TOP HREO QUESTIONS & ANSWERS (BY HREO AREA)
April 2017

This document is intended to provide general information. It is not a contract and may be updated or modified in whole or in part by the University at its’ sole discretion. Employees are encouraged to review the prevailing policy or other source documents (e.g. faculty manual, PEBA materials, regulations, etc.). For assistance, please contact HREO at 843-349-2036 or email hr@coastal.edu.

BENEFITS

- How much of my pay goes into my retirement account?
  Currently, participants in SCRS or ORP contribute 8.66% of gross wages. Employees enrolled in PORS currently contribute 9.24% of gross wages.

- Can I change the amount of my retirement contribution?
  The amount contributed to your 401a account (SCRS or with an ORP vendor) is set by State Legislature and cannot be changed, unless the legislature mandates a change. Employees may enroll in a supplemental retirement account, such as a 403b, 457, 401k or Roth 401k at any time during employment and may contribute whatever amount they would like, up to the IRS limits.

- How do I open a supplemental retirement account?
  Contact benefits personnel for enrollment materials for a 457, 401k or Roth 401 account. 403b enrollment materials may be obtained by contacting the University’s Payroll Director.

- How do I know which providers are in our network?

- Can I make changes to my benefits throughout the year?
  Changes may be made within 31 days of hire, or within 31 days of a qualifying event, such as a marriage, birth, divorce, loss or gain of coverage. If you experience an event that you feel meets the definition of a qualifying event, please contact CCU benefits staff for guidance. Certain changes may also be made during October’s Annual Enrollment and would be effective the following January.

- How do I obtain additional or replacement health insurance/vision/dental plus/prescription cards?
  For Health Insurance cards: Contact BCBS at 800-868-2520 or visit https://www.southcarolinabluess.com; Prescription cards: Call Express Scripts at 855-612-3128 or visit www.Express-Scripts.com; EyeMed Vision cards: Call EyeMed at 877-735-9314 or visit www.eyemedvisioncare.com; Dental Plus cards: Call BCBS at 888-214-6230 or visit
Basic Dental cards may be obtained from CCU benefits personnel.

**Where can I view the benefits plans in which I’m enrolled?**
To view the State Sponsored benefit plans that you are enrolled in, please go to [https://mybenefits.sc.gov/](https://mybenefits.sc.gov/). To view all benefit plans, including supplemental plans such as AFLAC, go to the [www.coastal.edu/hreo](http://www.coastal.edu/hreo) and select HREO Workplace, then My Benefits Statement.

**When/How can I change my beneficiaries?**
You may change beneficiaries at any time during the year. If you are enrolled in Basic Life and/or Optional Life with the State of SC, you may complete the change via [https://mybenefits.sc.gov/](https://mybenefits.sc.gov/). To update beneficiaries for your SCRS account, please complete an SCRS Active Member Beneficiary Form located at [www.coastal.edu/forms](http://www.coastal.edu/forms) and submit to University benefits personnel or mail directly to PEBA (form must be notarized). ORP participants must contact their vendor direct to make changes; however, to update the group life benefit for ORP members, one may complete the State ORP Active Group Life Beneficiary Form located at [www.coastal.edu/forms](http://www.coastal.edu/forms) and submit to University benefits personnel or directly to PEBA (form must be notarized).

**How do I change my address?**
Complete a Universal Name and Address Change form located at [www.coastal.edu/forms](http://www.coastal.edu/forms). Submit the form to CCU benefits personnel. Changes may also be made via [https://mybenefits.sc.gov/](https://mybenefits.sc.gov/). If you are enrolled in an ORP account, you must contact your ORP vendor direct to make changes.

### CLASSIFICATION / COMPENSATION

**Where can I find the State of SC pay bands?**
The state pay bands can be found at [State of South Carolina Classified Pay Bands](http://www.coastal.edu/intranet/hreo/workplace/dtree/ssnew.html).

**Where are the state specifications located?**
The state specifications are located at [State Specifications](http://www.coastal.edu/intranet/hreo/workplace/dtree/ssnew.html).

**What paperwork do I need to submit to establish a new FTE (slotted) position?**
The process to establish and recruit for a new FTE (slotted) position can be found at [http://www.coastal.edu/intranet/hreo/workplace/dtree/ssnew.html](http://www.coastal.edu/intranet/hreo/workplace/dtree/ssnew.html).

**What paperwork do I need to submit to create a new temporary position?**
The process to create and recruit for a new temporary position can be found at [http://www.coastal.edu/intranet/hreo/workplace/dtree/ts.recrument.html](http://www.coastal.edu/intranet/hreo/workplace/dtree/ts.recrument.html).

**What paperwork do I need to submit to rehire a temporary employee?**
To process the rehire of a temporary employee, HREO will need the signed “Request to Fill a Temporary Position Form” and “Personnel Action Form” HREO will also need completed and signed “Nepotism Forms” if applicable.
• What paperwork do I need to submit to establish a time-limited position?
The process to establish a time-limited position can be found at http://www.coastal.edu/intranet/hreo/workplace/dtree/timelimited.html.

• What is a time-limited position?
A full-time or part-time employee who does not occupy a FTE position who is hired to fill a position with time-limited project funding approved or authorized by the appropriate State authority, and who is not a covered employee. Positions are typically subject to annual renewal.

• What benefits do time-limited positions receive?
Typically, time-limited employees are eligible for health, dental, vision, retirement and leave benefits.

• Do time-limited employees have to take a 15 day break?
No, only temporary employees have to take a 15 day break upon completion of 12 months of continuous service.

• How do I update a position description?
  o Go to jobs.coastal.edu/hr and log in
  o Click “Begin New Action” under the Position Descriptions heading
  o Click “Start Action” under Change Classified Position Description
  o Click “Search”
  o Click “Start Action” under employee’s name
  o Make the necessary changes to the description and click “Continue to Next Page”
  o Select “Send to HR-Class/Comp” and click “Continue”
  o Click “Confirm”

EMPLOYMENT
UNIVERSITY USER INQUIRIES

• We are finished reviewing all applications in the search and have selected those that we would like to interview. What is the next step?
For EEO approval, please contact Scott Stiller, Employment Coordinator (Staff Positions) at 843-349-2537 or sstiller@coastal.edu or Carolyn Hickman-Williams, Employment Coordinator (Faculty Positions) at 843-349-2358 or cwilliam@coastal.edu.

• How long does it take for a background check to be performed?
The length of time can vary depending on age and the number of addresses/states the applicant has lived. CCU completes background checks in all of the states an applicant has resided in for the past ten years.
• Are there abridged directions for closing out an online search?
  Directions for Status Changes in the PeopleAdmin System:
  o Go to https://jobs.coastal.edu/hr
  o Log into the system
  o Select ‘View’ under the ‘Posting Number’
  o Select ‘Change Status’ under the applicant’s name
  o Select ‘Not Hired – System sends email to candidate’ from the first drop-down box
  o Select the reason for non-selection from the second drop-down box
  o Select ‘Continue to Confirm Page’
  o Repeat for each applicant

• How do I create an online system user account?
  o Go to https://jobs.coastal.edu/hr
  o “Create User Account” from the left hand side of the screen
  o Enter the required information
  o Select “Submit for Approval”
  o Select “Continue”
  o Send an email to HR stating that you have completed that process.

• How many candidates am I required to interview?
  We encourage you to interview the most appropriately qualified candidates. Although there isn’t a specific number of interviews that are required, the number should be appropriate based on the number of qualified applicants in the applicant pool. Under the Freedom of Information Act, we are required to provide feedback on no less than the top three candidates.

• How do I post a student position?
  Go to https://www.coastal.edu/hreo/workplace/studentjobs/studentJobOrder.html and complete the web-based student order form. Once the student job order is received and processed, it will be posted online.

• Do I have to post all student job openings or may I hire a student without conducting a search?
  At this time, a search is not required for all student hires although it is recommended if a candidate hasn’t been identified.

OPERATIONS

• What information do I need for banking information?
  The information is listed at the bottom of the direct deposit form.
• **What number do I need to put on the W-4?**  
We are unable to provide tax assistance. We would suggest to talk with your personal accountant.

• **Why do I need to fill out new paperwork when I have worked at CCU in the past?**  
Paperwork must be completed when re-employed to ensure CCU compliance with certain regulations and laws.

• **What documents do I need to provide for the I-9 form?**  
The list of documents are found at [https://www.coastal.edu/forms](https://www.coastal.edu/forms), or we can provide the list to you.

• **Why am I unable to enter my time in web advisor?**  
There are a few reasons why this would happen. It could be that you have not been hired in the system due to paperwork processing. Another is that your supervisor may have approved your timecard before you finalized it. You would need to speak to your supervisor in these situations.

• **Why did I not get paid?**  
There are a few reasons why this would happen. Delay in paperwork processing/reporting time to Payroll, or because you have not turned in the required paperwork (including banking information).

• **When do I receive my first pay?**  
CCU pays on lag. Please refer to the Payroll schedule at [www.coastal.edu/payroll](http://www.coastal.edu/payroll).

• **If temporary or time-limited positions have end dates, why don’t we term them on the specified dates? Why do we still need to send a PAF and Notice of Separation?**  
A PAF and notice of separation are required as confirmation of the employees end date. The process ensures the employee is properly “off boarded” (e.g. term system access, email etc.)

• **Can you help me with printing out my pay stubs?**  
Pay stubs are printable from your WebAdvisor Account, under the Employees menu. This functionality is only available for active CCU employees.