# 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/position 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: <a href="https://stuemp.uccs.edu/payroll-calendar">https://stuemp.uccs.edu/payroll-calendar</a>

All promotions must be posted to SEAN for a minimum of three days. These wage changes must also now go through the Offer Review step before being routed for signatures and submitted for processing. All other wage changes can be submitted for processing as usual.

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 <u>https://stuemp.uccs.edu/forms</u> or through the link above for the payroll calendar.

# Step 1—Open the Wage Change Offer ticket type



Last updated 11/16/2021

## 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
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.
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           Attach evalution         as a single document.
Additional Details:

If you have already completed your documents, skip to <u>Step 4 - Attaching Your Documents</u>. Otherwise, proceed to <u>Step 3 - Completing Your Documents</u>.

## 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: <u>https://stuemp.uccs.edu/forms</u>. 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: <u>https://stuemp.uccs.edu/forms</u>.

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: <a href="https://stuemp.uccs.edu/payroll-calendar">https://stuemp.uccs.edu/payroll-calendar</a>.

Home My Items	
ᅙ Save ⊘ Cancel	Generation Control Contron Control Control Control Control Control Control Control Co
Student E	mployment - SE Case ID : 30921
Submit	
Details Required to	Complete the Request
Wage Change Offer	
Please fill out the stu that to access the WC out and attach to this	dent information below and then use the link below CO form. Please save that to your computer, fill it ticket.
Student Name:	
Link to WCO Form Note: Effective Payroll Calendar Attach filled out V (Do not use quota Note: Merit raise of Link to Evaluation Attach evaluation Attach evaluation	Date must be beginning of pay period. <u>ACO form</u> tions in the file name) or promotion requires attaching evaluation: Form Note: Evaluation and WCO may be attached as a single document.

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.

Wage Change Offer.pdf	1/1	e 💽 e
	Winder Standard Strands       Standard Endprement offing in 2003 strands winder winder standard strands winder stran	
	Comparisation for student employees is reviewed at least once per year. Raises and/or promotions are at the discretion of the department, are based on Registric.  by Effective Date Velocity for the student or your acceptance of this offer and your contributions to the University. Supervisor Name Position # Date Department Approver Name Approver Signature Date Inc.  I accept this offer of the student employee position described Department Supervisor Signature Student Employment Office Only: Findered Date Det	© • ●
Image: Borne     Loseft     Design     Lyout     References     Mailings     Review       Image: Borne       Parte     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Parte     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Parte     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne       Image: Borne     Image: Borne     Image: Borne     Image: Borne     Image: Borne		E ABBCCZ AABBCCD AABBCCD ABBCCD Intense Q. Suble Ref. Intense Re. Book Title € States C Eating

Be sure to get signatures before you attach your document to your Cherwell ticket.

# 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.

### Types of WCOs:

**Merit Raise**: Use if increasing your student's pay due to a positive evaluation and no changes are being made to job description or duties, etc.

**Promotion**: Use if student is being promoted to a new position with a new job description and or duties and the pay rate is also being increased. Promotions need to be posted to SEAN for a minimum of three days and the WCO needs to go through the Offer Review step to ensure compliance with the Equal Pay Act.

**Structural Change**: Use if the student's pay is being increased due to changes within your department, i.e. a new compensation structure or a change in minimum wage prompted the change to the student's pay rate.

**Salary Survey Increase**: Use if an official salary survey has been conducted and the student's pay rate is changing based on findings/recommendation of the official salary survey.

Sample	Promotion	WCO.
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UCCS Universit	y of Co <b>l</b> orado Springs	Student Emp Cragmor Hall, 1420 Austin Bl Colorado Sprir	Doyment Office P Room 104 E uffs Parkway W Igs, CO 80918	hone: 719-255-3454 mail: stuemphelp@ucc /eb: stuemp.uccs.edu	cs.edu I
			(	Cherwell Ticket #	
Student Employee	Wage Chang	e Offer	Employee ID #: Position #:	123456 00123456	
Date: November 10, 2021			Action Reason.	Promotion	
Student Name: John Q Student	9	99-999-999	Speedtype/%:	41012345 Speedtype 2 Per	100%
Dear <i>John</i>			SEAN Job ID#:	12345678 "for pro	motions only
you a \$1.00 change in p employee position at UCCS i be effective 11/14/2021	oay. This change in the 40126 VCAF Your job title is Le	increased your F-Fin Aid/Stdt Emp ad Office Assistant	hourly rate to \$1 loyment <u>depar</u> . You	3.95 in your curre tment. This wage ur job code is 4108	ent student change will
This is a Work Study	position. A	Attached is your	supporting evaluation	ation.	
Below is a complete descript	ion of job duties.	(Include <u>any</u> ad	<u>dit</u> ional duties if a <sub>l</sub>	oplicable due to a	promotion):
Insert Job Description here. Job Description should mate	If you need more h SEAN Job Post	space, please iing.	attach additional p	bages.	
Compensation for student employees is satisfactory evaluations, and rely upon f Regents).	reviewed at least once p und availability (both at t	per year. Raises and/o he department level a	r promotions are at the d nd per salary pool approv	iscretion of the departmer als made by the Universit	nt, are based on ty Board of
Please notify me of your willing	ness to accept this	wage change by	returning the signe	d original letter to J	lennifer Biga
by 11/14/2021 . We look form	ard to your accept	ance of this offer	and your contributio	ons to the University	
Supervisor Neme	Supervisor Sign	iture Re	DU004321	Date	
Shannon Cable		November 10, 2	021		
Dept. Approver Name	Approver Signature	Date			

# 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 attach	nment tool	
Save 🖉 Cancel	🐼 Refresh 🛛 🛞 [	Delete 🖉 Attach	(0)	< Record 1 of 1	1 > >
Student	Employm	ient - SE	Case	ID : 309	21
Submit					
<b>Details Required</b>	to Complete the R	lequest			
Wage Change Offer					
Please fill out the st that to access the V out and attach to the	udent information belo /CO form. Please save s ticket.	ow and then use the e that to your comp	e link below uter, fill it		
Student Name:			₹.2		
Link to WCO Fo Note; Effectiv Payroll Calendar Attach filled out (Do not use quo	m ve Date must be begin Use on <u>WCO form</u> > tations in the file name)	ning of pay period. ne of the links			
Note: Merit raise	or promotion requires	s attaching evaluatio	on:		
	as a single do	ition and WCO may ocument.	be attached		
Additional Detai	s:				

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



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.

Save 🖉 Cancel	😯 Refresh 🛛 🛞 Delete	Ø Attach (1) ▼ K	< Record	d1of1	>
Student E	mployment	Attach file Wage Change Offer_1	092019	open 5	
Submit				Delete	
Details Required to	Complete the Request				
Student Employment Po	osition Offer (SEPO)				
Please fill out the stu the SEPO form. Plea Note: Complete bac	ident information below and th ise save that to your computer karound check BEFORE subm	en use the link below t , fill it out and attach to itting the form below!	hat to access this ticket.		
Student Name:		<b>■</b> α [2]			
Request to Fill Stu *Only required if submi	dent Faculty Ticket Number: [ itting a SEPO to fill a 1500 series posit	ion.			
Remember to send r with their documents	new hires to the Student Emple to complete their I-9 and orier	oyment Office ntation.			
Link to SEPO Form	Attach filled out SEPO Form				
Link to Faculty Pledge	Attach signed Faculty Pledge (Do not use quotations in the file	*Only use if filling a 1503 name)	or 1506		
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 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.

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🔄 Save 🖉 Cancel 😚 Refresh 🛞	Delete 🔗 Attach (1) 🗸 🔀 Record 1 of 1 😒 刘
Student Employm	Attach file Wage Change Offer_1092019
Submit	Delete
Details Required to Complete the	Request
Student Employment Position Offer (SEP	D)
Please fill out the student information the SEPO form. Please save that to y	×
Note: Complete background check B	Are you sure you want to delete
Student Name:	Wage Change Offer_1092019?
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	No Yes
Link to Faculty Pledge Attach signe	
(Do not use quot	· · · · · · · · · · · · · · · · · · ·
Additional Details:	

# 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:

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F th o	Please fill out the st nat to access the W ut and attach to this	udent informati /CO form. Plea s ticket.	ion below and se save that to	then use the link l your computer, f	below ill it							
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	Payroll Calendar Attach filled out	WCO form										
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	Additional Detail	s:										
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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

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.



#### SE Case 7003

Description: SE Wage Change 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 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: <u>SE Case 7003</u>.

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 <u>SE Case 5974</u>, 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 <u>SE Case 5974</u> 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: <u>SE Case 7003</u>.

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.

