

Part-Time Student Appointment Letter Process

Frequently Asked Questions (FAQ)

Process Related

Q: How do I send part-time student letters?

Click the link to open the detailed user guide: [How to Send Part-Time Student Appointment Letters Using DocuSign and Bulk Send](#).

Q: How has the process of sending part-time student letters changed? What's the same?

A: What's New:

- No more Word documents or email attachments.
- Use pre-built templates to create and send letters in DocuSign.
- Managers and students sign electronically.
- Completed letters are sent automatically to HR.
 - For new or returning students (after 6+ months), DocuSign automatically triggers new hire paperwork, and the hiring manager does not need to take additional steps.

What's Staying the Same

- Steps 1–9 of the student hiring process remain unchanged.
- Signed letters must be submitted to HR at least one week before the start date.
- Departments continue to handle IT access and required training.

Q: Should I notify HR after sending the letter(s) or send a copy of the signed letter?

A: No. HR is automatically notified via DocuSign when student documents are completed.

Q: Do I need to send the new hire paperwork documents to the student?

A: No.

Q: I want to hire a full-time summer student. Do I use this process?

A: No. For details on this process, please see [The Student Hiring Process](#)

Using DocuSign

Q: How do I know if a student has signed their letter?

A: You will receive an email confirmation once the student has signed. You can also log into DocuSign and check the envelope status under 'Manage'.

Q: Can I cancel or edit a Bulk Send after I've sent it?

A: No, you cannot edit a Bulk Send after it's been sent. You would need to cancel the envelope and resend a new one.

Q: What happens if a student's email is incorrect?

A: The envelope will fail to deliver. You'll receive a notification. Correct the email in the CSV and send a new envelope.

Q: I can't get the date format to work for me. It changed the date format when I opened it on my desktop.

A: This happens because opening a CSV file can reset formatting (like dates). To avoid issues:

- Follow the guide's steps to manually format the date columns before saving.
- Save the file as a .CSV and upload it directly to DocuSign without reopening it.

Q: Can I add a delegate or admin as a CC?

A: Yes, during the Bulk Send setup, you can add additional recipients to receive a copy of the letter once it's been signed by the student.

Q: What if I uploaded the wrong CSV?

A: If you realize the mistake before sending, you can cancel the operation and re-upload the correct file. After sending, you'll need to resend a corrected envelope.