

Frequently Asked Questions

Below is a list of some of the most frequently asked questions. If you are unable to find the answer to your question(s), please reach out to us at human-resources@marshall.edu or 304-696-6455.

1. **When will I receive my first paycheck with the university?** Please refer to the [Payroll Calendar](#) for pay dates with the university.
2. **Who do I contact with payroll questions?** Visit the [Payroll Contacts](#) page or you may contact them at 304-696-6457 or payroll@marshall.edu
3. **Who do I contact to make changes to my tax forms or direct deposit?** Please visit the Payroll Office in Old Main, Room 203 or email them at payroll@marshall.edu
4. **What holidays does the university observe?** [University Holiday Schedule](#)
5. **How much annual and sick leave do I earn per pay period?** Please visit our [Employee Leave Page](#) for more information.
6. **Where do I find my leave balances?** Employees will receive an accrual usage email from the Chief Talent and Culture Officer the Wednesday after payroll closes. This email includes updated balances after accruals and any leave taken during the most recent payroll period. You may also view your leave balances within TCP.
7. **How do I request leave in TCP?** Please visit the [TimeClock Plus](#) page for instructions.
8. **What is the process for calling off work?** Employees are expected to follow departmental notification procedures regarding nonscheduled time off work. At the time of notification/call, the employee must notify their supervisor when an absence is due to a documented/approved leave of absence (e.g. Military Leave, FMLA) in order to ensure appropriate tracking of leave utilization and absenteeism. Likewise, Managers are encouraged to verify with the employee if the absence is for a condition that has already been approved. [HRS-6 Attendance Procedure](#)
9. Where can I access a copy of the Greenbook or the Classified Staff Handbook? [The Greenbook](#) or [Classified Staff Handbook](#)
10. **Do my years of service and/or leave transfer to Marshall?** Up to 15 days (based on a 7.5-hour workday) of annual leave may be transferred from another WV State Agency or higher education institution. Certification of the balance with the previous employing state agency must accompany the request for the transfer of the employee's annual leave. The certification must be provided by the previous employing agency or institution. The request for transfer must be made within one year of the last day of employment with the other state agency or institution. [Years of Service Verification Form](#)
11. **When does my health coverage begin?** Your coverage begins on the 1st day of the month following enrollment. For example, if you enroll in benefits on March 10th, your coverage will be come effective on April 1st.
12. **What happens if I am sick and have not yet received my insurance cards?** Please reach out to benefits@marshall.edu and they will be able to provide you with a creditable coverage letter for you and your covered dependents.
13. **Where can I find information about educational benefits for employees and dependent children?** [Tuition benefits](#)
14. **Is there a probationary period?** New employees are required to complete an initial probationary period of six months.