

Frequently Asked Questions

Current and newly-hired Research Assistants (RA) and Teaching Assistants (TA)

Q. Is there a required orientation for new RA's or TA's?

- A. There is no required orientation for new RA's. Please work with your assigned faculty to go over what will be expected of you.

New TA's are required to participate in the Graduate College [TA Development Program](#) and CIDSE TA Orientation.

Q. Is there a handbook for RA's and TA's?

- A. Yes. The [Graduate RA/TA Policies and Procedures Handbook](#) describes the general roles and responsibilities of RA's and TA's as well as policies regarding their supervision and evaluation.

Q. How many credit hours do I need to register during Spring, Summer, and Fall terms?

- A. All Fulton Research Assistants or Teaching Assistants are required to enroll in 12 credit hours. It is not necessary to enroll in 12 credit hours of in-person courses during Fall and Spring terms. Students have the option of registering for 580 Practicum, 792 Research, or 799 Dissertation in addition to their in-person courses to meet this requirement. Please work with your faculty advisor as well as your academic advisor to choose your courses. Please follow the CIDSE Graduate [Course Permission Request](#) process if you would like to request 580, 792, or 799. The 580 Practicum does not count towards your degree program.

If you are going to be working as a RA or TA during the summer please see the chart below.

Employed all summer	Register for (1) credit in each 6-week session OR (2) credits in the 8-week session
Employed first half of summer	Register for (1) credit in the first 6-week session
Employed second half of summer	Register for (1) credit in the second 6-week session

Q. Why isn't my tuition waiver reflected in my account balance?

- A. Are you registered for the correct number of credit hours? The waiver will not be applied without the proper registration. See your academic advisor.

Q. I have a full tuition waiver, why isn't my account balance at zero?

- A. Tuition waiver covers the tuition ONLY. Additional fees such as technology fee, student services facility fee, student programs fee, health and wellness fee, financial aid trust, and recreation fee are the responsibility of the student.

Q. I have not received an insurance card for my health insurance. Where do I get one?

- A. Contact ASU Health Services for all health insurance questions at: <https://students.asu.edu/health>

Q. Where do I pick up my paycheck?

- A. Paychecks can be picked up in the CIDSE Business Office which is located in the Brickyard Building, 5th floor, room 553 after 11:00 a.m. on payday.

Q. Where can I sign up for direct deposit and do I have to sign up?

- A. It is not a requirement that you sign up for direct deposit but it is highly recommended. You can sign up online through MyASU. Look under the My Employment section, select the Payroll tab. If you have questions, contact the CIDSE business office, they will be happy to help you get started.

Q. I have signed up for direct deposit, where can I get a copy of my paycheck?

- A. Paychecks can be viewed through MyASU under My Employment section, select the Payroll tab and View Paycheck. You will not receive a paper copy of direct deposits.

Q. I did not get paid, what should I do?

- A. Send an e-mail to Pam Dunn (Pamela.Dunn@asu.edu) or Denise Spisak (Denise.Spisak@asu.edu) in the CIDSE Business Office. Please include your student ID number.

Q. I have a question on the New Hire paperwork. Who can help me?

- A. Human Resources,
Tempe University Center (UCNTRA)
1100 E. University Drive
Tempe, AZ 85287
<https://cfo.asu.edu/hr>

Q. My Isaac Access stopped working when I tried to get into the building after hours or over the weekend. What do I do?

- A. Each semester you are responsible to complete the ISAAC ACCESS REQUEST (purple form) located in the CIDSE Business office, Room 553. Once complete, faculty approval is required. Return to Monica Dugan Brickyard Building, 5th floor, and access will be processed immediately.

Q. Can I have my mail delivered to CIDSE?

- A. No personal mail will be permitted. We are not responsible for personal mail.

Q. Who should I contact about Travel/Purchase/Reimbursement requests?

- A. Please send an e-mail to Theresa Chai at tchai@asu.edu.