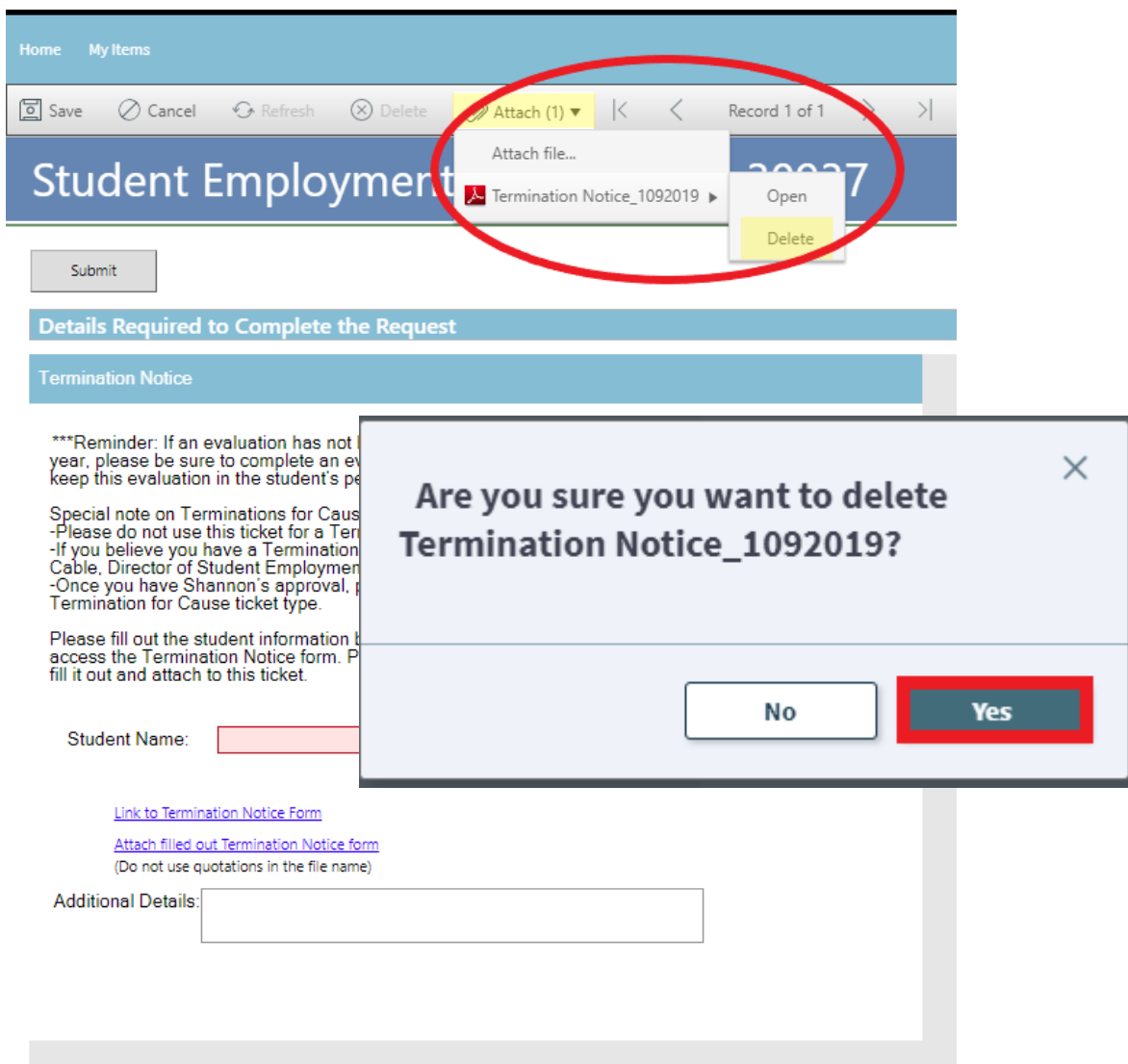

Repeat this step until all applicable documents have been attached.

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 your ticket, please refer to the [Editing a Ticket section of 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.

Student Employment Help   ■ Jennifer Biga

Student Employment Ticket 5404 SE Termination Notice Inquiry has been created

PDF   Termination,Douglas2016.pdf
171 KB

SE Case 5404

Description:
SE Termination Notice 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 5404. 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 5404 .

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 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](#).

Reply   Reply All   Forward   IM

Student Employment Help   Jennifer Biga

Regarding Student Employment Case 5404

Student Employment Case 5404

Dear Jennifer,

Regarding your SE Case 5404 , logged on 6/18/2018 11:35 AM, we have the following question or update:

Please attach an updated form with signatures. We cannot process this termination until we receive a signed termination notice request.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view SE Case 5404 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

Once we have reviewed your ticket, if everything looks accurate, we will log an effective date and a follow-up date on the ticket in our system. This will generate another email and move the case to pending.

Reply   Reply All   Forward   IM

Student Employment Help   Jennifer Biga   1:31 PM

Termination Request   ⌄

We have reviewed the termination request you submitted for ▮▮▮▮▮▮. Due to the effective date of 6/14/2018, we will not complete this process until after 6/29/2018. You will receive further notification once we have completed this request. Thank you!

{CMI: HRPROD018686}

Note: This step may be skipped if the termination happens in the past. In that case, we will review the ticket and, if we have all of the information, process the termination at any time. You may not receive the above email but you will receive the email on the following page confirming that the termination has been completed.

Once we have completed the termination, 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 5404 SE Termination Notice Inquiry has been resolved

Student Employment Case 5404

We are pleased to inform you that your Student Employment Case 5404 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:
Termination Completed on 6/29/2018 for ███████████

Description of the request:
SE Termination Notice 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 5404 .

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

Submitting a ticket—Termination for Cause

Use only with Student Employment permission. These tickets will only be processed by Student Employment professional staff.

A Termination for Cause will only be done in the case of egregious behavior on the part of the student. Please call Shannon Cable at 719-255-3055 to discuss your situation prior to submitting a Termination for Cause ticket. As with the regular Termination Notice ticket, there should only be one student on a Termination for Cause ticket. This ticket type will require both the Termination Notice form (link within ticket type) and supporting documentation.

Step 1—Open the Termination for Cause ticket type*

Choose the **Termination for Cause** ticket type on the Cherwell home page.

*This step assumes that you have already called Shannon Cable at 719-255-3055 and received permission to submit a Termination for Cause ticket.

Step 2—Answer the question

Click the box next to "Yes" if you have already discussed the situation with Shannon. Otherwise, **STOP** and call Shannon to discuss the situation.

Home   My Items

Save   ⊘ Cancel   ↻ Refresh   ⊗ Delete   📎 Attach (0) ▼ |<   <   Record 1 of 1   >   >|

Student Employment - SE Case ID : 32458

Submit

Details Required to Complete the Request

Termination For Cause

Please call Shannon Cable, Director of Student Employment, for approval prior to submitting a Termination for Cause ticket: (719) 255-3055.

Has Shannon Cable approved the Termination for Cause?   ☐ Yes

Additional Details:

Step 3—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.

If you already have the completed Termination Notice and supporting documents, skip to Step 5 - Attaching Your Documents. Otherwise, proceed to Step 4 - Completing Your Documents.

Step 4—Completing Your Documents

Click on the link for the Termination Notice form. This is the same form you would access from our website: https://stuemp.uccs.edu/forms.

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. This is one of the few times you will choose "Termination for Cause" as the Action Reason.

Be sure to get 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.

Step 5—Attaching Your Documents

Once you have the form completed and signed, attach it 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.
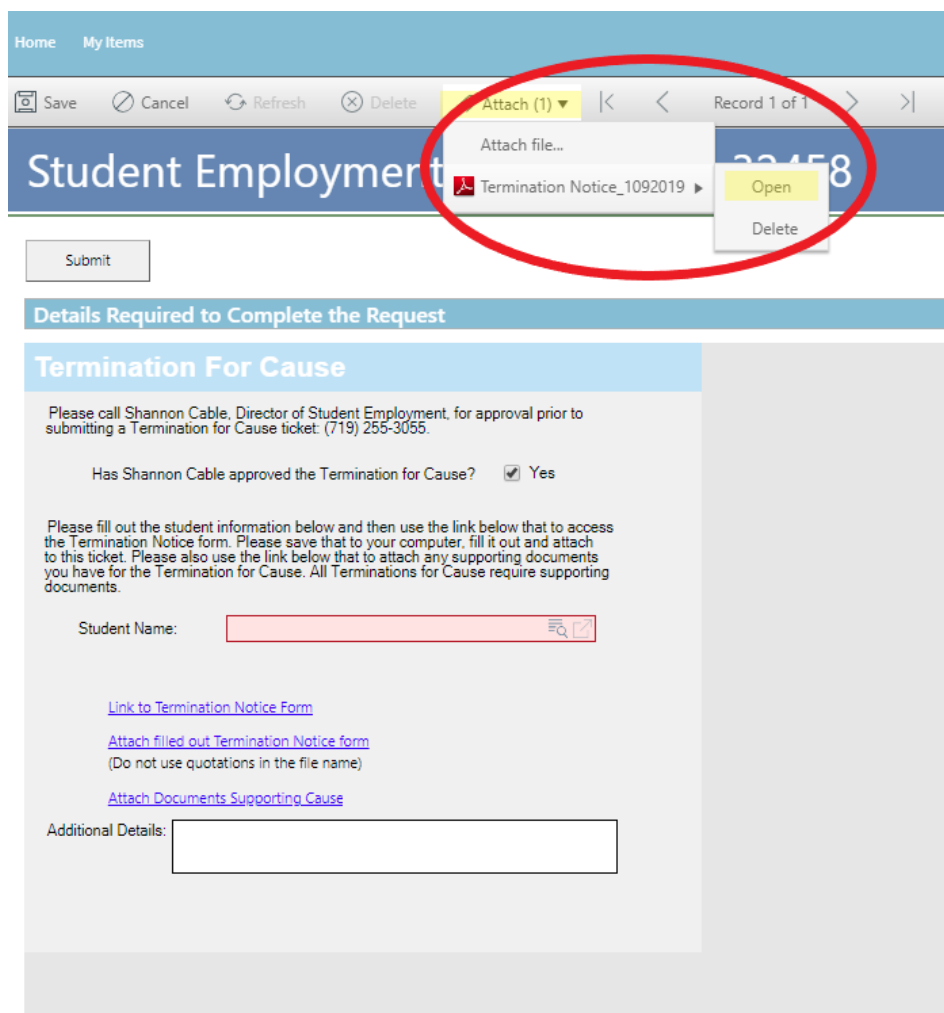

Repeat this step until all applicable documents have been attached.

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

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.

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 6—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 (1) ▼ | |< | < | Record 1 of 1 | > | >| | Current Record | List | Grid

Submit

Details Required to Complete the Request

Termination For Cause

Please call Shannon Cable, Director of Student Employment, for approval prior to submitting a Termination for Cause ticket: (719) 255-3055.

Has Shannon Cable approved the Termination for Cause?   ☑ Yes

Please fill out the student information below and then use the link below that to access the Termination Notice form. Please save that to your computer, fill it out and attach to this ticket. Please also use the link below that to attach any supporting documents you have for the Termination for Cause. All Terminations for Cause require supporting documents.

Student Name: [   ]

Link to Termination Notice Form

Attach filled out Termination Notice form
(Do not use quotations in the file name)

Attach Documents Supporting Cause

Additional Details: [   ]

Submit

Step 7—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.

If we have any questions about your ticket, we will contact you. Whenever you receive an email from us requesting additional information, you can always reply to the email which will automatically attach any new documents attached to the email to the current Cherwell ticket. This is the easiest way to resolve issues, but you can also use the Editing a Ticket section of the Abbreviated User Guide for steps to provide additional information.

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 6964 SE Termination For Cause has been resolved

Student Employment Case 6964

We are pleased to inform you that your Student Employment Case 6964 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:
Termination Completed on 7/18/2018 for ███████████

Description of the request:
SE Termination For Cause

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 6964 .

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