



HR Topics for Student Employment

Focus on Fall

Georgia Tech Human Resources
June 7, 2023



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!

HR Topics for Student Employment is a meeting series specifically for student employers

- Hosted by GTHR's [Student Employment](#) team 3 times per year in anticipation of upcoming semester
- Provide semester-specific reminders, best practices, tools and resources; plus answer YOUR questions
- Our goal is to ***Improve the student employee experience at Tech!***

Learning goals for today's Focus on Fall session:

- Understand actions that should be taken now
- Know the steps to follow to appropriately employ a student for fall semester
- Be aware of hiring best practices
- Know where to go for hiring resources, and how to contact [ASC](#)

Agenda

- **Welcome**
- **Improving the Student Employee Experience – Your Input Needed!**
- **Updates:**
 - *New Hire Learning & Compliance – Aric Edwards / Leslie Hall*
 - *ASC Hiring Changes – Laura Hessler*
 - *ASC Fall Onboarding – Charvette Webb/ Sterling Dunkley*
 - *Graduate Student Hiring – James Black*
 - *Federal Work Study – Loreal Banks*
- **Preparing for Fall Semester 2023 – Diana Robert, GTHR**

If Time Allows:

- **Best Practices, Resources and Tools**
- **Pre-Submitted Questions Answered**

Improving the Student Employee Experience

INPUT REQUESTED

Coming This Fall from HR/Student Employment...

- **Handbook for supervisors of students**
 - Strategies for supervisor success and increased student employee engagement
- **Additional GTHR outreach to student employees**
 - Email welcome to all new student hires
 - Mid-semester survey of student employees
 - Release of new resources for students on [website](#)

We have some ideas but would like your input!
Email: Student-Employment@gatech.edu with your suggestions

Pop-up Survey

Use the QR code below to answer the following survey questions:

1. What employment topics do students find confusing, or often ask about?
2. What new resources/tools do you think would be useful to our student employees?



OR, email answers, ideas, suggestions to:
student-employment@gatech.edu

Update: New Hire Learning & Compliance

Aric Edwards – Compliance Mgr., Office of Ethics
and Compliance

Leslie Hall – Sr. Dir., HRIS



New Hire Learning and Compliance

- **All newly hired employees are enrolled - including student employees**
- **Required compliance trainings**
 - Since January
 - 1,547 enrollments - 38% completion rate
 - PLEASE encourage your students to complete the trainings!
- **Sections include**
 - Policy Library
 - Cyber Security
 - Tools for Ethical Workplace
 - Preventing Harassment and Discrimination (Title IX)
 - External Activity Reporting
 - Conflict of Interest

New Hire Learning and Compliance

- **Email Notifications**

- **From:** help@training.gatech.edu
- **Subject:** Course Registration

Hello [REDACTED],

You have been enrolled in [REDACTED] Site!

This email is being sent to confirm your enrollment in New Hire Learning and Compliance 2023 [REDACTED] Site course. At the very bottom of this email, you will find a calendar ICS file that you can add to the calendar of your choice. A calendar ICS file is only added for courses with a specific start and end date.

Update: Administrative Services Center (ASC)

Laura Hessler
Sr. Dir-HR Support Services, ASC



ASC Key Improvements

Improving Academic Year Student Hiring



Eliminated the **requirement** for “semester only” hiring for student employees

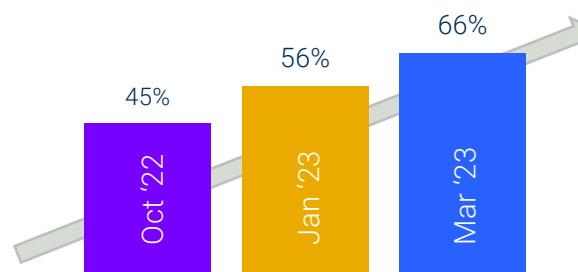
↓ **30%**

Reduction in volume of eRequests; saving **400** work hrs. per year

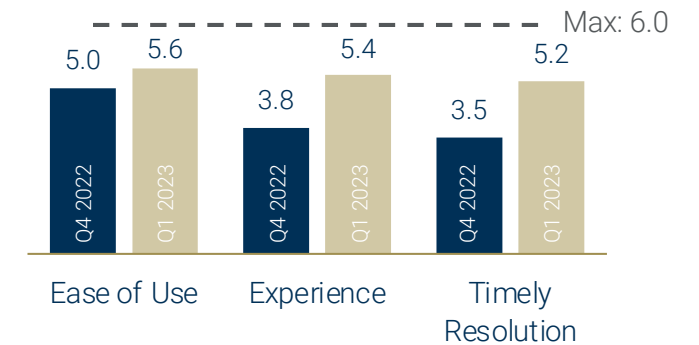


Continuity of employment, **reduced** off cycle checks, **reduced** bottlenecks

Improved First Contact Resolution (Oct '22 – Mar '23)

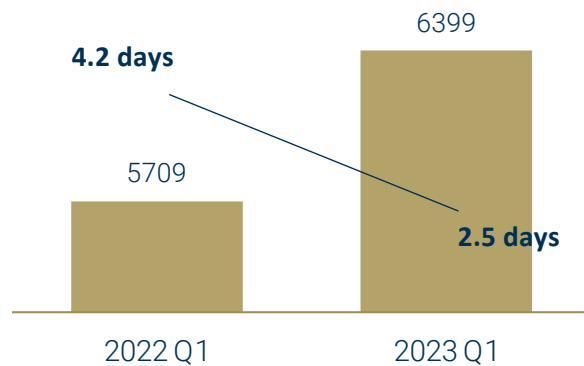


Increased Customer Satisfaction ('22 – '23)

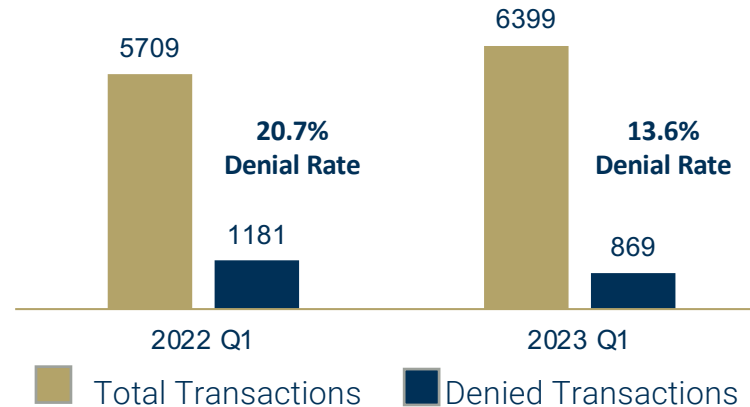


Improved Processing Times for Direct Hire and Manager Self Service (MSS) Transactions

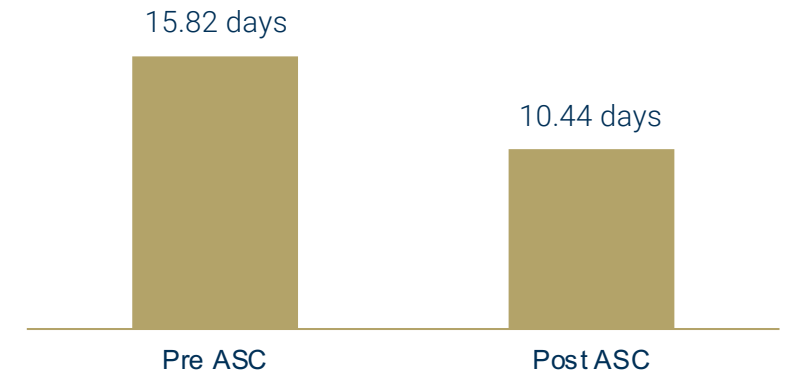
41% Reduction in MSS Processing Time



34% Reduction in MSS Denials



34% Reduction in Direct Hire Processing Time



Student Hiring Procedure Changes

Academic Year Hiring

- More than 95% of students maintain their employment in the same role after the winter break.
 - Rehiring of these students is what creates the massive backlog for spring hiring.
- Beginning with Fall hiring, students will be hired for the academic year, not by semester
- Prior to the end of the fall semester, the OpEx team in the Administrative Services Center will generate employee rosters for each department to confirm active student employees.

I-9 Compliance

- **Beginning July 1**, any employee – including students – who fail to complete their federal in-person employment documentation by the end of the third day of work will be terminated.
- The employee, their supervisor, and unit HR Partner will be advised of the pending decision on day two of non-compliance in writing.

Student Hiring Procedure Changes (cont'd.)

Federal Work Study Hiring Improvements

- When submitting an eRequest to hire a federal work study student, the following is required:
 1. Check Job Data to ensure the student isn't active in another job at Georgia Tech and rectify prior to submitting a hiring request
 2. Attach the *approved* Position Request Form (PRF) you receive from the Federal Work Study team in Office of Scholarships & Financial Aid (OSFA) outlining the details of the position
 3. Attach the Student's most recent Financial Award statement confirming they are approved for a FWS role

GradWorks Integration

GradWorks update:

- Verbiage including in the *Comments* section in Gradworks will now carry over to the eRequest comment section

Preferred Best Practices:

- The sooner the better!
- Refresh your team on when to use the eRequest vs. MSS transactions

Questions?

ASC – Fall 2023

Student Onboarding

Charvette Webb

Director-Onboarding & WFA, ASC

Sterling Dunkley

Onboarding & Hiring Manager, ASC



Student Onboarding Event



- **Open to all new hire students who have completed their online documents before the event**
- **August 16-18, 3rd floor of Clough/CULC**
- **Student appointments 9am-3:30pm; sign-up starts in July**

**Reminder: Students must be in the US to complete onboarding – there is no digital substitution. If the student will be in the US, but not in Atlanta, please review the remote I-9 option for completion.*

New Hire Onboarding

Onboarding is a two-step process:

1. New Hire Online Documents (*aka Pre-Boarding*)

- Links emailed to new employee from "DoNotReply@Equifax..."
- For detailed student instructions see [Canvas Student Employee Onboarding Tutorial](#)
- *ONLY for new hires, or students who haven't been paid in 2 years, or students who were previously Affiliates (and therefore never completed an I-9)*

2. In-person I-9 (Notary Visit)

- Completion of I-9 identity verification
 - ***Must be completed no later than 3 days after new employee's start date!***
- Plus, witnessed signing of GA Security Questionnaire
- Can only be done after online onboarding documents are finished and can only be completed in the United States

In-Person Notary Visit Required

Must complete in-person requirement in one of three ways:

1. **ASC Onboarding Appointment**

- At **500 Tech Parkway** as soon as possible – no need to wait
- Appointment Booking [website](#)
- Walk-ins are welcome but be prepared to wait

2. **Student Onboarding Event in Clough** (August 16-18)

3. **Remote** (if employee is in US but not working in Atlanta metro area)

- Using an off-campus notary and secure mailing
- Review the Knowledge Article: [Remote Onboarding a New Hire](#)

Campus Volunteers Needed!

Work one (or more) 4-hour shift(s) and receive lunch and an event T-shirt

August 16-18; 8:30am-12:30pm or 12pm-4pm

Volunteer Types:

- **Specialized:** ASC employees with eRequest - DHF and/or Equifax access
- **General:** Greeter, check-in desk, line monitor, support, etc.
- **+ Notaries:** For established Notary Publics (any Georgia County)

Signup for one or more shifts [HERE](#)



Questions?

Update: Office of Graduate Education

Dr. James Black

Director of Student and Academic Affairs
Office of Graduate Education



Fall Dates/Programming

- **Housing Move-In:** As early as Aug. 13
 - For new graduate students (no additional charge)
- **Week of Welcome:** Aug. 15-20
 - <https://welcomehome.gatech.edu/>
- **GradExpo:** Aug. 17, 10am-4pm, Exhibition Hall Ballroom
 - New student resource fair (student orgs, services)
- **Graduate Student Welcome & Fall Picnic**
 - Friday, Aug. 25, Location and exact time TBA

Fall GradIO (Graduate Institute Orientation)

Two options:

1. Synchronous, 1-hr orientation sessions
 - A. In person: August 17 at 10 am, 2 pm, and 4 pm in the Instructional Center, Room 103
 - B. Virtual the following days:
 - August 8 at 9 am
 - August 10 at 2pm
 - August 11 at 10 am
 - August 15 at 11 am
 - C. Registration will open on June 29
 - D. More sessions will be added, if necessary, based on demand
2. Asynchronous orientation resources delivered via modules in Canvas
 - Self-enroll link to be published in mid-late July
 - 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

<https://grad.gatech.edu/orientation-gradexpo>

Graduate Student Employee Hiring Reminders

Office of Graduate Education: Corey McAllister, Academic Program Coordinator
<https://grad.gatech.edu/>; email: cmcallister9@gatech.edu

- Out of State Waiver Requests (NRTW's) are due by **August 1st** to Coryn Shiflet.
- GRA/GTA Tuition Waiver's entered in Banner by **August 28th**, which is the fee payment deadline.
- For Student Hiring, the last day for **late hiring (late waiver entry)** a GTA or GRA is **September 25th**! This aligns with the last day to get students into Health Insurance. Email Corey McAllister for approval.
- GTA/GRA students must register for **12 hours** of credit (**9** hours must be graded or pass/fail)
 - Thesis/Dissertation hours count towards Pass/Fail.
- Stipend minimums for PhD and Master's will be **increasing** during 2023-2024:
 - **Master's – \$1,155/month**
 - **PhD – \$2,235/month**
- Any GRA/GTA hired outside of the Colleges must have prior approval from the Vice Provost for Graduate and Postdoctoral Education (GTPE GTAs are pre-approved and do not require the request form) [GRA form](#) and [GTA form](#). Deadline is **August 7th**.

Questions?

Primary Contact: **Corey McAllister**
Academic Program Coordinator for Grad Hiring
cmcallister9@gatech.edu
<https://grad.gatech.edu/>

Secondary Contact: **Dr. James Black**
Director of Student and Academic Affairs
jblack@gatech.edu



Update: Office of Scholarships & Financial Aid (OSFA)– Federal Work Study Program

Loreal Banks

Student Financial Aid Program Manager (FWS)



Position Request Form (PRF)

- A form that needs to be completed when a department is interested in hiring a FWS student.
- Typically, we start sending out forms by the end of June. We send an email notification to departments that hired students previously; however, you can email, Loreal Banks, at fws@finaid.gatech.edu, if you did not receive a notification and are interested in hiring a FWS student.
- The form includes a request for information about the department, the contact person, the position type, the number of FWS students being requested, and the duties/responsibilities of the student.
- The form will need to be signed by the person who completes it.
- The form must be approved by our office before interviews can be conducted.
- A new PRF does not need to be submitted for spring '24 unless the department is requesting a new position.

Federal Work Study (FWS) Reminders

- ONLY students with FWS awards can be hired into FWS positions and the jobs must have been approved and posted on the FWS site.
- The tentative employment dates for the '23-'24 school year:
 - Fall: August 21 - December 14, 2023
 - Spring: January 8, 2024 - May 2, 2024
 - **Academic year: August 21-May 2, 2024** (can be employed but cannot work from Dec 15 -Jan 7)
- The tentative end/termination date for the 23-24 year:
 - End/Termination Date: **May 3, 2024**
- The FWS billing code/work tag changes each fiscal year; the FY24 code will be released later this summer. After the PRF inquiry is sent, we will send another email with information on FWS work tags for the '23/'24 year. Once we send that email, you can begin the hiring process for Fall 2023.
- The usual award is \$1,250/semester; track award and when total is reached transfer to Student Assistant
- Loreal Banks should be an approver on all MSS transactions regarding FWS students.
- FWS questions or inquiries can be sent to fws@finaid.gatech.edu.

Preparing for Fall Semester 2023

Diana Robert

Student Employment Manager, GTHR



Review the Updated Policy

Eligibility for Student Employment Policy

- Many of your questions are answered in the policy - *revised & posted March 2023*
- The 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.
- The updated policy is available in the GT Policy Library at: <https://policylibrary.gatech.edu/employment/eligibility-student-employment>
- Please bookmark the policy and check it when you have questions about student job eligibility.

Student Positions *(only for GT/USG Students)*

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

* For active-duty military GRAs use Affiliate job code **995X07**

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.



Undergraduate Student Hiring Options

Student Assistant (SA)

- Used for wide range of student jobs including Tutor, UTA, Intern, U Research, and Office Assistant)
- Can start/end at any point during the year

Resident Assistant (RA)

- Used only by Housing

SA - PURA - *Only for students with PURA awards*

- Competitive award for one semester; Fall recipients will be announce in mid-July
- PURA employment dates for fall: **Start Date: 8/21/2023, End Date:12/16/2023**

Federal Work Student (FWS) – *Only for students with FWS awards in pre-approved positions*

- Fall FWS employment: Start Date: **8/21/2023**, End/Termination Date: **5/3/2024**
- FWS questions or inquiries can be sent to fws@finaid.gatech.edu

Student Assistant (SA) - in Pay Group 03C (Hired up to 100% FTE, 40 hours/week)

- Use only if temporarily not enrolled (or enrolled <3 credit hours)

Graduate Student Hiring Options

GRA or GTA appointment (Must be hired for 33%- 50% FTE) - paid monthly

- Must be enrolled 12+ credit hours
- Eligible for tuition waiver; academic unit enters tuition waiver in Banner
- Stipend minimums for '23-'24:
 - Master's – **\$1,155**/month
 - PhD – **\$2,235**/month
- *If active-duty Military GRA, use unpaid Affiliate job code 995X07*

Graduate Assistant/GA (Usually hired for 25% FTE or less)

- Must be enrolled 3+ credit hours
- Use **GA-Monthly** (905X02) only if concurrent job with GRA or GTA appointment – paid monthly
- Use **GA-Hourly** (909X01) if not also a GRA or GTA – paid bi-weekly & must report hours

Student Assistant (SA) - in Pay Group 03C (Hired up to 100% FTE)

- Use only if temporarily not enrolled (or enrolled <3 credit hours)
- Paid bi-weekly & must report hours as worked
- *Replaces need to hire as a Tech Temp during non-enrolled semesters*

Biweekly Student Employment Timeline Fall 2023

	June				July					August				Sept.	
Student Employment Process	5	12	19	26	3	10	17	24	31	7	14	21	28	4	11
Modify Fall Student Positions (if needed)		█			6/30										
Extend Termination Dates for Active Employees Staying in Current Position		█					7/14								
Update Pay Group 03C to 03T (only for students in pay group 03C for summer, returning for at least half-time course load in fall)					█				7/28						
Submit Transfer Requests for Active Employees Changing Positions or Departments					█				7/28						
Submit Direct Hiring eRequest for New Hires and Rehires					█				8/4						
Federal Work Study Deadline to Submit Direct Hire eRequest (Start date August 21, 2023 - End date May 3, 2024)*								█	7/24	*New fiscal year billing code should be used for fall FWS positions.					
Last day a Summer graduating student can work in a student position										█	8/5				
New Hires Complete Equifax/USG Employment Center Documents (includes I-9 Section 1)					█					8/18					
New Hires Complete I-9 Section 2, In-Person (prior to or within 3 days of job start)										█			8/24		
Student Employee Onboarding Event: August 16-18, 9 a.m.-4 p.m.											█	8/16-18			
Classes Begin												◆	8/21		
Biweekly Pay Processed													█	9/1	
Biweekly Students Paid														█	9/8

Monthly Student Employment Timeline Fall 2023

	June				July					August			
Student Employment Process	5	12	19	26	3	10	17	24	31	7	14	21	28
Modify Fall Student Positions (if needed)		6/30											
Extend Termination Dates for Active Employees Staying in Current Position		7/14											
Submit Transfer Requests for Active Employees Changing Positions or Departments*				7/27									
Initiate Short Work Break to Return Student Employees Placed on SWB with No Return-to-Work Date (03G Pay Group only)				8/11									
Initiate Student Hiring Record in GradWorks (GW-onboarded units)		7/20											
Submit Direct Hiring eRequest for New Hires and Rehires (non-GradWorks hires)				7/21									
Enter GRA/GTA Waiver Exemption in Banner					8/25								
New Hires Complete Equifax/USG Employment Center Documents (includes I-9 Section 1)					8/18								
New Hires Complete I-9 Section 2, In-Person (prior to or within 3 days of job start)										8/24			
Student Employee Onboarding Event: August 16-18, 9 a.m.-4 p.m.										8/16-18			
Classes Begin											8/21		
Final Week of Phase II Registration: Ensure Students are Properly Enrolled										8/25			
GRA/GTA Payroll Deductions Deadline (Bursar Office Final Payment Deadline)											8/28		
Monthly Pay Processed											8/24		
Monthly Students Paid											8/31		

**Students who worked as Student Assistants in Pay Group 03C over summer will need to be transferred into their fall graduate positions.*

Department Considerations:

New GT
Student
Starting Fall

International
Students

Returning
Students

Returning from
Short Work
Break (SWB)

Graduating in
Summer?

*Communicate
to Students!*

New GT Student Employee Starting in Fall

- New employees require extra steps/longer process
 - For new employees starting in August, submit new hire transactions as early as possible so that students can complete onboarding asap or at onboarding event on August 16-18 in Clough
- We need your help to ensure students understand what is expected and where to access resources.
 - Inform students of pay frequency (bi-weekly or monthly) - and how to report their time (if bi-weekly)
 - Direct students to [Student Employee Resources](#) on the Student Employment website

NOTE: New students cannot start working as student employees before their first enrolled semester.

International Student Considerations

- Detailed information about hiring International Students & Scholars can be found on the OIE [website](#)
- **International students MUST apply for a Social Security Number (SSN)** as soon as they are hired.
 - The SSN request process is initiated by the student in iStart.
 - *For SSN details visit: <https://iss.oie.gatech.edu/content/social-security-numbers>*
 - SSA representatives will be on campus Aug 16-18 in Clough
- Reminder: **work dates should reflect employment eligibility dates on status documents** (*e.g., an international student shouldn't have a job start date of August 1 if their I-20 shows a start date of August 21*)

Returning Students

- Students who have an Employee ID# and previously worked for OneUSG (within the past 2 years), do not need onboarding
- Check if student is already 'active' in OneUSG and can/should be transferred to new position
 - *Reminder:* some Student Assistant positions were kept 'active' since the student was returning to campus. Whenever possible, **transfer instead of termination and rehire.**
- If student worked over the summer in **03C pay group**, please make sure they are transferred to a regular student pay group when classes begin.
 - *Reminder:* while in 03C pay group, students will have GDCP deducted from their pay. **After they leave 03C pay group they can request a refund of GDCP contributions.**

Graduate Students Returning from SWB?

If your **GRA/GTA** was placed on Short Work Break (SWB) because they are not working for GT this summer, but will be returning to work in August...

Then, make sure that as early as possible BEFORE August payroll is processed on 8/24/23, that you **submit a return-to-work date** (if the date wasn't included in the comments of the original SWB request.)

Short Work Break (SWB) Reminders:

- SWB is only an option for students in 03G pay group (monthly)
- It moves employee to a non-pay status until return-to-work date
- Put return-to-work date in initial request comments, or leave date open-ended (until you submit an additional SWB with return date)
- Make sure to specify return date before return month's pay is processed

Student Employees Graduating at End of Summer?

- **Determine graduation plans & set termination dates.**
- If your student is graduating in August, these are the last dates they can work in a student position:
 - Paid Hourly: August 5 (termination effective date = August 6, 2023)
 - Paid Monthly: August 31 (termination effective date = September 1, 2023)
 - International students can only work until the semester end date on their status document (I-20 or DS -2019)
 - e.g., I-20 has end date of 8/5/23 – then termination effective date= 8/6/23
 - Verify status document date with student or OIE
- **If you want/need your student to work after graduating, you must hire them into a Tech Temp or staff position.**
 - Allow time for required job posting and background check

Communicate with Students about Job

Work Expectations

- Job description, duties, supervisor, etc.
- Pay rate and frequency
- How and when to report time
- Hired hours
- What to do when they can't work (*illness, class conflicts, etc.*)

Where to go with questions and problems

- Within work unit
- ASC:
 1. Logon to the website and submit a help request: <https://gatech.service-now.com/asc>
 2. Submit an inquiry via email: support@asc.gatech.edu
 3. Call Customer Service support: 404 385-1111
- GTHR Student Employment [website](#)

Communicate about Campus Employment

- **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.
- Inform students that they **cannot be hired for more than 20 hours per week** between all their on-campus positions combined (unless they are *temporarily* not enrolled for a semester.)
- **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.
- If hiring transactions were submitted late, or were not approved before payroll processing deadlines, **let students know that their pay will be delayed**, and refer them to financial resources when needed.
- Remind student employees that they should immediately notify their supervisor when they graduate or **if their enrollment does not meet the minimum credit hour requirements** for student employment as outlined in the [Eligibility for Student Employment](#) policy.

Questions?

Best Practices, Resources & Tools

Diana Robert
Student Employment Manager, GTHR



Recruiting and Hiring Best Practices

- Consider posting your department's student employee positions on [CareerBuzz Job Board](#) or [Campus Job Board](#).
- Review the [Resources for Student Employers webpage](#) for timelines, templates, process maps, and other resources.
- Confirm a student's email address, GTID, and if a student is already hired via the [IAT Dashboard](#). Provisioned Initiators or unit HR Representatives should review/use before submitting eRequest.
- Only new hires require "onboarding"; refer new student employees to [Student Onboarding](#) for Canvas tutorial and process questions
- Enrolled (50%+ credit hours) **student employees cannot be hired for more than 20 hours per week** between all on-campus positions combined; refer to the [Eligibility for Student Employment Policy](#)

Student Employment Basic Reminders

- **Students should not start working until their job is active/hired in OneUSG Connect.**
 - It is in violation of labor law AND Georgia Tech cannot pay them until their employment record is active in the system (*Note:* completed in GradWorks is not "hired" in OneUSG.)
- Employees who do not complete onboarding within 3 days of their start date will be terminated.
- Practice proactive troubleshooting:
 - If you are experiencing delays/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"*)

With ASC, Student Hire/Rehire Processes Changed

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 <u>Group</u> 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 transaction <u>or</u> direct hiring eRequest ¹

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

¹Units do not need to submit a Direct Hiring eRequest after submitting a GradWorks request

With ASC, most MSS Transactions did NOT change

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 ¹
Transfer Active Employee	Submit Intra-Institutional Transfer (MSS)	Submit Intra-Institutional Transfer (MSS) ²
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

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

²Exception: Transfer is only allowed for FWS positions when FWS funding is exhausted during award semester, and student is continuing to work as a Student Assistant.

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 Hiring eRequest
- How to Submit a Bulk Student Hiring eRequest (*recently updated*)
- 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

Helpful Campus 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

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>

Short Work Break (SWB)

Navigator > Manager Self Service > Forms > Manager Self Service Request


- *Effective Date:* First day of action (*either the first day of break OR their first day back from SWB*)
- *Request Type:* Miscellaneous
- *Request:* "Short Work Break"

Submit Manager Self Service Request

1 MSS Request Detail — 2 Review & Submit

Next >

Manager Self Service Request Information

*Effective Date 

Request Type

Request

Short Work Break (SWB) *(continued)*

- Include return to work date in comments section (e.g., "GRA/GTA will be returning to work on 8/21/23")

Submit Manager Self Service Request

Name
Job Title
Employee ID

1 MSS Request Detail 2 Review & Submit

< Previous Submit

Manager Self Service Request Information

Effective Date 5/15/2023
Reason Short Work Break

Comments

Graduate student will be returning from short work break effective 8/21/2023

Attachments

No documents have been attached.

Add Attachment

● Changes Made
* Required Field

Pre-Submitted Questions Answered

Diana Robert
Student Employment Manager, GTHR



Submitted Questions

Question

Will the PURA team and the FWS team also have presentations prior to the Fall Semester?? There must be updates to the process? Who if anyone, would we have to adhoc in our erequest or it that even necessary. My PURA hires were delayed because someone in ACS was wanting confirmation that the undergraduate actually was granted the reward.

Have a class on using IAT!!

Answer

Information about the Presidents Undergraduate Research Award salary awards can be found on PURA [website](#). Basically, departments hire PURA recipients into the job code (900T01) by completing an eRequest; the ASC will then verify that the student is eligible for the PURA job by checking that semester's list of PURA award recipients. ***There is no need for the hiring department to "ad hoc" anyone for PURA hires.***

For **eRequests to hire/rehire** FWS students, the ASC will work closely with The Office of Scholarships and Financial Aid to verify student and position eligibility – an ad hoc approver is not required. However, for all FWS **MSS** transactions, Loreal Banks should be included as an ad hoc approver.

OIT oversees the Identity Management tool. Currently no classes are offered on IAT, if you have questions about how to access or use the identity management tool (iat.gatech.edu), please submit a ServiceNow inquiry.

Submitted Questions

Question

Is there a template for sending students and supervisors notification that the hire is complete?

Is there a template for gathering student hire data other than the bulk student hire form?

Are there more guidelines on what the criteria is to fill in the fields of the bulk student hiring form?

Answer

We don't currently have a 'template' to use in this situation. However, sending an automatic email notification to hires when their record becomes active in OneUSG is a future process improvement goal.

Many campus units have developed their own form/format for gathering student hire data. Student Employment will review these to create a comprehensive template, and then post it on the HR website.

Please review the Knowledge Article for 'How to Submit a Bulk Student Hiring eRequest' https://gatech.servicenow.com/asc?id=kb_article_view&sysparm_article=KB0041702.

Submitted Questions

Question

Can we get a roster of people to reach out to if we want to transfer someone?

There are delays when you encourage the hiring dept to leave the end date open, but no one tells us that the undergrad has too many hours and can't be hired at the % we are told to hire them.

What are your plans to triage pending orders? It seems like 5 days plus is too many days to wait for ASC to process on their end.

Answer

Please contact the ASC directly for assistance with transfers.

There is a LITE report called 'Student Employment Report' where you can look up students and learn their current job title, employing department and hours/FTE.

The ASC has been working to reduce processing times. If you are concerned about the delay on a specific transaction, reach out to the ASC directly for an update.

Submitted Questions

Question

What does the timeline for Fall hiring look like?

Will the ASC process move quicker?

Will hiring managers ever receive any kind of transparency regarding ASC?

Answer

The Fall 2023 semester student employment timelines are available on the Student Employment website: <https://ohr.gatech.edu/resources-hiring-departments>

The ASC is continuously working to improve processing times.

Updates to hiring managers are under review.

Submitted Questions

Question

Will GradWorks serve as a direct hire - e-Request?

How soon can we start processing Fall hires?

Answer

Yes, when you complete a Gradworks transaction and include clear comments indicating your intent, the information will flow over to ASC and create a hire request; there is no need to also complete a direct hiring eRequest.

You can start now to hire for fall! It is never too early to modify positions or submit future-hire eRequests.

Submitted Questions

Question

We were notified that Gradworks is triggering unnecessary actions in ASC. Has this glitch been fixed for fall hiring?

We have numerous new GRA/GTA hire requests for incoming fall 2023 graduate students. Our department uses Gradworks for all grad student hires. If we submit a GTA hire request for an incoming new student for fall 2023, do we still need to submit the DHF or bulk hire request via ASC? Will the Gradworks request trigger the correct actions within ASC?

Answer

All GradWorks actions will still initiate an ASC request. However, now the GradWorks comments section on each action will also flow over and be seen by ASC so they can more easily determine what (if any) action they need to take. Therefore, please make sure to include your intent in the GradWorks comments (e.g., changing supervisor only, rehiring as a GRA, transferring from GRA to GTA, etc.)

The GradWorks request to hire will trigger an ASC hiring request. As noted above, please include comments in GradWorks that clearly indicate your transaction intent and desired outcome. Also, including your name in the comments, will better enable the ASC to contact you directly if they have questions.

Submitted Questions

Question

When Gradworks request is submitted why are HR emails being directed to Initiators and not Accountants? The Initiators are mainly students or PIs.

Why are ASC tickets being automatically generated from Gradworks requests for rehires if the departments are the ones extending the positions or hire dates?

Why are ASC tickets not generated only for New Hires in Gradworks?

Where can we access ASC request submitted by Gradworks for status?

Answer

GradWorks requests are flowing over with only the Initiators name, if someone else should be contacted instead, please include the preferred contact name in the comments section of the GradWorks transaction.

ALL GradWorks requests are currently generating ASC tickets. Please clearly indicate the transaction intent in the GW comments section so that the ASC can 'close' tickets for GW transactions that are not for hires/rehires.

The integration was designed so that all GradWorks transactions flow over and generate ASC tickets. In a first step toward improving this, the GradWorks comments section will now also flow over. Please clearly indicate your transaction intent in the comments; for example, "This is only a salary adjustment - not a hire or rehire."
Contact the ASC at (404) 385-1111 if you have questions about a hiring transaction.

Submitted Questions

Question

Is there any update on either adding the "Do not send to HR" button back to Gradworks or discontinuing the Gradworks/ASC eRequest integration? This is still a real pain point for our department.

What is the typical time frame needed to get a student in the system once the department decides to offer them and then get the information to our dept HR?

Short work break for GRA/GTA - process and rules.

Answer

The GradWorks transaction comments section will now flow over to the ASC – please use the comments to indicate your transaction intent. For example: "No need for a Hire/Rehire", or "Transferring to GTA position for next semester", etc.

Once the eRequest has been created, it takes approximately 10 days for a rehire to become active in the system; new hires can take longer depending on onboarding completion times.

Short Work Break (SWB) is used to move students in pay group 03G (GRA/GTA) into a non-pay status until their return-to-work date. The return date can be specified in the comments when the SWB is started OR, it can be submitted alone later (but must be submitted before payroll is processed for the return month). SWB is accessed via:

Navigator > Manager Self Service > Forms > Manager Self Service Request

- *Effective Date*= First day of action (*either the first day of break OR their first day back from SWB*)
- *Request Type*= Miscellaneous
- *Request*= "Short Work Break"

Submitted Questions

Question

What is the best time to start recruiting student employees for fall semester?

What resources are available to assist managers to help students with stress or mental health issues?

Can students get pay advances, or are their financial resources to assist student employees?

Answer

Many experienced/returning students start looking over the summer for Fall positions. Consider posting your open jobs ASAP in Career Buzz <https://careerdiscovery.gatech.edu/careerbuzz-job-board> or Student Center <https://studentcenter.gatech.edu/campus-jobs>

The GT Health Initiatives unit focuses on holistic prevention (before a crisis occurs); please review their website for student health and wellbeing resources: <https://healthinitiatives.gatech.edu/well-being/mental>

Also, please know that you can refer a student of concern to the dean of students at any time: <https://referral.studentlife.gatech.edu/>

No, students cannot get pay advances. However, there are financial resources available on campus for students (whether employed or not). These resources can be found here: <https://star.studentlife.gatech.edu/>

Final Questions?

HR TOPICS FOR Student Employment

SAVE THE DATE!

Strategies for Spring:

October 25, 2023

10:00 - 11:30 AM



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"Students are our top priority."

Thank you for all you do for students.

