

# Onboarding FAQ

## **Where can I purchase a CCU collared shirt for Fridays, Teal Tuesdays, or Spirit Days?**

CCU faculty and staff can purchase collared shirts at the University Bookstore and the Hackler Golf course. There are also many other stores in Conway and Myrtle Beach that carry Coastal gear.

## **Where, when and how do I sign up for eligible benefits and retirement?**

You will be receiving information pertaining to your benefits from benefits personnel via a separate email. The email will contain specific instructions and contact information. You will need to schedule your personal appointment with the contact listed after reviewing the contents of the email. You have 31 days from your date of hire to enroll in the benefit plans of your choice. If you fail to enroll in a timely manner, you will be required to wait until the next open enrollment period. For additional questions, you may call the Benefits team at 843-349-2036 or by email [ccubenefits@coastal.edu](mailto:ccubenefits@coastal.edu).

## **When will I receive my first paycheck?**

If your position is classified as Exempt by the FLSA, the period from 1<sup>st</sup> to 15<sup>th</sup> of the month is paid on the last business day of the month and the period from 16<sup>th</sup> to last day of the month is paid on the 15<sup>th</sup> of the following month. If the 15<sup>th</sup> falls on a Bank Holiday or weekend, the pay day is moved to the preceding business day.

If your position is classified as Non-exempt by the FLSA, the two week pay period is paid on the second Friday after the period ends. The pay schedules can be found on Payroll's site.

<https://www.coastal.edu/payroll/payschedules/>

Employee net pay is processed via direct deposit. An Authorization for Electronic Deposits form can be submitted when you complete your new hire paperwork or you can set up Direct Deposit through Employee Self Service. If you do not have an account to use, a pay card can be issued to you for payroll deposits. More information can be found on Payroll's Resources page. <https://www.coastal.edu/payroll/insidepayroll/resources/>

## **How do I enter in my time, check my pay history and check my leave time?**

Employee time and leave is submitted through Employee Self Service Time Entry and/or Leave Requests.

To access Self Service, go to <https://sservice.coastal.edu/Student/HumanResources/Home> and log in. If your position is Exempt, you will report Leave. If your position is Non-exempt, you will use Time Entry. Leave balances and leave history are available from the Leave section and Time History is available under Time History.

You can also view your Earnings Statement (pay stub) from Employee Self-Service.

Training documents and other information is available on Payroll's Resources page.

<https://www.coastal.edu/payroll/insidepayroll/resources/>

### **How can I get an employee identification card?**

You can obtain an employee identification card approximately two business days after submitting all required paperwork to Human Resources and Equal Opportunity. Employee identification cards are issued in the CINO Card Office in Lib Jackson Student Union, Room A103. [CINO card](#)

### **Are there required trainings I have to complete? How much time do I have to complete them?**

As a new employee of Coastal Carolina University, you are required to fulfill training requirements specific to your position. ([Mandatory Training](#)) On this site, you will be provided access to the mandatory training courses needed for your position. New employees will have 30 days to complete mandatory training starting the day an initial email notice is received from the Office of Human Resources and Equal Opportunity and 60 days to complete in person S.A.F.E. Response to Violence training. For more information, or questions regarding training requirements, contact Office of Human Resources at (843)349-2036.

### **How do I obtain email and telephone access?**

An email account is generated automatically after an employee is hired and his or her records are activated by the Office of Human Resources and Equal Opportunity. Once a new faculty/staff account is established, the employee should contact the ITS Service center (843)349-5000 for assistance configuring the new email account.

To establish a University telephone extension, your Administrative Assistant will initiate an online request through the ITS Service Center. The ticketing system will generate an email to the person making the request that includes additional service options (i.e. voicemail, display call appearances.) [CCU Phone System](#)

### **How do I obtain a parking decal?**

Faculty/Staff parking decals can be picked up at the front office of the Department of Public Safety Building, 255 University Boulevard, Monday-Friday. You will be required to furnish all vehicles' registrations and your CCU ID card to obtain a parking decal. The first two (2) vehicle parking decals are free. If faculty or staff wish to obtain a third parking decal simultaneously with two other parking decals, the third parking decal is \$30.

You may also order your parking decals online by going to [Public Safety](#) and selecting the appropriate decal information. Follow the steps to secure your decal. Depending on the time of year, you may register online but then must go to Public Safety to pick-up the decal.

### **What about the gated lots?**

Bar codes for access to the gated lots (J beside the Singleton Building, R beside Brittain Hall, and S beside the Wall Building) can be picked up at the front office in the Department of Public Safety Building, 255 University Boulevard, Monday-Friday. The cost to activate the barcode is \$75 per year.

You may also order your parking decals online by going to [Public Safety](#) and select the "Faculty/Staff Barcode Decal." Follow the steps to secure your barcode. Depending on the time of year, you may register online but then must go to Public Safety to pick-up the barcode.

### **Is there an emergency alert system where I can receive text and e-mail alerts?**

CCU Alert is a primary tool for communication via text message with students, faculty and staff in the event of an emergency. To register for CCU Alert, you can sign up at [CCU Alert](#). Please note that standard text messaging fees may apply. All faculty and staff are strongly encouraged to sign-up for this emergency alert system.

### **What discounts are available to faculty and staff for campus athletics and cultural events?**

Most University-sponsored cultural events are discounted for faculty and staff. You should call the Wheelwright Auditorium box office for special pricing at (843)349-2502. The athletics ticket office can provide information on special pricing for athletics events at (843)234-3491.

Group exercise, a swimming pool and a state-of-the-art fitness facility are all available to you free of charge; check out what Campus Recreation has to offer! For more info, contact (843)349-2126.

### **What are the normal administrative office hours at the University?**

Offices are generally open Monday through Friday from 8:30 a.m. to 5 p.m. However, hours may vary based on the department and the nature of the services delivered.

### **What holidays does the University observe?**

To view the holiday calendar, go to the Office of Human Resources and Equal Opportunity website and click on Holiday Schedule to view the most recent holiday schedule. See link provided. [Holiday Schedule](#)

### **What will my new mailing address be?**

Coastal Carolina University  
PO Box 261954  
Conway, SC 29528-1954

