

Student Affairs Human Resources

Online Ticketing System

Procedures Manual

Welcome to CAS HR Online Service Center

In an effort to streamline service requests, submit ticket by filling out the appropriate online forms listed below. Once the form is submitted, a CAS HR representative will contact you shortly regarding your request.

Service Requests

Initiate New Hire Request

Extra-Help Termination Form

Student Undergraduate Hiring Request

Student Undergraduate Hiring Request - Bulk

Student Termination Form

Meeting Request

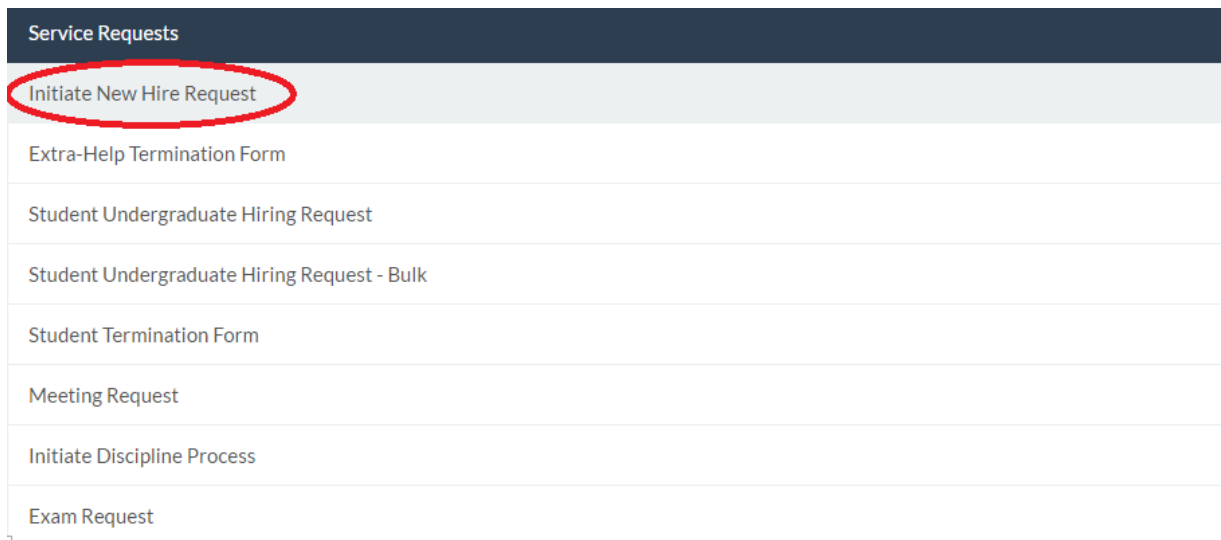
Initiate Discipline Process

Exam Request

Other Service Request

To initiate a New Hire Request:

1. Navigate to <http://cas.uic.edu/hr/onlineservices.shtml>.
2. Click the link describing which service request is needed. For these procedures, click the “Initiate New Hire Request” link.



3. **Unit Name**

The Unit Name is the title of the Student Affairs unit the new employee will be working in (i.e. Student Affairs Human Resources).

Unit Name

Student Affairs Human Resources

4. Organization Code

The organization code is the six digit code that is used in Banner to properly allocate and bill the employee's wages to their unit. In the case of Student Affairs Human Resources, this code is 231003.

Organization Code

231003

5. Reason for Filling Position

- Reason for Filling Position
- Vacant Position
 - New Position
 - Reclassification

6. Position Type

- Position Type
- Permanent
 - Visiting Academic Professional
 - Outside Temporary Employee
 - Non-Status (EH)

7. Appointment Type

- Appointment Type
- Academic Professional (AP)
 - Civil Service Status
 - Extra Help Civil Service
 - Outside Temp Services
 - Graduate Hourly
 - Graduate Assistant

8. Former Incumbent's Name

Type the former incumbent's name only if the position being requested was previously held by an employee.

Former Incumbent's Name

Former Incumbent's Name

9. Justification/Background to Fill Position

Provide a justification/background of why there is a need to fill this position.

Justification/Background to
Fill Position

ABC

10. Business Necessity

Select business reason for filling the position.

Business Necessity

- Business Continuity
- Net Revenue Generation
- Critical Leadership Role

11. Funding FOAP Code

Enter FOAP (FUND-ORGANIZATION CODE-ACCOUNT CODE-PROGRAM CODE) where salary expenses will be charged.

Funding FOAP Code

301183-231003-213800-231008

12. Background Check Funding FOAP Code

Enter FOP (FUND-ORGANIZATION CODE-PROGRAM CODE) to cover background check expenses.

Background Check Billing
Fund

301183

Background Check Billing
Organization

231003

Background Check Billing
Program

231008

13. Desired Start Date

Enter the desired start date in mm/dd/yyyy.

Desired Start Date

09/26/2016

14. Job Title

Enter the job title.

Job Title

Building Service Worker

15. Department Contact Name & Email

The department contact name and email is the name and email of the person submitting the request.

Department Contact Name

Jane Doe

Department Contact Email

jdoe@uic.edu

16. **Work Schedule**

Type a short description of the daily/weekly work schedule.

Work Schedule

7AM-3:30PM, Monday-Friday

17. **Position Reports To**

Enter the name of the prospective employee's direct supervisor in this field.

Position Reports To

Jane Doe

18. **Salary/Rates**

Enter the minimum and maximum salary you plan to offer for the position.

Minimum Salary/Rate

\$24,772.80

Maximum Salary/Rate

\$24,772.80

19. **Percentage of Appointment**

Enter the percentage of appointment. (1.0 or .50, etc.)

Percentage of Appointment

1.0

20: Additional Questions

Choose the appropriate radio buttons for each question.

Is this position Security Sensitive? Yes No

Does this position have Supervisory responsibility of 20 or more? Yes No

Does this position have Purchasing Authority of \$5,000 or more? Yes No

Does this position require a License? Yes No

Does this position require Physical/Strength Test? Yes No

Does this position require Health Screening? Yes No

Does this position require Drug Screening? Yes No

Does this position involve Direct Patient Care? Yes No

Does this position work with minors (subject to the Protection of Minors policy)? Yes No

21. New Hire Employee Name

Type in New Hire name here, if known.

New Hire Employee Name

22. To Submit Request:

Click the “Submit Request” button.

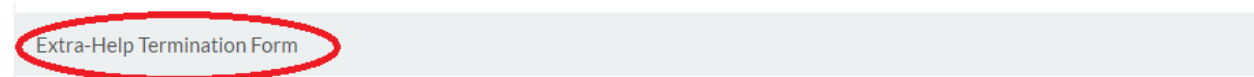
The following screen will appear:

Thank you for submitting a new hire form. A HR Representative will contact you shortly.

Return to [CAS HR Website](#)

To initiate an Extra Help Termination service request:

1. Navigate to <http://cas.uic.edu/hr/onlineservices.shtml>.
2. Click the link describing which service request is needed. For these procedures, click the “Extra Help Termination Form” link.



3. **Date**

Type in today’s date.

Date

4. **Department**

The department is the full name of the Student Affairs unit.

Department

5. **Extra Help Employee**

Type the first and last name of the Extra Help employee in this box.

Extra Help Employee

6. **Position Title**

Type in the title of the Extra Help position.

Position Title

7. Position Number

Type the employee's position number in this box, if known.

Position Number

C10000

8. Effective Date

Type the effective date of the termination. Effective dates should be the first day of a biweekly pay period).

Effective Date

9/25/2016

9. Approved By

Enter the name of the person requesting this termination.

Approved By

Jane Doe

10. Department

Enter the full name of the Student Affairs unit requesting this termination request.

Department

Student Affairs Human Resources

11. Phone

Enter the campus phone number of the person requesting this termination.

Phone

312-355-3350

12. **Email**

Enter the campus email of the person requesting this termination request. Double check all of your information, and then click “Submit Request”.

Email

13. **To Submit Request:**

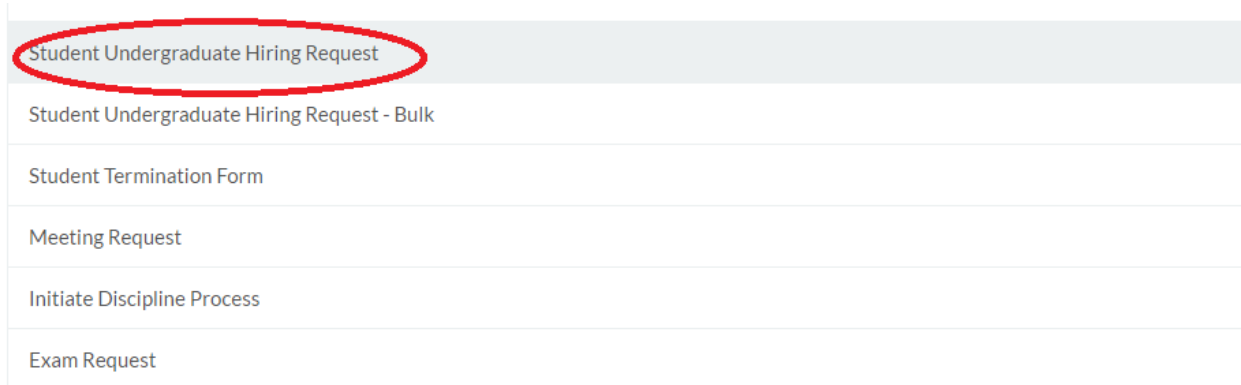
After clicking “Submit Request”, the following screen will appear:

Thank you for submitting an Extra Help Termination Form. A HR Representative will contact you shortly.

Return to [CAS HR Website](#)

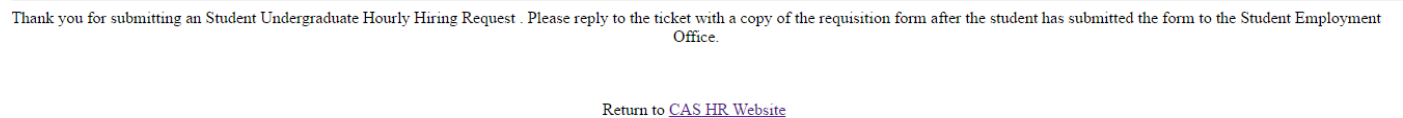
To initiate an Undergraduate Student Hire request for one student position only:

1. Navigate to <http://cas.uic.edu/hr/onlineservices.shtml>.
2. Click the link describing which service request is needed. For these procedures, click the “Undergraduate Student Hiring Request” link.



3. To Submit Request:

Click “Submit Request”. The following screen will appear:



You will receive an email receipt of the ticket to which you will reply back with a completed copy of the student requisition for the position.

To initiate an Undergraduate Student Hire request for multiple student positions:

1. Navigate to <http://cas.uic.edu/hr/onlineservices.shtml>.
2. Click the link describing which service request is needed. For these procedures, click the “Undergraduate Student Hiring Request-Bulk” link.

Student Undergraduate Hiring Request - Bulk
Student Termination Form
Meeting Request
Initiate Discipline Process
Exam Request

3. To Submit Request:

Click “Submit Request”. The following screen appears:

Thank you for submitting an Student Undergraduate Hourly Hiring Request . Please reply to the ticket with a copy of the requisition forms after the student has submitted the form to the Student Employment Office.

Return to [CAS HR Website](#)

You will receive an email receipt of the ticket to which you will reply back with completed copies of the student requisition for the positions.

To initiate a Student Termination request:

1. Navigate to <http://cas.uic.edu/hr/onlineservices.shtml>.
2. Click the link describing which service request is needed. For these procedures, click the “Student Termination Form” link.

Student Termination Form
Meeting Request
Initiate Discipline Process
Exam Request
Other Service Request

3. Student Information

Enter the student’s name and UIN.

Please terminate the following student employee

Student Name

Jane Doe

UIN

123456789

4. Position Title

Enter the student’s position. All student positions begin with either “FWS” for a federal work study position or “NWS” for a non-federal work study position.

Being terminated from the following position

Position Title

NWS General Office Aide

5. **Position Number**

Enter the position number.

Position Number

C10000

6. **Current Rate**

Enter the current hourly rate for the student's position.

Current rate /hour

\$8.77

7. **Effective Date**

Type the effective date of the termination, which will be the start of a biweekly pay period.

Effective Date (beginning of a
pay period)

09/25/2016|

8. **Submitted By Field**

Enter the submitting supervisor's name, title, and campus phone number and email.

Submitted By

Name of Supervisor

Jane Doe

Title of Supervisor

Manager I

Contact Phone

312-100-1000

Contact Email

jdoe@uic.edu

9. **To Submit Request:**

Click "Submit Request". The following screen will appear:

Thank you for submitting a Student Termination Form. A HR Representative will contact you shortly.

Return to [CAS HR Website](#)

To initiate a Meeting Request:

Meeting Request
Initiate Discipline Process
Exam Request
Other Service Request

1. Navigate to <http://cas.uic.edu/hr/online services.shtml>.

2. Click the link describing which service request is needed. For these procedures, click the "Meeting Request" link.

3. **Contact Information**

Enter your name and campus email.

Your Name

Jane Doe

Your Email

jdoe@uic.edu

4. Reason for Meeting Click the radio button next to the reason for requesting a meeting. If the reason is not listed type the specific reason in the “Other Reason” box.

- Reason for Meeting**
- Benefits
 - Coaching
 - Consultation
 - Disability
 - Exit Interview
 - FMLA
 - Mediation
 - Training Request
 - Retirement
 - Other

5. To Submit Request:

Click the “submit request” button. The following screen will appear:

Thank you for submitting a meeting request. A HR Representative will contact you shortly.

Return to [CAS HR Website](#)

To initiate a Discipline Process service request:

1. Navigate to <http://cas.uic.edu/hr/onlineservices.shtml>.

2. Click the link describing which service request is needed. For these procedures, click the “Initiate Discipline Process” link.

Initiate Discipline Process
Exam Request
Other Service Request

3. **Contact Information**

Enter your name and campus email.

Your Name

Jane Doe

Your Email

jdoe@uic.edu

4. **To Submit Request:**

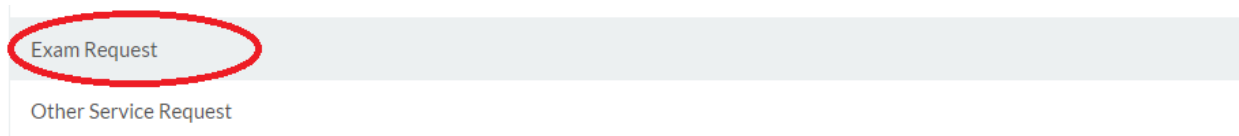
Click “Submit Request.” The below message appears:

Thank you for submitting. A HR Representative will contact you shortly.

Return to [CAS HR Website](#)

To initiate a Civil Service Exam service request:

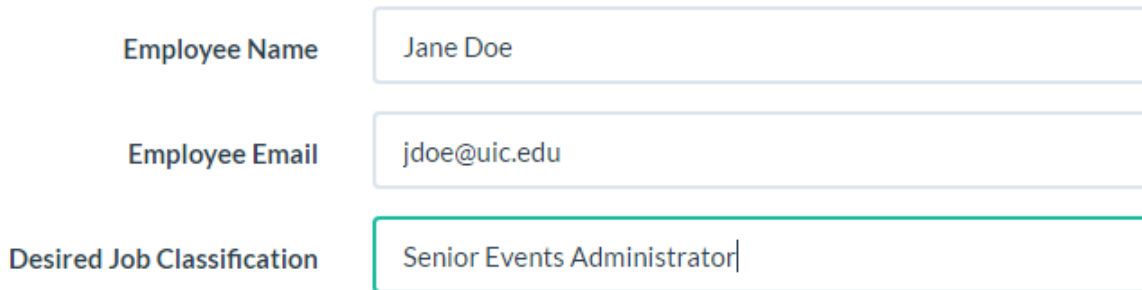
1. Navigate to <http://cas.uic.edu/hr/onlineservices.shtml>.
2. Click the link describing which service request is needed. For these procedures, click the “Exam Request” link.



A screenshot of a web interface showing a menu with two options: "Exam Request" and "Other Service Request". The "Exam Request" option is highlighted with a red oval.

3. **Employee Info**

Enter the Employee Name, email, and desired job classification you are requesting an exam for.



A form with three input fields. The first field is labeled "Employee Name" and contains the text "Jane Doe". The second field is labeled "Employee Email" and contains the text "jdoe@uic.edu". The third field is labeled "Desired Job Classification" and contains the text "Senior Events Administrator".

4. **To Submit Request:**

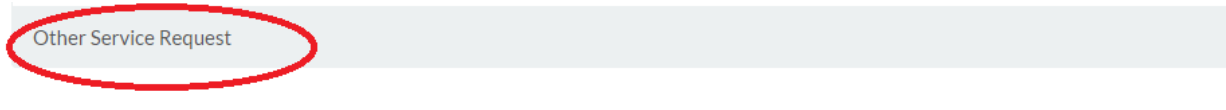
Click “Submit Request”. The following message will appear:

Thank you for submitting an Exam Request. A HR Representative will contact you shortly.

Return to [CAS HR Website](#)

To initiate a request that does not fit in with the other categories in the ticketing system:

1. Navigate to <http://cas.uic.edu/hr/onlineservices.shtml>.
2. Click the link describing which service request is needed. For these procedures, click the “Other Service Request” link.



3. **Information**

Enter your name and campus email, along with a brief description of the unique service that is needed.

A screenshot of a web form with three input fields. The first field is labeled 'Your Name' and contains the text 'Jane Doe'. The second field is labeled 'Your Email' and contains the text 'jdoe@uic.edu'. The third field is labeled 'Brief description of service requested' and contains the text 'Requisition help'. The third field has a yellow background.

4. **To Submit Request:**

Click “Submit Request”. The following screen will appear:

