

FAQ's

Q: I entered my student's UID in the validation but was not able to enter hiring information, what's next?

A: If your student employee has never worked for RIT before you will not be able to proceed with the hire process until the federally mandated I9 is complete. If you have entered your student's UID in the validation screen, within 24 hours your student will receive an email with instructions on how to access the New Hire Packet which includes Part 1 of the I9. Once they complete all parts of the packet, they will be instructed to schedule an appointment to complete Part 2 of the I9 in the Student Employment Office. After they attend that appointment and complete the I9, you will receive an email with next steps to proceed with the hiring.

Q: Is the online hiring process used for all student employees?

A: At this time, the online process can only be used for regular student workers. All other hires (Graduate Assistants, Co-ops, etc.) must continue using the previous process in place.

Q: My student already started working but they do not have an I9 completed, what do I do?

A: Contact the Student Employment Office immediately to discuss next steps. 475-2631

Q: I am entering the hire information for my student employee, but the account number I want to hire them in is not appearing.

A: If you cannot locate the account number from the list provided, please contact your accounting representative to ensure it has been set up properly. Once the account is set up it can take up to 24 hours to appear on the list.

Q: The student hire I entered was rejected, why?

A: Please contact the Student Employment Office to discuss the specific student/job.

Q: Can I just send hire paperwork for student employees the same way I always have?

A: Eventually all hires will be managed through the online hire system. We ask that you begin using the system for any applicable hire now to get comfortable with using it.

Q: How will I know when a new student employee has completed the I9 and can begin working?

A: The supervisor will receive an email when the student has completed Part 2 of the I9, indicating it is acceptable to submit the hire information and allow the student to begin working. Students should not be allowed to work until after the email has been received.

Q: How long will the process take, from when I submit validation for a student to when they can begin working?

A: The timing will be student driven, meaning the faster they complete the tasks required, the sooner they will be clear to begin working. In a best case scenario, the process can take approximately 4 business days. Students should never begin working until you've received the email indicating they are cleared to begin.

Q: Why are we moving from the current process to this new online hiring process?

A: Student Employment has received many requests for a streamlined process for hiring students that eliminated the paper hire forms. This process was developed to help reach the goal of supervisors having more control over the hiring process and knowing what step they are at in the hiring process. While only regular student hires can be accommodated at this time, we will reach the point where all hires will be processed in the same manner.

Q: My new student employee is trying to complete the I9 using www.rit.edu/i9 and the link isn't working, why not?

A: As part of the new online hire process, that link is no longer valid. New student employees will receive a link to the full New Hire Packet, which will include Part 1 of the I9. Once that is complete they will receive an email with instructions to set up an appointment to complete Part 2 of the I9 with the Student Employment Office.

Q: My student employee needs to complete an I9 remotely, how can they do that?

A: Remote I9's are granted on a case by case basis for student employees within the guidelines of the Student Employee Remote Work Policy. Please contact the Student Employment Office to discuss your student employee's individual situation. studentemployment@rit.edu