Services & Support

Services & Support: https://support.ucsd.edu/services

If your request is for a particular student/list of students, please include the student's name, PID, and EID (if applicable). Including the PID and/or EID help us to best identify the student's account.

After submitting your ticket to Services & Support, you will received an auto-generated email that confirms it was submitted successfully with the case number. The Financial Support Unit will do their best to respond within 5 business days. During busier periods, it could take longer.

Employment - I have a question about...

Graduate Student Fee Remission

Please utilize the Student Support Portal for submitting questions/issues regarding a graduate student's ASE or GSRTF Fee Remission.

Examples:

- I submitted GSRTF for my student a month ago and it has not yet been applied to their billing account. I am requesting a status update regarding my student's GSRTF.
- My student has ASE Fee Remission. They previously had a health insurance waiver for this quarter but recently cancelled it. We need the TA Health Insurance portion of fee remission re-applied to the student's account.

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Billing, Payments, Refunds
   c. Related to... Student Payment Support
   d. More Specifically... Graduate Student Fee Remissions (ASE/GSR)
   e. Subject... Recommended: Student Name (PID)
   f. Description - Helpful to give the student’s name and PID, quarter, the type of employment, what was expected, what happened, take a screenshot
   g. Add attachments - Attach screenshot, if applicable
Policy & Procedures, Student Eligibility, Miscellaneous, Etc.

Please utilize the [Payroll, Academic Personnel & HR Portal](#) for submitting questions/issues relating to graduate student policies & procedures, student employment eligibility, benefits, miscellaneous questions, etc.

Examples:

- I am in the ECE department and am employing a CSE student as a Graduate Student Researcher at 49.99% for Spring 2021. What GSRTF title code and pay rate do I use?
- A student submitted a child care reimbursement form for their Winter 2021 employment as a GSR in their employing department, which is not the same as their home department. Who is responsible for processing the form? It is for John Smith (PID: A1234567 EID: 10348512) who a Math PHD student but is employed as a GSR in Physics for the applicable quarter.
- I am in the process of submitting an Associate-In application for a PHD student. The student has not yet advanced to candidacy, but is planned to advance prior to the start of instruction. What details should I include in the application?
- My student was hired as a 50% TA 2 weeks into the quarter; I know we need to calculate a TA Daily Rate of Pay but I'm not sure about the specifics. Are they eligible for TA Fee Remission? How do we calculate the TA Daily Rate of Pay? How do I enter into UCPath?

Submit ticket to the Payroll, Academic Personnel & HR Portal:

1. Select "Payroll, Academic Personnel & HR" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Graduate Student Academic Personal Policy service offering, please complete as follows:
   - I want to... Make a Request or Report an Issue
   - Subject... Recommended: Student Name (PID) - Brief Topic
   - Description... Helpful to give the student's name and PID, quarter, the type of employment, what was expected, what happened, take a screenshot
   - About... UCPath-Student Support
   - Related to... UCPath-Graduate Student Academic Personnel Policy
   - Add attachments - Attach screenshot, if applicable

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**TA Fee Deferment/Loan Form Submission**
Please utilize the **Student Support Portal** for submitting the TA Fee Deferment and TA Loan applications or any questions you may have regarding the programs.

Examples:

- I am submitting a TA Fee Deferment form on behalf of a student in my department.
- A student in my department would like to submit their TA Fee Deferment or TA Loan application. Can they submit it? Yes, student can follow the same prompt as below to submit their TA Fee Deferment/Loan applications.

Submit a ticket to the **Student Support Portal**:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Billing, Payments, Refunds
   c. Related to... Student Payment Support
   d. More Specifically... Graduate Student Fee Remissions (ASE/GSR)
   e. Subject... Recommended: Student Name (PID) - Quarter Year TA Fee Deferment or TA Loan (ex: John Smith (A1234567) - SP21 TA Fee Deferment
   f. Description -
      i. If there is an issue and you/the student need help with troubleshooting, it is helpful to give the student’s name and PID, quarter, the type of employment, what was expected, what happened, take a screenshot.
      ii. If it is just the submission of the form(s), please state what form is being submitted and any applicable information.
   g. Add attachments - Attach completed TA Fee Deferment and/or TA Loan application form

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**UCPath for Graduate Student Employment**

Please utilize the **Payroll, Academic Personnel & HR Portal** for submitting questions/issues relating to UCPath for Graduate Student Employment. This includes questions surrounding entry into the UCPath system and payroll errors that occur.

Examples:

- I process a new hire effective 04/01/2021 and after it was processed, the student's FTE was increased from 25% to 50% for the duration of the quarter. How can I update this in UCPath?
- I submitted an off-cycle pay request for graduate student John Smith (PID: A1234567, EID: 12345678), who was employed as a 50% TA for Winter quarter. The off-cycle pay request was for 01/01/21 - 03/31/21. The off-cycle was processed as a paper paycheck although the student has direct deposit set up in the system. Is it possible to cancel the paper check and have it processed as direct deposit?
Submit ticket to the Payroll, Academic Personnel & HR Portal:

1. Select "Payroll, Academic Personnel & HR" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Graduate Student Academic Personal Policy service offering, please complete as follows:
   a. I want to... Make a Request or Report an Issue
   b. Subject... Recommended: Student Name (PID) - Brief Topic
   c. Description - Helpful to give the student’s name and PID, quarter, the type of employment, what was expected, what happened, 
      take a screenshot
   d. About... UCPath-Student Support
   e. Related to... UCPath-Student Support Student Pay
   f. Add attachments - Attach screenshot, if applicable

Employment Exception Requests

Please continue to submit Employment Exception Request Forms via the Employment Exception Requests Google Form.

Types of employment exceptions include:

- Over-50%
- Non-Student Tutor/Readers
- Miscellaneous

Fellowships - I have a question about...

Stipend Payments

Please utilize the Student Support Portal for submitting questions related to stipend payments.

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Billing, Payments, Refunds
   c. Related to... Student Payment Support
   d. More Specifically... Graduate Student Fellowship Stipends
   e. Subject... Recommended: Student Name (PID) - Fellowship Name - Quarter or Month Affected
   f. Description -
      i. If there is an issue and you/the student need help with troubleshooting, it is helpful to give the student's name and PID, quarter, the type of stipend, what was expected, what happened, take a screenshot

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Submit a Ticket
Get help with billing & payment, refunds & financial aid disbursements, tax forms, and campus card.

* I want to...
   Ask a Question or Make a Request

* About
   1. Student Billing, Payments, Refunds

* Related to...
   1. Student Payment Support

* More Specifically...
   1. Graduate Student Fellowship Stipends

* Subject

* Description

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Student Financial Solutions - I have a question about...

Student Account Refunds
Please utilize the Student Support Portal for submitting requests for student refunds. These tickets will be routed to Student Financial Solutions, so their team is able to process refunds for students. For more information, please see Student Account Refunds

Submit a ticket to the Student Support Portal:
1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Billing, Payments, Refunds
   c. Related to... Student Refunds
   d. More Specifically... Request Student Refund
   e. Subject... Recommended: Student Name (PID) - Account Refund Request
   f. Description -
      i. Provide details surround the request
Student Billing

Please utilize the Student Support Portal for submitting questions related to student billing. These tickets will be routed to Student Financial Solutions, so their team is able to help with answering your questions for students.

Submit a ticket to the Student Support Portal:

1. Select “Student Support” from Services & Support homepage
2. Select “Get Help & Order Services”
3. Log in with Active Directory credentials when prompted
4. Select “Submit a Ticket”
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Billing, Payments, Refunds
   c. Related to... Student Billing Support
   d. More Specifically... Select applicable drop down, such as Student Charge Inquiry, Student Late Fee Inquiry, etc.
   e. Subject... Recommended: Student Name (PID) - Quarter or Month Affected, Issue
   f. Description -
      i. If there is an issue and you/the student need help with troubleshooting, it is helpful to give the student’s name and PID, quarter, the type of employment, what was expected, what happened, take a screenshot.