

## Submitting a ticket—Wage Change Offer (WCO)

Use this ticket to request a change in the rate of pay for a student. Please submit individual tickets for each student for which you are requesting a wage change. Please remember that Promotions and Merit Raises require a current evaluation be included (the WCO and eval can be included as one document attached to the request). All WCOs need to have an effective date equal to the beginning of a pay period. You can check the payroll calendar here:

<https://stuemp.uccs.edu/payroll-calendar>


Links to the WCO, evaluation form, and payroll calendar are available within the ticket but can also be found on the Student Employment forms page at <https://stuemp.uccs.edu/forms>.

### Step 1—Open the Wage Change Offer ticket type

Choose the **Wage Change Offer (WCO)** ticket type on the Cherwell home page.

Home My Items

#### Student Employment Portal



Employer Links	Student Employee Links	Information Links
<a href="#">Student Employee Position Offer (SEPO)</a>	<a href="#">MyLeave (Bi-weekly timesheet)</a>	<a href="#">Pay Day</a>
<a href="#">Late Pay Requests</a>	<a href="#">Direct Deposit</a>	<a href="#">SEAN</a>
<a href="#">Wage Change Offer (WCO)</a>	<a href="#">W-4</a>	<a href="#">Other</a>
<a href="#">Termination Notice</a>	<a href="#">W-2</a>	
<a href="#">Change in Funding Request</a>	<a href="#">Work Study Appeal</a>	
<a href="#">Change in Reports to Request</a>	<a href="#">Paycheck Deduction</a>	
<a href="#">Request to Fill Student Faculty (1500)</a>	<a href="#">Paycheck Issue</a>	<a href="#">See My Items</a>
<a href="#">Payroll Expense Transfer (PET) Requests</a>	<a href="#">Name Change</a>	
	<a href="#">Grievance</a>	

## 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

### Student Employment - SE Case ID : 30921

Submit

#### Details Required to Complete the Request

##### Wage Change Offer

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

Student Name:

[Link to WCO Form](#)

Note: Effective Date must be beginning of pay period.

[Payroll Calendar](#)

[Attach filled out WCO form](#)

(Do not use quotations in the file name)

Note: Merit raise or promotion requires attaching evaluation:

[Link to Evaluation Form](#) Note: Evaluation and WCO may be attached as a single document.

[Attach evaluation](#)

Additional Details:

If you have already completed your documents, 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>. Be sure your pop-up blocker is turned off when you are trying to open the forms in Cherwell. If the wage change you are submitting is for a **Merit Raise** or **Promotion**, please be sure to also complete and attach an evaluation. We have included the link to the checklist evaluation form in the Cherwell ticket. If you prefer the narrative evaluation form, you will need to access it from the Student Employment forms page: <https://stuemp.uccs.edu/forms>.

As a reminder, wage changes must be effective on the first day of a pay period. We have included a link to the payroll calendar on the Cherwell ticket for your convenience (see blue arrow below). You can also access the payroll calendar through the following link:

<https://stuemp.uccs.edu/payroll-calendar>.

Home My Items

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

### Student Employment - SE Case ID : 30921

Submit

#### Details Required to Complete the Request

##### Wage Change Offer

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

Student Name:

[Link to WCO Form](#)

Note: Effective Date must be beginning of pay period.

[Payroll Calendar](#)

[Attach filled out WCO form](#)

(Do not use quotations in the file name)

Note: Merit raise or promotion requires attaching evaluation:

[Link to Evaluation Form](#)

[Attach evaluation](#)

Note: Evaluation and WCO may be attached as a single document.

Additional Details:

You will need to download and save the WCO 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.**

Wage Change Offer.pdf 1/1

**UCCS** University of Colorado Colorado Springs

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

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

**Cherwell Ticket #**

**Student Employee Wage Change Offer**

Date: Date (Month DD, YYYY)

Student Name: Student Name Student ID Number

Dear Student First Name

Employee ID #: EmpID  
Position #: Position #  
Action Reason: Choose One  
Department #: 40001 Chancellors Office  
Speedtype%: Speedtype Percentage  
Speedtype 2 Percentage 2  
Note: If any of the above is missing, the change cannot be entered.

Due to your meritorious performance I am pleased to offer you a Pay change: change in pay. This change increased your hourly rate to New Hourly Rate in your current student employee position at UCCS in the 40001 Chancellors Office department. This wage change will be effective 12/02/2018. Your job title is Choose One.

This is a Choose One position. Attached is your supporting evaluation.  
Below is a brief description of job duties. (Include any additional duties if applicable due to a promotion):  
Insert Job Description here. If you need more space, please attach additional pages.

Compensation for student employees 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).

by Effective Date: We look forward to your acceptance of this offer and your contributions to the University. Supervisor Name  
Supervisor Name Position # Date

Supervisor Name Supervisor Signature Reports to Position # Date

Department Approver Name Date

Dept. Approver Name Approver Signature Date

I accept this offer of the student employee position described above.

**Student Employment Office Only:**  
Entered by Date

File Home Insert Design Layout References Mailings Review View Tell me what you want to do... Evaluation\_Form\_Checklist (Compatibility Mode) - Word Jennifer Biga Share

Clipboard Font Paragraph Styles Editing

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

Name: SID: Emp. ID: Position: Department: Old hourly rate: \$ New hourly rate: \$

Part I: Supervisor must mark with an "x" each item in the corresponding column. This list is not limited to these criteria; you may add criteria as appropriate.

	DOES NOT APPLY	UNSATISFACTORY	BELOW STANDARDS	MEETS STANDARDS	ABOVE STANDARDS	OUTSTANDING
1. Reliability						
• Always on time, shows up when scheduled, and calls in when unable to make scheduled time or finds a replacement if possible						
• On time or early completion of duties, when assigned						
2. Quality of work						
• Accurate, efficient, and knowledgeable work						
• Performs all work duties with 100% effort						
3. Demonstrates initiative						
• Takes pride in work, and finds ways to improve procedures or policies to make work more efficient and effective						
• Goes the extra mile when necessary. For example, helping another student find other available resources on campus						
• Anticipates needs for the future and helps to plan accordingly, working with little supervision						

**Please note that the wage change offer and evaluation can be attached as a single document to your Cherwell ticket.**

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 needed forms completed and signed, attach them to your ticket using one of the options shown below. The WCO and evaluation can be attached as one document or as separate documents.

Home
My Items

Use the attachment tool

Save
 Cancel
 Refresh
 Delete
 Attach (0)

Record 1 of 1

Student Employment - SE Case ID : 30921

Submit

Details Required to Complete the Request

Wage Change Offer

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

Student Name:

[Link to WCO Form](#)  
 Note; Effective Date must be beginning of pay period.  
[Payroll Calendar](#)  
[Attach filled out WCO form](#)

Use one of the links

 (Do not use quotations in the file name)

Note: Merit raise or promotion requires attaching evaluation:

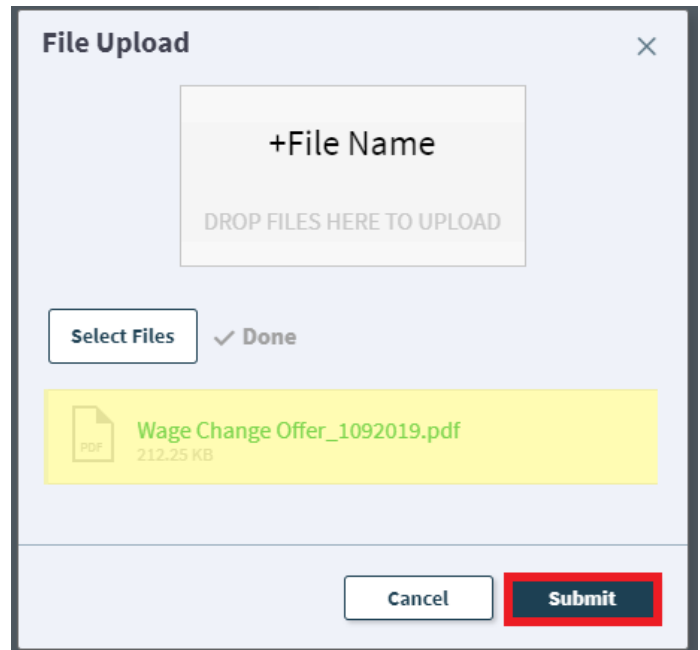
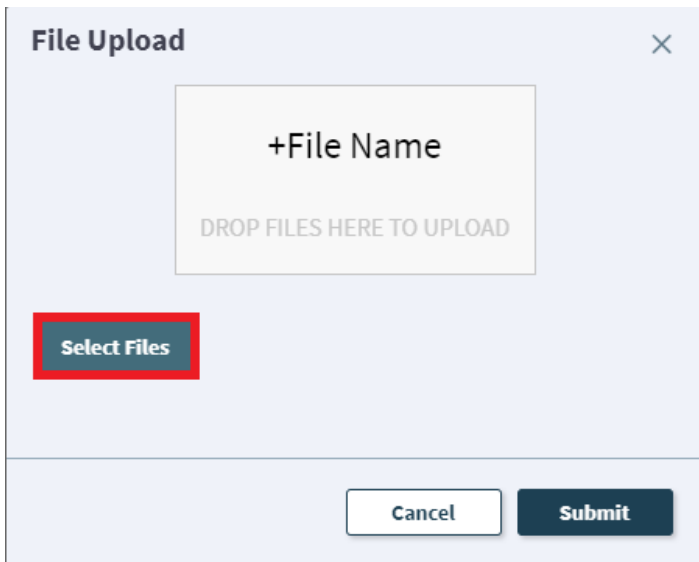
[Link to Evaluation Form](#)

[Attach evaluation](#)

 Note; Evaluation and WCO may be attached as a single document.

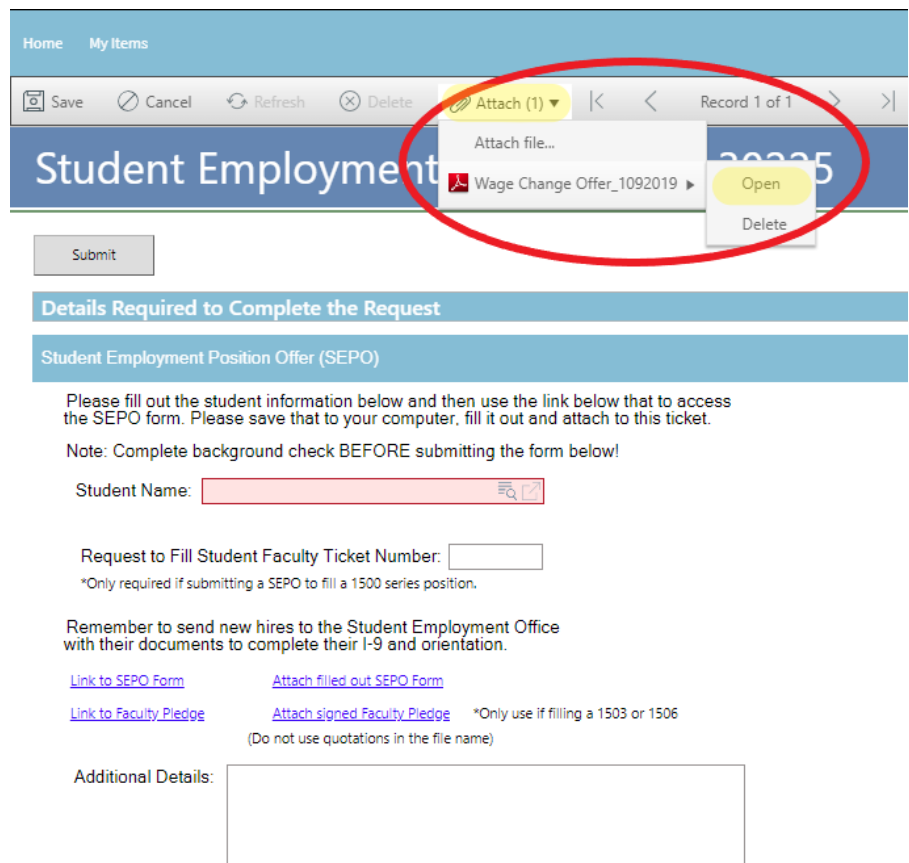
Additional Details:

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.



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.

The screenshot shows the 'Student Employment Position Offer (SEPO)' form in the Cherwell system. 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 highlighted with a red circle, and a dropdown menu is open showing the attached file 'Wage Change Offer\_1092019'. The dropdown menu has 'Open' and 'Delete' options, with 'Delete' highlighted by a red box. Below the toolbar, there is a 'Submit' button. The main section of the form is titled 'Details Required to Complete the Request' and 'Student Employment Position Offer (SEPO)'. It contains instructions for filling out the SEPO form, a note about background checks, and a form for 'Student Name'. 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 'Yes' highlighted by 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 thei

[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. 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

Wage Change Offer

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

Student Name:

[Link to WCO Form](#)

Note: Effective Date must be beginning of pay period.

[Payroll Calendar](#)

[Attach filled out WCO form](#)

(Do not use quotations in the file name)

Note: Merit raise or promotion requires attaching evaluation:

[Link to Evaluation Form](#)      Note: Evaluation and WCO may be attached as a single document.

[Attach evaluation](#)



Additional Details:

Submit



## Step 6—Communication

After you submit 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.

 Reply  Reply All  Forward  IM



Student Employment Help

 Jennifer Biga

**Student Employment Ticket 7003 SE Wage Change Offer Inquiry has been created**

 Wage\_Change\_Offer.pdf  
195 KB

### SE Case 7003

#### Description:

SE Wage Change Offer Inquiry

Customer Name: Jennifer Biga

Phone: +1 (719)255-3564

Email: [jbiga@uccs.edu](mailto:jbiga@uccs.edu)

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 7003. 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 7003](#).

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 5974

#### Student Employment Case 5974

Dear Jennifer,

Regarding your [SE Case 5974](#), logged on 6/29/2018 12:48 PM, we have the following question or update:

The effective date is not at the beginning of a pay period. Would you prefer this change in funding be effective on (date) or (date)?

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view [SE Case 5974](#) 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

In the example above, you could just reply to the email you received and answer the question. That will provide the detail on our end to finish processing.

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 7003 SE Wage Change Offer Inquiry has been resolved**

### Student Employment Case 7003

We are pleased to inform you that your Student Employment Case 7003 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:

Wage change entered for [student name] on 7/18/18 with a 7/15/18 effective date.

Description of the request:

SE Wage Change 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 7003](#).

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](mailto: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](mailto:stuemp@uccs.edu), or visit us in Cragmor Hall Room 104.**

