eGA Frequently Asked Questions (FAQ)

1. How do I supersede an appointment?
   - Login to eGA using your NinerNet credentials.
   - Click on the **Supersede Assistantship** link from the eGA left navigation pane.
   - Search for the applicant by **UNC Charlotte ID** or **Name** and select the applicant.
   - Click the **Proceed With Selected Person** button.
   - Select the student assistantship you want to supersede.
   - Click **Proceed With Selected eGA** button.
   - Make changes.
   - Click the **Supersede Assistantship** button.
   - Click **OK** button.

For full instructions:  
http://workflowforms.uncc.edu/sites/workflowforms.uncc.edu/files/media/eGA_documentation_abbr.pdf

2. Why am I not included as an approver for an eGA?
   - Approvers are assigned roles within the eGA workflows by departmental request(s).
   - To be added as an approver, please have your department contact Julie Goodliffe in the Graduate School.

   **Note:** Additional approvers can be added individually after creating an assistantship.

3. What action do I take if my department is not in the dropdown list in the eGA system?
   - Department listings are managed and approved by the Graduate School.
   - Consult with your department to confirm your department should be included in the dropdown list.
   - Contact Julie Goodliffe in the Graduate School to add your department to the dropdown list.

4. How do I backdate an appointment?
   - The eGA system does not allow you to backdate an eGA.
   - Contact your department business manager for guidance.

5. I have submitted pay and date changes that need to be effective for last week. How do I make them effective this pay-period?
   - In order to meet the payroll deadline, assistantships must be approved by HR nine or more business days prior to the expected pay date. For example, if a contract start date is
on Monday, 10/1, then the first eligible pay date for the assistantship is Thursday, 10/15; and this contract must be HR approved by 10:00 a.m. on Monday, 10/5.

- The eGA system does not allow you to backdate.

6. **What are the payroll calendar deadlines in the eGA system?**

7. The date is pulled from the PTRCALN form in Banner and is based on the web time entry cut-off date minus one day for HR processing.


8. **How do I complete an application for more than 20 hours?**

- A student can work a maximum of 20 hours, however, an exception may be made during the summer.
- Add Tequilla Bennett as an approver and request additional hours in the **Notes/Justification** section.
- For summer employment totaling 30-40 hours per week for more than 12 weeks: Complete the Affordable Care Act (ACA) exception form available on the HR website, send the form to HR, and perform the above step.

**Note:** The **Per Week** field in the **Numbers of Hours** section is required; it must have a value entered greater than zero.

9. **What do I need to type in the Duties and Responsibilities section? Please provide an example. Does the student see these duties on their contract?**

- The **Duties and Responsibility** section is a required field in the eGA system that allows the hiring department to explain what the applicant will be doing to receive payment.
- For example: “Alyssa will be teaching PSYC 1101L-004” OR “Brandon will be conducting research under the advisement of Dr. Craig Allan”.
- The duties and responsibilities information from the eGA system is not displayed on the student’s contract. However, future modifications will allow duties to be included on the student’s contract.

10. **How does the hiring department get reimbursed for a supersede correction for overpayment?**

- Select **Yes - Collect Overpayment From Student** from the **Overpayment** dropdown list on the supersede’s **Assistantship Application** section.
- Enter the adjusted salary amount in the **Notes/Justification** section for an overpayment correction.
- The Payroll Office will send a letter to the student with the overpayment amount, explaining the student is responsible for reimbursing the hiring department.
11. What happens if an assistantship is not approved prior to the start date?
   - A student is NOT permitted to begin work prior to an eGA being approved by HR.
   - If the assistantship is not HR-approved by the start date, the contract needs to be revised and the start date changed.

12. Is it possible for supersedes to skip payroll or budget approvers?
   - If a workflow has not been setup to accommodate a specific department, no departmental or supersede approvers will be added.
   - If a specific workflow has not been setup: the supersede workflows default to HR approval only; non-supersede workflows default to the Graduate School and HR; Grants and Contract Administration is added if the assistantship is funded by a grant.
   - To ensure you have the appropriate departmental/college approvers, please contact the Graduate School to create the appropriate workflow.

   Note: ITS recommends that all departments setup departmental approvers in their workflows.

13. In cases of shared or split funding, how do I ensure the completed eGA application is approved by all the necessary people?
   - While creating the eGA assistantship, select the Preview Approvers button to ensure the system lists all approvers for a split fund application(s).
   - Additional approvers can be added after clicking the Submit for Approval button.

14. Why am I no longer getting the “eGA Approval Required” notifications when submitting a supersede?
   - Supersedes display in your eGA queue on submission, however, the email notifications are sent out in sequential order.
   - Once an approver signs off, the next approver on the list receives a notification.

15. How do I cancel a contract that has been sent to a student?
    To cancel a contract, please contact the Graduate School at gradassist@uncc.edu.

16. How do I accept my assistantship contract?
    - Click on the link provided in the acceptance letter emailed to you.
- Use student login link to login to the eGA system at ega.uncc.edu with your NinerNet credentials.
- Read the agreement and click the radial button to accept OR decline the assistantship offer.
- Click the Submit Decision button to accept OR decline the contact.

17. How do I view my agreement after accepting a contract?

- Use the student login link to login to the eGA system at ega.uncc.edu with your NinerNet credentials.
- Click on My Assistantship Agreements.
- Click on the Download Agreement link next to the assistantship you want to view.

18. Why won’t the eGA system allow me to create a contract when the student has a GPA higher than 3.0 and an old GPA lower than a 2.0?
An eGA cannot be submitted if a student has any GPA lower than 2.0.
If a student’s GPA is between 2.0 and 3.0, an eGA can be submitted with justification.

19. Why am I not getting any results when I enter my students’ information?
The eGA system provides no results for a search if a student’s status is inactive in Banner, OR if the student is admitted to the Graduate School and simultaneously pursuing a Bachelor’s degree (e.g. early-entry).

20. What action do I take if some student information is not displaying on the application?
- Email the Graduate School at gradassist@uncc.edu with a detailed message indicating which information is not complete.
- Please include “eGA Student Info Missing” in the subject line and the student’s name or Banner ID in the body of the message.
- A Graduate School staff member will contact you to resolve the problem.

21. What does each status in eGA mean?
The status indicates where the assistantship is in the application process. A full description of each status is available if you hover over the status description.
- **Supersede Pending** – A supersede has been requested for this assistantship.
- **Pending Hiring Unit Approval** – One or more approvers have not approved the assistantship.
- **Pending Grad School Review** – The hiring unit has approved the assistantship application; the Graduate School is reviewing the application.
- **Pending Correction** – The department has asked the assistantship to be corrected; view notes for further details.
- **Offer Sent to Student** – The Graduate School has emailed the offer and contract to the student but the student has not yet accepted.
- **HR Approved** – HR has approved this application; the record will be setup in Banner.

22. Where is the position number in the eGA system?
- Click on the **HR Queue Report** link from the eGA left navigation pane.
- Position numbers are displayed in the fifth column of the **HR Queue Report**.

![HR Queue Report](image)

**Note:** The **HR Queue Report** is available **only** to personnel with administrative access.

23. **Where is the EPAF number in the eGA system?**

   The EPAF number is displayed under the **Initiator Information** in the **Track eGA Application Detail** section.

   **Note:** EPAFs are created after the assistantship(s) has been processed in HR.

24. **What action do I take when I get a “disallowed keystrokes” error at login?**

   - To fix this error, clear your cookies and cache from your browser's history.
   - Restart your computer and try the link again.
   - If the problem persists, notify the Graduate School.

25. **Why are account codes listed next to the assistantship types?**

   The account codes are listed for administrative purposes.

26. **What funding opportunities are available?**

   - UNC Charlotte and the Graduate School offer substantial resources to fund a student’s education through teaching assistantships, tuition assistance, stipends, and scholarships.
   
   - Funding sources, based on merit and need, include:
     - Funding from the Graduate School
     - Assistantship and Employment
     - Travel and Summer Research
     - Financial Aid
     - External Funding

   - Email the Graduate School at gradfunding@uncc.edu for additional details or go to [http://graduateschool.uncc.edu/funding/](http://graduateschool.uncc.edu/funding/).