

# HR Topics for Student Employment

Georgia Tech Human Resources  
November 30, 2022

# Before we get started...



Keep questions focused on the discussion.



Please add your questions in the Chat.



We will share this presentation after today's call.



We will follow-up on any unanswered questions.

# Welcome to *HR Topics for Student Employment*

## **GTHR meeting series specifically for student employers**

- Will occur 3 times per year in anticipation of upcoming semester
- Updates, semester-specific reminders, best practices, new tools & resources

## **Student Employment (SE) unit in GTHR**

- Diana Robert (Manager), Karine Avagian (Coordinator)
- Our goal: ***Improve the student employee experience at Tech!***
- Website: <https://hr.gatech.edu/student-employment>

## **Help us help you!**

- Start employment process early – get ahead of the semester surge
- Strive for future date hiring not retroactive/back-dated transactions
- Stay informed, and communicate with students
- Use the [ASC portal](#) for inquiries

# Agenda

- Student Hiring Pilot Recognition - *Leslie Hall*
- Preparing for Spring Semester 2023 - *Diana Robert*
- Administrative Services Center (ASC) Updates - *Laura Hessler*
- Office of Graduate Education Updates - *James Black*
- Student Employment Best Practices and Resources - *Diana Robert*
- Your Pre-Submitted Student Employment Questions Answered
- Final Questions

# Student Hiring Pilot Recognition

Leslie Hall

# Recognition and Thanks!

## **Departments that participated in the final Pilot**

Alumni Association

Campus Recreation Center

Center for Serve-Learn-Sustain

College of Engineering – Dean's Office

Electrical and Computer Engineering

Industrial & Systems Engineering

Institute Diversity, Equity & Inclusion

Library

Psychology

# Recognition and Thanks!

## Staff who supported the Pilot

### *ASC WFA Team (formerly GTHR Position Management)*

Barbara Smith

Keyona Chestnut

Georgette Tonge

Lisa Webb

Jakela Mabry

### *GTHR Student Employment*

Karine Avagian

### *GTHR HRIS*

Jihan Charles

### *GTHR PMO*

Paula Bechtler

Athena Smith

# Preparing for Spring Semester 2023

Diana Robert



# *Important Now!*

## **Annual Compliance Training**

- All employees, including **student employees**, hired before October 3, 2022, are required to visit the [Georgia Tech Employee Learning Platform](#) to complete the 7-part compliance training by **December 19, 2022**.
- Students may submit their questions about the Compliance Training to [Annual Compliance Help](#) or visit the [FAQ](#) page (in ServiceNow).

## **Eligibility for Student Employment Policy**

- Revised policy provides guidance to campus hiring units by outlining the eligibility criteria for each type of student job used to employ and pay students at Georgia Tech. Additionally, it clarifies situations when eligibility or maximum allowed employment hours may vary.
- Updated/revised policy will be posted for campus comment in December (for 14 days).
- See "Policies Open for Comment" on this page: <https://policylibrary.gatech.edu/>

# Winter Break & Semester End Considerations

- **FWS** and **PURA** students should not work and report hours during winter break
  - FWS cannot work between 12/16/2022-1/8/2023
  - Fall PURA ends 12/17/22, Spring PURA starts 1/9/2023
- Other enrolled student employee types are allowed to work during winter break – with the permission of their supervisor/department. Hourly **students (both US and International) may work, and report hours greater than 20 hours/week during Winter Break** without changing their FTE or pay group.
- **Graduating students** can only work in a student position until the end of the pay period that includes their graduation (December 16/17, 2022)
  - Monthly: December 31, 2022
  - Bi-Weekly: December 24, 2022
  - Possible earlier date: Graduating **International students** cannot work past the semester end date on their I-20 or DS-2019
- Important: students leaving the country during break **should not work from outside the US** (Unless already approved using iStart *International Assignment Assessment form*.)

# Student Positions (only for GT/USG Students)

Job Code	Description	Employee Class	Pay Group	Frequency
900X01	<b>Student Assistant</b> (SA, Tutor, UTA, Paid Intern, Lifeguard,...)	Student	03T (03C)	Hourly
900X02	<b>Resident Assistant</b> (Housing RAs <u>only</u> )	Student	03T	Hourly
900T01	<b>Student Assistant - PURA</b> (Undergrad research award recipients <u>only</u> )	Student	03T	Hourly
901X01	<b>Work Study</b> (LaShonda Baggett) (Same roles as SA; with FWS award & approval <u>only</u> )	FWS	03W	Hourly
909X01	<b>Graduate Assistant</b> (GA - <u>Hourly</u> )	Graduate Assistant	03T	Hourly
907X01	<b>Graduate Research Assistant</b> (GRA)	GRA	03G	Monthly
908X01	<b>Graduate Teaching Assistant</b> (GTA)	GTA	03G	Monthly
905X02	<b>Graduate Assistant</b> (GA - <u>Monthly</u> ) ( <u>only if concurrent</u> with GRA/GTA position)	Graduate Assistant	03G	Monthly

**Note:** High school students, non-USG students, and graduated students cannot be hired into USG student job codes; they must be hired into Tech Temp or staff positions.



# Graduate Student Hiring Reminders

## GRA or GTA appointment

- Hired for 33%-50% effort
- Must be enrolled in a minimum of 12 credit hours
  - For Fall and Spring terms, 9 Hours must be Graded and/or Pass/Fail
  - For Summer, 6 hours must be Graded and/or Pass/Fail
- Eligible for tuition waiver; academic unit enters tuition waiver in Banner

## Graduate Assistant (GA)

- Hired for 25% time or less
- Must be enrolled in a minimum of 3 credit hours
- **Use GA-Monthly if concurrent job with GRA or GTA appointment**
- **Use GA-Hourly if not also a GRA or GTA**



# Special Job Category Updates & Reminders

## **Student Assistant – PURA** (President's Undergraduate Research Award)

- PURA awards are for the academic semester (employment dates are 1/9/23-5/5/23 - termination effective date 5/6/23)
- The Spring 2023 list of PURA recipients will be available after 12/02/22

## **Federal Work Study (FWS)**

- Spring 2023 start date is 1/9/23
- All FWS students must be hired with a position termination date
  - **5/5/2023** (full academic year or spring only); or, 12/16/22 (fall only)
- FWS questions or inquiries can be sent to [fws@finaid.gatech.edu](mailto:fws@finaid.gatech.edu)

# Federal Work Study (FWS) Requirements

- FWS awards and rules are administered by the Office of Scholarships and Financial Aid (OFSA)
- Hiring units must submit OFSA's FWS Position Request Form (PRF) and follow all FWS/OFSA requirements and processes
- Jobs (approved PRFs) are posted on the FWS site for students with awards to review and apply to directly
- FWS students must be hired using the **Direct Hire eRequest (transfers are not allowed)**
- FWS students at GT are only allowed to have **one job**
- The **maximum pay rate** for FWS student positions is **\$12/hour**
- Campus units wishing to pay their students more than \$12 should instead hire them as Student Assistants (and student declines the FWS award)
- **LaShonda Baggett** should be an approver on ALL FWS student transactions
- Visit the FWS webpage for additional information:
  - <https://finaid.gatech.edu/undergraduate-types-aid/federal-work-study>



# Transaction Best Practices

- Modify existing positions (in MSS) for active student employees as needed to ensure they are set up correctly.
- **Submit transfer requests** for active employees changing positions or departments. This must be done before their termination date in their current position.
- **Extend termination dates** for active employees staying in their current position. This must be done before their termination date in their current position.
- **Submit termination request** for student employees who are **no longer active** in their position with your department.
- For information on upcoming training, additional resources, and previously recorded webinars visit [OneUSG Connect Training](#).

# Process Changes for Student Hire/Rehire

Desired Action	Pre-ASC	Post-ASC
Hire/Rehire/Concurrent Hire	Create/update position and submit Direct Hire Form	Use Direct Hiring eRequest (with or without position)
Hire/Rehire Group of Students	Not Possible in OneUSG Connect	Use Bulk Student Hiring eRequest
Hire/Rehire GRA/GTA	Submit GradWorks Request (GW-onboarded units) <u>AND</u> Direct Hire Form	Submit GradWorks Request <u>OR</u> Direct Hiring eRequest <sup>1</sup>

## ***Keys to success:***

- Use LEGAL names and audit for correct spelling to avoid Equifax issues
- Use GTID or GT email address to verify hire's identity
- Verify start and end date (if applies) before submitting hire transactions

<sup>1</sup>Units do not need to submit a Direct Hiring eRequest after submitting a GradWorks request

# Process Not Changed for most MSS Transactions

Desired Action	Pre-ASC	Post-ASC
Terminate/Extend End Date for Active Employee	Submit Termination Request (MSS)	Submit Termination Request (MSS) OR, initiate GradWorks Termination <sup>1</sup>
Transfer Active Employee	Submit Intra-Institutional Transfer (MSS)	Submit Intra-Institutional Transfer (MSS) <sup>2</sup>
Change Pay Group, Hours/ FTE, or Manager for Active Employee	Submit Add/Change Position Transaction (MSS)	Submit Add/Change Position Transaction (MSS)
Salary/Pay Rate Update for Active Employee	Submit Ad-Hoc Salary Change Request (MSS)	Submit Ad-Hoc Salary Change Request (MSS)

## **Keys to success:**

- All MSS transactions must be submitted via OneUSG

<sup>1</sup>Units do not need to submit a Termination Request in MSS after initiating termination in GradWorks

<sup>2</sup>Exception: Transfer is not allowed for FWS positions (Instead, FWS must be terminated and rehired).

Questions?

# Administrative Services Center (ASC) Update

Laura Hessler

# ASC Employee Portal

# Navigating to Direct Hiring eRequest

1

## Log into the Employee Portal

- **Site:** asc.gatech.edu
- Use your GT credentials

### Enter your GT Account and Password

GT Account:

Password:

LOGIN

2

## Select one of the following:

- **Service Request** tab
- **Request Help** tile

The screenshot shows the Georgia Tech Administrative Services Center (ASC) website. The navigation bar includes links for Home, Workspaces, Knowledge, Service Request (highlighted), My Requests, and My Approvals. The user is logged in as Will Downer. The main content area features a search bar and a grid of helpful topics. The 'Request Help' tile in the 'Need Help?' section is highlighted with a red box.

**Helpful Topics**

- Payroll & Taxes
- Benefits
- Access & Navigation
- Time Away from Work
- Career & Development
- Recruiting & Hiring
- Hiring Requests
- Managers & Provisioned Initiators

**Need Help?**

- Call Us (404) 385-1111
- Schedule Walk-up Appointment
- Schedule Virtual Appointment
- Request Help** (highlighted)

**ASC Most Viewed Articles**

- Operational Desktop Procedures: Call Handling - Initial Call
- Onboarding Integration (PRA Job Aid)
- Submit a Direct Hire eRequest (Unit)
- Operational Desktop Procedures: Call Handling - Concluding a Call
- Approve Or Deny A Submitted Transaction Request (MSS Job Aid)
- Hire a Staff or Tech Temp - Direct Hire
- Hire a Staff or Tech Temp - Careers
- Initiating a Background Check through Careers ATS (PRA Job Aid)
- Hiring Former USG Employees (PRA Job Aid)
- Operational Desktop Procedures: Authenticate a Call

# Navigating to Direct Hiring eRequest (Cont'd)

3

Select **Direct Hiring eRequest**

*\*NOTE: If bulk hiring students, select **Bulk Student Hiring eRequest***

Home > ASC Service Catalog > Hiring (Talent Acquisition)

Catalog filters

General

Hiring (Talent Acquisition)

System Navigation / Access

Service Items

Item	Description
Direct Hiring eRequest	Request that a candidate be hired
Future Hire GTID Request	Contact form for new hires for initiation of GTID provisioning
Bulk Student Hiring eRequest	Submit a template spreadsheet to hire multiple students



# Submitting the Direct Hire eRequest

## 1 Select Direct Hiring eRequest

Home > ASC Service Catalog > Hiring (Talent Acquisition)

Catalog filters

General

Hiring (Talent Acquisition)

System Navigation / Access

Service Items

Item	Description
Direct Hiring eRequest	Request that a candidate be hired
Future Hire GTID Request	Contact form for new hires for initiation of GTID provisioning
Bulk Student Hiring eRequest	Submit a template spreadsheet to hire multiple students

## 2 Select Student from the direct hire type from drop-down

Administrative Services Center

ASC Home | Knowledge | Service Request | My Requests

Roger Dingus (DCIO Enterprise Architecture)

< Back

Student

Hiree Information

Hiree Lookup (By Name or GTID)

Hiree Information

Position/Job Information

Submit

Required information

Is there an existing Position? Hiring Supervisor

Desired Start Date Expected End Date

Hiring Supervisor

Work Department Number

DCIO Enterprise Architecture

Location

Rich (Comp Ctr)

Desired Start Date

Expected End Date

# Submitting the Direct Hiring eRequest (Cont'd)

Georgia Tech

## Administrative Services Center

ASC Home | Workspaces | Knowledge | Service Request | My Requests | My Approvals

Service Manager 1

Back

### Direct Hiring eRequest

Request that a candidate be hired

\* Indicates required

\* Hire Type  
Select one

\* Opened For  
Service Manager 1

Hiree Information

Hiree Lookup (By Name or GTID)  
Hiree Lookup Not Found

Hire Details

\* Hiring Supervisor  
\* Desired Start Date

Position/Job Information

\* Is there an existing Position?  
Select one

\* Work Department Number  
\* Location

Required information

- Hire Type
- Is there an existing Position?
- Hiring Supervisor
- Desired Start Date
- Work Department Number
- Location

SUBMIT

3. Complete the required information; required fields are indicated by an asterisk
  - E.g., Hire Type, Existing Position, Hiring Supervisor, Desired Start Date, Work Department Number, and Location
4. If required fields are incomplete, the red boxes on the right side of the eRequest will indicate the missing fields
5. Once submitted, it gets routed to Unit Approvers. Once approved, it will route to the ASC for processing

# Submitting a Bulk Student Hiring eRequest

## 1 Select Bulk Student Hiring eRequest

Home > ASC Service Catalog > Hiring (Talent Acquisition)

Catalog filters

General

Hiring (Talent Acquisition)

System Navigation / Access

Service Items

Item	Description
<a href="#">Direct Hiring eRequest</a>	Request that a candidate be hired
<a href="#">Future Hire GTID Request</a>	Contact form for new hires for initiation of GTID provisioning
<a href="#">Bulk Student Hiring eRequest</a>	Submit a template spreadsheet to hire multiple students



# Checking the Status of Requests

Once submitted, view the request history by clicking the My Requests link. You can filter for open or closed cases by selecting the **view** drop-down.

2 Surveys available after each interaction to capture your feedback on the ASC

1 Status of your requests are shown here

Georgia Tech  
Administrative Services Center

ASC Home | Workspaces | Knowledge | Service Request | **My Requests** | CSR Agent 1

HOME > My Requests & Incidents

Are you looking for Human Resources requests that are not listed below? If so, please find your OneUSG Connect requests in the [USG Service Portal](#)

You have 1 pending survey(s). [Click here to complete your surveys and help us provide better service.](#)

My Requests & Incidents

View: Open requests

Request	State	Updated
SLA Test (Transaction before 3 days: Not Breached) HRC0001155	Draft	29d
Christmas UR0010015	Awaiting Response from User	29d

3

If you have a request with USG SSC, you can find the status here

UNIVERSITY SYSTEM OF GEORGIA

Shared Services Center

Single Sign-On Users

Login with SSO

Forgot Password?  
What is Single Sign-On?

or

Login as a local user

# Submitting a General HR Request

HRBPs, Unit Admins & HR can request on behalf of others using the **Requested For** field.

Select the nature of your request.

Select **Other HR Question**

Additional fields are added that will transfer over to OneUSG.

The screenshot shows the 'General HR Request' form. At the top, it says 'Request Help from the Administrative Service Center (ASC)'. There is a 'SUBMIT' button on the right. The form has several required fields marked with an asterisk: 'Requested By' (set to 'Service Manager 1'), '\* Requested For' (set to 'Service Manager 1'), and '\* Your issue is generally related to ...'. A dropdown menu is open for the last field, showing options: 'Select one', 'Onboarding', 'Hiring and Recruiting', 'Foreign National or International Assignment', and 'Other HR Question'. A red arrow points from the 'Requested For' field to the 'SUBMIT' button. Another red arrow points to the 'Requested For' field. A third red arrow points to the 'Other HR Question' option in the dropdown menu. On the right side, under 'Required information', there are three red boxes with text: 'Your issue is generally related to ...', 'Short Description - What is your issue or question generally about?', and 'Please describe in detail your issue or question'.

# ASC Data and Metrics

```
object to mirror:  
mirror_mod.mirror_object  
operation == "MIRROR_X":  
mirror_mod.use_x = True  
mirror_mod.use_y = False  
mirror_mod.use_z = False  
operation == "MIRROR_Y":  
mirror_mod.use_x = False  
mirror_mod.use_y = True  
mirror_mod.use_z = False  
operation == "MIRROR_Z":  
mirror_mod.use_x = False  
mirror_mod.use_y = False  
mirror_mod.use_z = True
```

```
selection at the end -add  
mirror_ob.select= 1  
mirror_ob.select=1  
context.scene.objects.active  
("Selected" + str(modifier  
mirror_ob.select = 1  
data.objects[one.name].sel
```

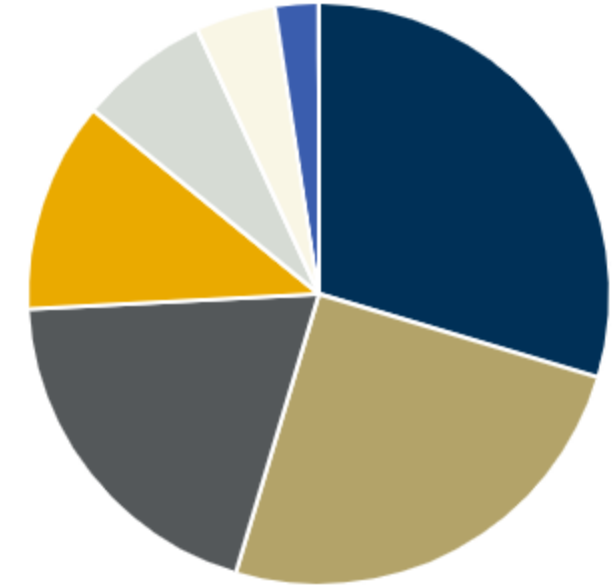
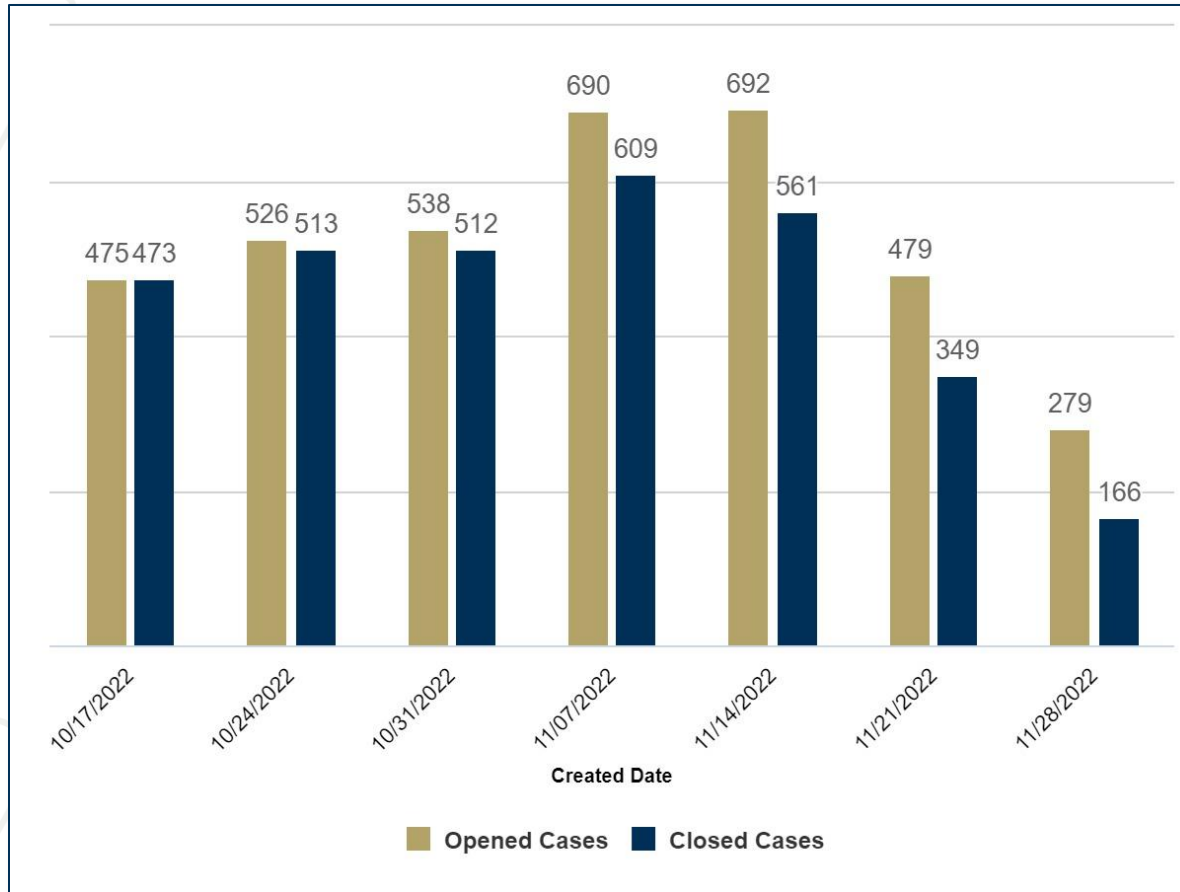
```
print("please select exactly
```

```
-- OPERATOR CLASSES -----
```

```
types.Operator):  
X mirror to the selected  
object.mirror_mirror_x"
```

# October ASC Launch/Stabilization Update

## All General Requests\*



- Ready = 147 (29.64%)
- Work in Progress = 124 (25%)
- Awaiting Response - ... = 97 (19.56%)
- Draft = 58 (11.69%)
- On Hold - Awaiting R... = 36 (7.26%)
- Awaiting Approval = 22 (4.44%)
- On Hold = 12 (2.42%)

TOTAL	OPEN	CLOSED
3,679	496	3,183

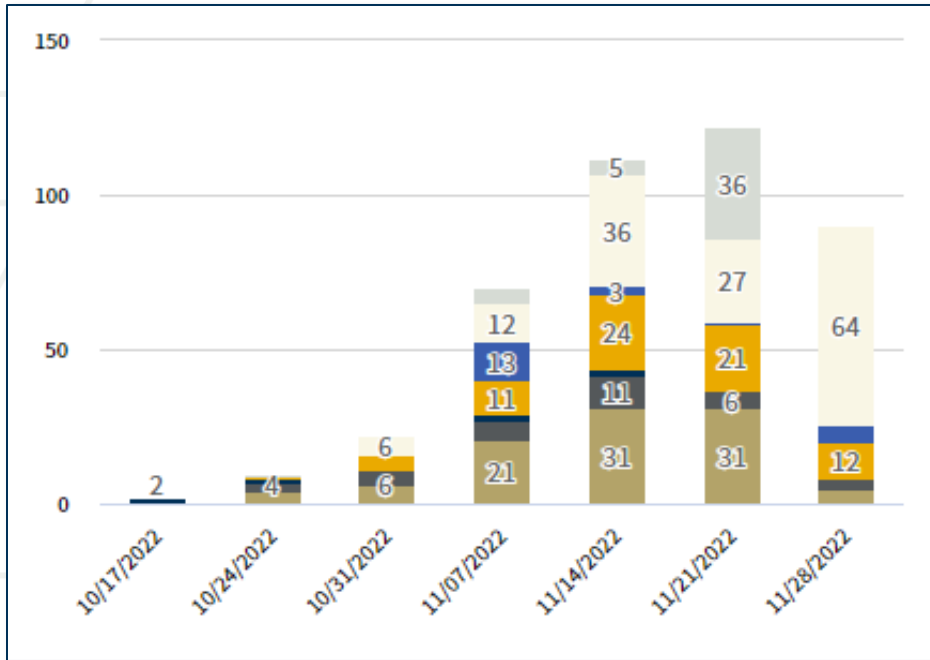
\*excludes Walk-Ups



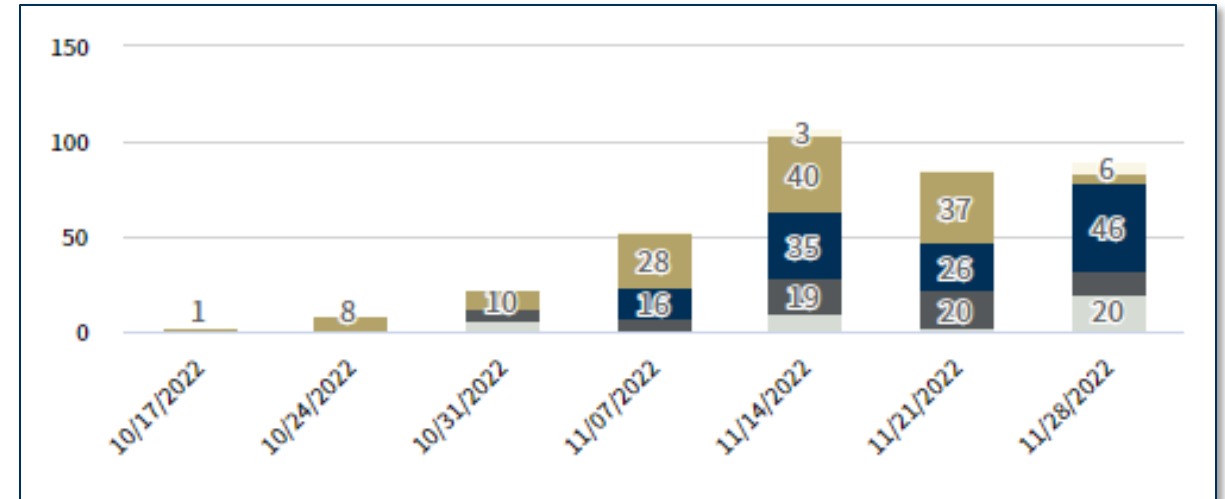
# October ASC Launch/Stabilization Update

## Direct Hire eRequests

Open Date vs. Current State



Open Date vs. Process Step



- Awaiting Response – Candidate - 98
- On Hold – Awaiting Response from User - 34
- On Hold - 7
- Work in Progress - 74
- Awaiting Approval - 23
- Ready - 145
- Draft - 47

- Confirm Eligibility - 39
- Direct Hire - 66
- Position Actioning - 124
- Preboarding - 129
- Unit Review - 12

**426**

Open eRequests



**QUESTIONS**

# Office of Graduate Education Updates

James Black, Director of Student and Academic Affairs



# Graduate Student Parental and Medical Leave Program

- Goal: Develop a parental and medical leave policy and administrative process for graduate students including those that hold Graduate Teaching and Research Assistantships.
- This is NOT an employment benefit, rather a support program for all full-time graduate students.
- Program includes the following support:
  - Financial: up to six weeks of interim, replacement stipend support, funded centrally
  - Work Flexibility: up to six weeks of modified duties, centrally mediated if necessary
  - Degree Completion Timeline Extension: additional year
  - Maintenance of Enrollment Status: no change to full-time status
- Working towards a fall 2023 implementation

# New Offer Letter Templates for GRA, GTA, GA Positions

- Collaborative effort between Office of Graduate Education and HR Student Employment team to develop comprehensive offer letters for graduate student jobs.
- Includes information on:
  - Term of employment (e.g. the semester(s) and/or start and end dates of employment)
  - Workload expressed in hours/week
  - Stipend expressed in \$/month
  - Job duties
  - Tuition waiver details including responsibility for paying applicable differential tuition and all fees
  - Full-time registration requirements
  - Mandatory student health insurance plan information including enrollment or waiver requirement, cost, and subsidy amount
- Will be posted (soon) on the HR Student Employment website

# Spring GradIO (Graduate Institute Orientation)

## Two formats for new students:

### 1. Synchronous, 1-hr orientation sessions

Session 1	Virtual	Wednesday, Dec. 21	2:00 – 3 p.m. EST (UTC-5)
Session 2	In Person	Tuesday, January 10	11:00 a.m. - 12:00 p.m. EST (UTC-5)

- Virtual session will be recorded and available on our website over winter break
- In person session will be held in the Atlantic Theatre located in the John Lewis Student Center
- Registration will open for both on December 1

<https://grad.gatech.edu/checklist>

# Spring GradIO (Graduate Institute Orientation)

## 2. Asynchronous orientation resources delivered via modules in Canvas

- Self-enroll link to be published in December
- Admitted students that register for orientation will be added to the site
- Anyone at Tech can self-enroll when the link is published
- Key conduit for information: links directly to Student Employee Onboarding Tutorial in Canvas

# Spring Programming

- [Taxes 101 for Graduate Students](#)
  - Domestic students
  - International students
  - Date TBD (early February)
- [Graduate Student Appreciation Week](#) #gtGRADitude
  - April 3-7, 2023
  - Plan something for your students!



Questions?

# Best Practices, Resources & Tools

Diana Robert

# Student Employment Best Practices

- Consider posting your department's student employee positions on [CareerBuzz Job Board](#) or [Campus Job Board](#).
- Provisioned Initiators or local HR Representatives can confirm a student's email address, GTID, and if a student is already hired via the [IAT Dashboard](#).
- If you are experiencing issues with a transaction you submitted, use your ASC dashboard to request a status update on the transaction.
- If you have concerns about a hiring transaction that you did not initiate, generate an inquiry by calling the ASC at (404) 385-1111 or via the [ASC portal](#). (Select "General HR Request -> Hiring and Recruiting")
- If a student is employed and has not received a paycheck, call the ASC or submit a ticket via the [ASC portal](#) (select "General HR Request -> Other HR Question") ON behalf of the student so the issue can be resolved in time for their next paycheck. Include the student's name, Employee ID, and GTID.

# Student Reminders

- **Refer student employees to the [GTHR Student Employment website](#) for onboarding, time reporting, payroll and other helpful resources, including the [Student Employee Onboarding Tutorial](#) in Canvas.**
- Remind student employees that they **must be enrolled for the duration of student employment**. Student employees must immediately notify their supervisor if their enrollment does not meet the minimum credit hour requirements for student employment as outlined in the [Eligibility for Student Employment](#) policy.
- Continue to remind student employees that they cannot be hired, and **should not work, for more than 20 hours per week** between all on-campus positions combined.
- **Students should not start working until they are hired in OneUSG Connect**, it is in violation of labor law AND because Georgia Tech cannot pay them until their employment record is active in the system

# Other Helpful Websites

Bursar & Treasury Services:

<https://www.bursar.gatech.edu/>

Office of Graduate Education:

<https://grad.gatech.edu/>

Office of International Education (OIE) - International Student & Scholar Services:

[https://iss.oie.gatech.edu/Administrators\\_Faculty](https://iss.oie.gatech.edu/Administrators_Faculty)

President's Undergraduate Research Awards (PURA):

<http://uop.gatech.edu/content/presidents-undergraduate-research-awards>

Federal Work Study:

- General information: <https://finaid.gatech.edu/undergraduate-types-aid/federal-work-study>
- Employer information: <https://finaid.gatech.edu/manage-aid/work-study-employer>
- Student information: <https://finaid.gatech.edu/manage-aid/work-study-student>

Administrative Services Center:

<https://gatech.service-now.com/asc>

# Job Aids

With the launch of the ASC, Knowledge Articles and Job Aids have been updated. For current resources, please visit the [ASC Portal](#) and enter the following in the research bar:

- Submit A Direct Hire eRequest
- Submitting A Termination Request Or Extend An Assignment
- Submitting An Intra-Institutional Transfer
- Changing The Pay Group For Student Employees-Reduced Credit Hours
- Add/Change Position Funding
- Monitoring The Status Of An MSS Transaction
- Applying For A GDCP Refund
- Using The Query Viewer

# Your Pre-submitted Questions Answered

Diana Robert

# Submitted Questions

## Question

Can a student work more than one job?

Is there a way to have student employees input their time beside the web clock version which requires them to punch in & out per shift?

## Answer

Yes. However, the total of all their campus jobs combined cannot exceed 20 hours per week (50% FTE) and, all the jobs must be in the same pay group (e.g. 03T or 03G).

We recommend that all hiring departments discuss available hours and potentially conflicting other jobs with perspective student employees.

*Note:* Non-GT employment is not counted toward the 20 hour/week limit. (for example, a student may work 20 hours/week at the *CRC* AND 20 hours/week at *Wingnuts*.) However, students should be encouraged to focus primarily on their studies.

Per the [USG Time and Leave Reporting policy](#), Student Assistants must record timestamp punches. This is to ensure the employee is not being asked to work during scheduled class times. The timestamp methods in OneUSG Connect are Kaba time clock (physical) or Web Clock.



# Submitted Questions

## Question

Is there a website to reference the recruitment/hiring/onboarding processes timeline/process flow for items required?  
*(To hire students)*

What information are Student Employees given about healthcare benefits (SHIP or GRA)?

## Answer

The Student Employment website (<https://ohr.gatech.edu/student-employment>) provides general hiring timelines for Spring semester and student information about onboarding. The length of time to fully process the direct hire (from form submission through to student 'active in Job Data') varies depending on many factors including hiring units' early and accurate submission of forms and students' timely completion of onboarding materials. More information about requirements can be found at: <https://gatech.service-now.com/asc>

ALL students are provided information about SHIP. This is not employment-related insurance. Information about SHIP is generally sent out in campus-wide news articles, emails, etc. Review SHIP website for more information: <https://health.gatech.edu/finance/insurance>.

Additionally, students hired into GRA positions are sent email notifications directly from the USG with information about the GRA healthcare plan. There is also information on the GTHR website about this plan (<https://careers.gatech.edu/gra-health-insurance-option>) including a comparison with SHIP.

*IMPORTANT: The SHIP is generally a much better deal for Georgia Tech GRAs. The SHIP premium is heavily subsidized by Georgia Tech and is less costly than the GRA healthcare plan with significantly better benefits. Also, the USG plan does not meet Please help us communicate this to students.*

# Submitted Questions

## Question

Please explain initiating hire transactions for monthly, hourly, and concurrent students

How will the student hiring process change/evolve with the new Administrative Services Center (ASC)?

How do we gain insight into the status of transactions that have been submitted?

## Answer

All student hires are initiated through the eRequest process with the specific type selected via drop down options on the form and with position information being pulled into the form when listed.

With the ASC, there is greater visibility into the process from start to finish. Prior to the eRequest, there was no way to track a request from entry point to completion and the workflow failed frequently. Additionally, the eRequest is dynamic so that information needed to verify a hire is ported into the process also reducing time to process.

You can login into to your ServiceNow dashboard and open the MyRequests tab. This is where you can also see the status of tickets where you have been added to the Watchlist.

# Submitted Questions

## Question

What is a realistic timeline to hire a student?

I am most interested in learning about GRA hiring through the ASC.

Since E-request have replaced DHFs, are approvers receiving emails to approve the requests?

After submitting an E-request, do approvers receive an email request informing them they have approvals awaiting?

## Answer

When all the information submitted is correct, the turnaround time for the ASC is generally less than a week. This will continue to improve as the team gains more experience with the work and improvements continue to be assessed and implemented.

For hiring departments that use GradWorks, the hire requests in GradWorks will flow over to ASC, there is no need to also submit an eRequest. Hiring departments that do not use GradWorks, need to submit a Direct Hiring eRequest to the ASC.

When a Level 1 or 2 Approver submits an eRequest, then the request is considered approved - no additional approval is required and any email received can be deleted. (The technical team continues to work on a solution to stop the sending of the email in this situation.) The idea is that Level 1 and Level 2 Approvers are authorized to submit these transactions without additional approval.

When an eRequest is submitted by someone who is not a Level 1 or Level 2 Approver, an email is sent to the approvers and approval is required.

# Submitted Questions

## Question

Please expand on the process of acquiring position numbers. Who is supposed to get them? Admin X or the departments? An email inquiry went unanswered and a phone call request routed me to a support person who was supposed to send the job aid about the new process regarding position numbers. After several follow up requests, I was sent the wrong job aid.

For HR Transactions and Add/ Change Position Requests, what information is required to approve them for Students?

Do departments still have to create positions and extend termination dates? This is not done through ASC?

## Answer

Hiring units are still able to create positions through Add/Change Position in MSS; however, it is not required. When departments submit an eRequest, they can either use a vacant position or ASC will create a new position.

These type of actions are still submitted and processed through the Manager Self Service (MSS) portal in OneUSG and this process has not changed.

The ASC can create a new position during the eRequest process to hire a specific student. Termination dates are extended via the prior method (Termination Request or Extend an Assignment in MSS) OR, (for graduate students) by extending the date in GradWorks which generates an eRequest that is a term extension.

# Submitted Questions

## Question

How do we view hiring requests that come over from GradWorks?

Are the units allowed to submit termination extensions for current GRAs?

Do we have to submit the bulk hire requests for GRA hires, or is the ASC already aware of these hire requests in GradWorks?

What information is retrieved from GradWorks that shows up on the HRC eTicket?

The initiator and the approvers may vary and the accountant and school HR approvers from GradWorks should have access to the eTicket not just the advisor(PI).

## Answer

The reporting manager will see the eRequest in their SNOW dashboard under My Requests. Work is currently underway to add an "opened by" option since this is not part of GradWorks and therefore not a field that could be pulled into the process for visibility.

Yes – and this can be done via GradWorks or through the former method (Termination Request or Extend an Assignment in MSS).

Submitting multiple hires via GradWorks or the bulk hire form is acceptable.

All the information needed to complete the hire is ported over – however – units must ensure that 'location' is included in the GradWorks request or the hire will not be processed since USG requires work location.

ASC agrees and is working on this enhancement.

# Submitted Questions

## Question

Once the GradWorks (GW) requests pass the final approval step, what is the timeline for a new hire to be complete as a one-off hire? What about for a rehire that we personally hired for Fall and needs to be rehired for Spring?

Can the person who initiated the GW request be added to the notification emails for the HR Case that is created? (e.g. A professor in AE received an email that a hiring request HR Case had been opened, and he was confused so he sent it to me seeking clarity; if I had been on the original email in lieu of the professor, or at least in addition to, that would be helpful.) I am thinking that it may be best to send the notification to the person who initiated the GW request - if that person is staff or the Advisor.

## Answer

When all the information submitted is correct, the turnaround time for the ASC is generally less than a week.

Yes, we agree that this would be very helpful. Work is currently underway to add an "opened by" option since this is not part of GradWorks and therefore not a field that could be pulled into the process for visibility and notification.

# Submitted Questions

## Question

Is the ASC in the process of adding an additional HR approval button in GradWorks that allows us to NOT send a hiring request to the ASC for those students who are already appropriately hired?

Please explain the emails we are getting from the ASC requesting our approval on hiring requests in the ASC portal. It was my understanding that departmental approvals had been removed from hiring transactions since the ASC became active. Are we supposed to be going into the ASC portal to approve things?

Is it possible to have the ASC emails sent to the individual who clicked the HR approval button in GradWorks, rather than the individual who submitted the GradWorks hiring request? In our department, the faculty initiate the GradWorks hiring requests, but they do not do any of the HR actions in OneUSG or the ASC after that point. They are surprised and confused by the email notifications. Similarly, I think the students themselves initiate the requests in some other departments, and they cannot take any HR actions either.

## Answer

Direct hiring eRequests are generated if the GradWorks request is 1) new entry or 2) term extension.

When a Level 1 or 2 Approver submits an eRequest, then the request is considered approved - no additional approval is required and any email received can be deleted. (The technical team continues to work on a solution to stop the sending of the email in this situation.) The idea is that Level 1 and Level 2 Approvers are authorized to submit these transactions without additional approval. However, when an eRequest is submitted by a provisioned initiator who is not a Level 1 or Level 2 Approver, an email is sent to the approvers and approval is required.

Work is currently underway to add an "opened by" option since this is not part of GradWorks and therefore not a field that could be pulled into the process for visibility and notification.

If you have additional questions about the GradWorks to ASC process and requirements, please contact ASC ServiceNow (<https://gatech.service-now.com/asc>).

# Final Questions?



# HR TOPICS FOR Student Employment

SAVE THE DATE!

March 29, 2023  
10:00 - 11:30 AM



**"Students are our top priority."**

Thank you for all you do for students.

