A New Employee’s Guide for a Successful First Year.
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Congratulations! We’re glad you are part of our Mountaineer family. Regardless of whether you work in an office, care for our facilities or take care of our students, we want you to have everything you need to be successful. Every employee plays an important role in WVU’s success.

As a part of the new employee onboarding process, this guide was created to assist you from before your first day through your first-year work anniversary. The checklists and other helpful information in this document will assist you through your entire onboarding process.
WVU’s Mission describes why WVU exists: As a land-grant institution, the faculty, staff and students at West Virginia University commit to creating a diverse and inclusive culture that advances education, healthcare and prosperity for all by providing access and opportunity; by advancing high-impact research; and by leading transformation in West Virginia and the world through local, state and global engagement.

WVU’s Vision describes how WVU will fulfill its Mission: As one West Virginia University, we are purposeful in our studies and our work so that we can partner with our communities – both near and far – to bring needed and valued solutions to real-life problems within the pillars of education, healthcare and prosperity.

WVU HAS FIVE VALUES:

**SERVICE**
We seek opportunities to serve others and are committed to providing the highest quality of service.

**CURIOUSITY**
We ask questions, seek new opportunities and change through innovation.

**RESPECT**
We are respectful, transparent and inclusive with each other.

**ACCOUNTABILITY**
We perform at our very best every day to create a University that is responsive, efficient and effective.

**APPRECIATION**
We support and value each other’s contributions as we build a community that is One WVU.

THE FIVE WVU VALUES ARE MORE THAN JUST WORDS ON PAPER. THEY ARE WHAT WE STAND FOR AS MOUNTAINEERS AND SERVE AS A GUIDELINE FOR OUR DAILY WORK.

SEE HOW OUR EMPLOYEES LIVE THE WVU VALUES.

**CODE OF CONDUCT**

At West Virginia University, our values define us. They represent who we are and what we aspire to be. By living our shared values, we can create a positive workplace for the approximately 8,000 employees who call WVU home.

The WVU Employee Code of Conduct defines the minimum behavioral expectations for faculty and staff while at work. Review and discuss our Code of Conduct with your supervisor to get a better understanding of what it means to live like a Mountaineer every day.
BEFORE YOUR FIRST DAY THROUGH YOUR FIRST YEAR.
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BEFORE YOUR FIRST DAY
Your supervisor will be working to ensure that everything is in place to welcome you to your new position. Your supervisor may send you a welcome message (or call) and may also send a message to inform your new co-workers about your arrival, along with other pertinent information.

There are a few things that you may need to do before your first day, when possible. The Before Your First Day Checklist is designed to guide you on tasks that may need to be completed before your arrival at your new job.

FIRST DAY
The first day is often a day of welcoming, orientation, introductions and tending to a variety of administrative tasks. Your supervisor and others have been working hard to make sure everything is in place prior to your arrival.

Your First Day Checklist is customizable and will help make sure you don’t neglect anything important. It should be regarded as a guide, and your supervisor may work with you to add or delete items that are not applicable to your role.

Try to check in at the end of the first day with your supervisor and let them know how it went and discuss what you feel you need to be successful during your first week.

FIRST WEEKS TO DAY 30
The first weeks through to the first month are used to get you acquainted with WVU, your department and your new role.

Your First Week Checklist is customizable and will help make sure you don’t neglect anything important during the first week. Both you and your supervisor should use the checklist and the following tips to keep your relationship evolving.

FIRST-MONTH BEST PRACTICES
/ Your supervisor may schedule quick check-in meetings to get you integrated into the team, and may also conduct an informal 30-day check-in with you to see how things are going.
/ Your onboarding will not end after the first month. As you settle in, your supervisor should continue to provide you with support and training on an ongoing basis.

As you are working through your first month, keep in mind to:
/ Make sure to complete all required trainings (at least make sure you are registered)
/ Don’t be afraid to ask questions and seek clarification as needed

FIRST THREE MONTHS
The first 90 days are critical to your success. The 90 Day Checklist is customizable and will help make sure you don’t neglect anything important during the first three months. Both you and your supervisor should use the checklist and the following tips to keep your relationship evolving. Some areas to focus on during the first three months include the following:
/ Position-specific training as well as appropriate cross-training, if applicable
/ Seek feedback on a regular basis and prepare for scheduled check-ins with your supervisor about your progress.
/ Make sure that you are practicing collaboration and teamwork with others on your team
BEFORE YOUR FIRST DAY THROUGH YOUR FIRST YEAR.

FIRST SIX MONTHS
During the first six months, you should work toward becoming self-sufficient and continue to promote collaboration and teamwork. You should gain a solid understanding of your role and expectations.

Your supervisor will conduct the six-month probationary review by or before the completion of your first six months and determine steps to be reached by the one-year mark.

The 180 Day Checklist is customizable and will help make sure you don’t neglect anything important during the first six months. Both you and your supervisor should use the checklist to keep your relationship evolving.

FIRST SIX MONTHS TO ONE YEAR
Your supervisor should continue to regularly track your job performance, provide ongoing feedback to you and ensure that you continue to get the support you need. The 180 Day Checklist is customizable and will help make sure you don’t neglect anything important during the first six months. Both you and your supervisor should use the checklist to keep your relationship evolving.

CONGRATULATIONS ON YOUR ONE-YEAR ANNIVERSARY!
Your supervisor should continue to regularly track your job performance, provide ongoing feedback to you and ensure that you continue to get the support you need. At the one-year anniversary, your supervisor may also conduct a one-year check-in with you. We’ve provided a First Year Anniversary Checklist to use along with your supervisor for planning purposes beyond your first year.

THE ANNUAL PERFORMANCE REVIEW
The annual performance review should be a formal review that looks back at the performance over the specified review period as well as looks to the future. The review should include a formal review of your performance, along with formal, documented feedback. Note that formal annual performance reviews are done on a specified schedule at West Virginia University, which may or may not coincide with your one-year anniversary.

See Performance Reviews for information on the performance review timeline and the forms and supplemental resources that may be used in evaluating performance.
FAQS.
Here’s a list of things you may want to ask about (if you haven’t already learned about them by now):

1. **What do I need to bring with me on my first day?**
   If you have not processed with Payroll you will need to do so. See the Payroll site for a list of documents to bring with you.

2. **How do I know the dress code for where I work? Where and when do I get my uniform shirt?**
   You should consult with your supervisor on the dress code for your specific area or how to acquire your uniform or shirt (where required).

3. **How and when do I get paid? When will I get my first paycheck? Will it be direct deposited?**
   When you process with Payroll, you sign up for Direct Deposit. WVU pays in a bi-weekly basis in arrears (meaning at the end of each two-week pay period, not at the beginning). Please see the Pay Schedule and Payroll FAQs for more information.

4. **What holidays does WVU observe?**
   See our holiday schedule.

5. **How much vacation do I get? When and how will I accrue leave? What about sick time?**
   See Employee Leave.

6. **If I’m sick or there is an emergency, how do I call off?**
   Generally speaking, employees are to report off to their supervisor or designee prior to the employee’s start time. Your department may have a specific protocol for reporting off from work. You should consult with your supervisor on reporting off from work expectations in your department.

7. **How do I set up my phone?**
   See instructions for setting up your voicemail. Other phone-related information can be found in our Tele-phone Articles.

8. **How do I get my WVU Login username and password?**
   After processing for payroll and receiving your WVU ID and employee number, go to login.wvu.edu to claim your account, receive your username and create a password. You will use those credentials to access WVU systems. When claiming your account, be prepared to provide a personal email address or cell phone number you can use later if you get locked out. Call the ITS Service Desk at 304-293-4444 if you have problems.

   **Note:** If your department has not requested that you have access before your first day, you may have to wait 8 hours to claim your account and create a password. It takes longer to process people who have a pre-existing relationship with WVU, either as an employee or as a student. If you are returning to WVU after an absence, you may need to wait 12 hours or longer before claiming an account, creating a password and getting access to core services.

9. **When will I have an email account?**
   It depends on when you are processed. In some cases, you won’t have access on your start date, but you should have it within your first week. See the question above for more details.

10. **What is Duo Two-Factor Authentication?**
    Duo two-factor authentication is a second layer of security besides your username and password. It requires you to prove it’s you by providing something you know (your Login credentials) and something you have (a device). You will be prompted to set it up the first time you try to access a secure WVU system. For more information, visit twofactor.wvu.edu.

11. **How do I place an order for office supplies?**
    Visit portal.wvu.edu and log in with your WVU Login username and password. See your department’s administrative assistant or your supervisor if you need help. Additional resources can be found on Mountaineer Marketplace Articles.

12. **Where can I get a copy of the WVU Employee Handbook?**
    See our Employee Handbooks for copies of the Classified Employee Handbook and Faculty Handbook.
13. Do I have a probationary period? How long do I have to wait to apply for another WVU job?
Yes, there is a six-month probationary period. During the probationary period, a new hire is not eligible to be referred for interviews for other WVU positions unless the new hire has written authorization from their supervisor waiving the employee’s probationary period. See Probationary Period for more information.

14. Do years of service and/or leave with another West Virginia State agency transfer to WVU?
It depends. Please see Years of Service and/or contact Benefits at 304-293-5700, x 4 for further clarification.

15. Is smoking allowed on campus property?
No, WVU is a smoke-free campus.

16. When does my health insurance coverage begin? Is enrollment in health insurance automatic?
You are not automatically enrolled health insurance. You have until the last day of the month, two months after your hire date to enroll (for example, if the hire date is August 16, deadline for completed and signed enrollment forms would be by or before October 31). Health insurance coverage begins the first day of the new month following your start date. For example, if your hire date is July 10, coverage would not begin until August 1 (assuming you completed all required enrollment activities in July).

17. I don’t have a health insurance card yet but I need medical care; what do I do?
See our Benefits FAQs.

18. How do I join the Student Recreation Center?
See our Campus Recreation Website.

19. What perks or discounts do you offer?
See our Programs, Services and Discounts.

20. Where can I find information about childcare?
WVU has partnered with Care.com, a national organization of caregivers. Basic membership is free and allows families to view and post jobs, receive newsletters full of expert tips and advice and access a wealth of content on all things care related, including babysitters.

21. Where can I find information on public transportation?
To purchase a parking permit, see Transportation and Parking. Other transportation options can be found on our Transportation homepage.

22. Who is my Human Resources contact person?
Contact Employee Relations at employeerelations.hr.wvu.edu or 304-293-5700, x5.

23. Where do I go if I have a problem with a coworker?
Contact your supervisor or Employee Relations at 304-293-5700, x5.

24. Is there a formal performance evaluation process?
Yes, performance reviews are completed annually. See Performance Management for additional information.

25. Where do I go if I have a problem with my supervisor?
Contact your Human Resources partner (if you have one) or Employee Relations at 304-293-5700, x5.

We are committed to your success! If you have concerns or need more information about anything, please let your supervisor know. Welcome to the Mountaineer family.
NEED-TO-KNOWS.
NEED-TO-KNOWS.

IMPORTANT CONTACTS

Affordable Care Act
P: 304-293-9016
W: benefits.hr.wvu.edu/aca

Benefits
P: 304-293-5700 x4
W: benefits.hr.wvu.edu

Branding
P: 304-293-8028
W: brand.wvu.edu/

Child Learning Center
P: 304-293-4866
W: childlearningcenter.wvu.edu

Diversity, Equity and Inclusion
P: 304-293-5600
W: diversity.wvu.edu

Employee Relations
P: 304-293-5700 x5
W: employeerelations.hr.wvu.edu

Environmental Health and Safety
P: 304-293-3792
W: ehs.wvu.edu

Faculty and Staff Assistance
P: 304-293-5590
W: hsc.wvu.edu/fsap

Information Technology Service Desk
P: 304-293-4444
W: it.wvu.edu/help

Leadership and Organization Development
P: 304-293-7217
W: lod.hr.wvu.edu

Medical Management
P: 304-293-5700 x8
W: medicalmanagement.hr.wvu.edu

Parking
P: 304-293-5502
W: transportation.wvu.edu/parking

Payroll
P: 304-293-3379
W: payroll.wvu.edu

Procurement Services (PCard)
P: 304-293-5711
W: procurement.wvu.edu

Recycling
P: 304-293-9500
W: recycle.wvu.edu

Retirees Association
P: 304-293-3389
W: retirees.wvu.edu

Staff Council
P: 304-293-5965
W: staffcouncil.wvu.edu

Student Insurance
P: 304-293-5700 x3
W: studentinsurance.wvu.edu

Sustainability
P: 304-293-7916
W: wecan.wvu.edu

Talent and Culture (HR)
P: 304-293-5700
W: hr.wvu.edu

Talent Strategy
P: 304-293-5700 x1
W: employmentservices.hr.wvu.edu

Trademark Licensing
P: 304-293-4756
W: trademarklicensing.wvu.edu

Transportation (PRT, buses)
P: 304-293-3939
W: transportation.wvu.edu

University Police
P: 304-293-2677
W: police.wvu.edu

University Relations
P: 304-293-3489
W: universityrelations.wvu.edu

HOW TO SPEAK LIKE A MOUNTAINEER

Here are some WVU-centric terms you may hear.

Lair \lay\ n: short version of “Mountainlair,” the student union downtown
CAC \cah\ck\ n: Creative Arts Center, Evansdale
CPASS \see\pass\ n: College of Physical Activity and Sport Sciences
E. Moore \e\moh\ n: Elizabeth Moore Hall, downtown
EERS \ears\ n: really casual version of “Mountaineers”

Monongalia \mon\on\gей\ia\ n: name of the county in which Morgantown is located
Monongahela \mon\on\gäh\hee\la\ n: name of the river that runs through Morgantown. And Monongalia County. And of course both are referred to by “Mon”
PRT \P-R-T\ n: abbreviation for the Personal Rapid Transit, WVU’s unique campus transportation system
THE WVU SYSTEM

West Virginia University is a family of distinctive campuses united by a single goal: to provide a quality education. From the groundbreaking research of our flagship in Morgantown to the student-centered hub of WVU Potomac State College in Keyser to the technology intensive programs at WVU Tech in Beckley — our reach extends far beyond a single campus.

MORGANTOWN
27,000 students
380+ majors

BECKLEY
WVU Tech
1,700 students
35+ majors

KEYSER
WVU Potomac State College
1,300 students
60+ majors

CHARLESTON
WVU Health Sciences Center
Charleston Campus

MARTINSBURG
WVU Health Sciences Center
Martinsburg Campus
BEFORE-YOUR-FIRST-DAY CHECKLIST

☐ First, it is recommended that you process for WVU Payroll one week prior to your start date, if possible (refer to the Payroll website for documents to bring with you for payroll processing)

☐ After processing for payroll and receiving your WVU ID and employee number, go to login.wvu.edu to claim your account. During the process, you will be given your username and you will create your password. The first time you try to log in to a secure WVU system, like Outlook, you will be prompted to set up Duo two-factor authentication. Follow the instructions on a computer, but also have your smartphone or Duo display token ready to complete setup.

☐ Benefits-eligible employees should schedule a Benefits Session or process remotely

☐ Confirm with your supervisor how you should dress and where you should park on the first day after attending New Mountaineer Onboarding

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YOUR FIRST-DAY CHECKLIST

☐ Arrive for New Mountaineer Onboarding (NMO) by 8:15 a.m. (One Waterfront Place – Floor 3, Room 3117)

☐ If you haven’t already processed for payroll, do so immediately following NMO (refer to the Payroll website for documents to bring with you for payroll processing)

☐ Pick up your Mountaineer ID Card at Payroll after attending New Mountaineer Onboarding. You can also get your card at an ITS Service Center in the Mountainlair or Bennett Tower. Health Sciences Center employees should go to Room G-350 of the Health Sciences Center to get their card.

☐ Return to your work location and follow up with your supervisor

☐ Meet your coworkers

☐ Take a tour of the office with your supervisor or assigned colleague and learn the location of common office equipment and supplies and where other important areas are located (e.g., breakrooms, kitchens, restrooms, etc.)

☐ Secure building keys and access codes

☐ Ask your supervisor about their management style

☐ Discuss your specific work schedule, meal and rest breaks and hours of operation

☐ Discuss with your supervisor what happens when you are absent from work so that you gain an understanding of why your team needs you and how an absence can create a burden on others

☐ Ask your supervisor if there is a mentor on staff who will serve as your “buddy”

☐ Set up your office phone password and voicemail message

☐ Display your WVU Values poster (received in NMO) in your work area

☐ Review security and safety procedures for your building (e.g., where to meet in case of a building evacuation, location of emergency exits, etc.)

☐ If you are interested in purchasing University parking, visit the Transportation and Parking website for more information

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Visit the New Employee section of WVU’s Talent and Culture website for more.
YOUR FIRST-WEEK CHECKLIST

☐ Discuss your position and duties
☐ Ask your supervisor about any simple tasks you can get started on
☐ Discuss required and relevant training and workshops for your position with your supervisor and enroll in available upcoming sessions
☐ Discuss the importance of good job performance and its effect on receiving merit increases (when applicable)
☐ Work with your supervisor to schedule your probationary period review for six months after your hire date and talk about the core performance elements upon which you will be evaluated and the performance descriptors; ask which are most important in your job
☐ Review the WVU Employee Code of Conduct and WVU Values with your supervisor
☐ Familiarize yourself with the Classified Employee Handbook (for Classified staff) or the Faculty Handbook for Faculty and/or Faculty Equivalent Academic Professional positions
☐ Review pay and leave policies and understand how to properly request leave with your supervisor
☐ Ask supervisor about office protocol in general (e.g., check-in and check-out procedures, cell phone use and personal calls, etc.)
☐ Ask your supervisor if there is a specific way you should answer the phone
☐ Review how to request personal leave and how to properly report off if you cannot report to work for sick reasons
☐ Review and discuss inclement weather procedures with your supervisor
☐ Review the Employee Assistance Program Faculty and Staff Assistance Program
☐ Review the WVU Academic Calendar and Holiday Schedule
☐ Explore your department’s webpage and/or other relevant publications
☐ Meet with your supervisor if possible at the end of the first week to discuss how your first week went (any surprises, challenges, etc.) and how to prepare for the next week

YOUR FIRST 60 DAYS (TWO MONTHS)

☐ Schedule meet-and-greets with important stakeholders, partners and customers
☐ Solicit feedback from your supervisor about your progress to-date

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YOUR FIRST 90 DAYS (THREE MONTHS)

☐ Meet with your supervisor to discuss how your employment is going (progress, any surprises, challenges, areas for improvement, questions, etc.)
☐ Ensure that you have completed any required compliance training

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YOUR FIRST 180 DAYS (SIX MONTHS)

☐ Your supervisor should schedule and conduct your six-month probationary performance review by or before the completion of your first six months
☐ Discuss completed compliance training and future training needs

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YOUR FIRST YEAR

☐ Congratulations on your one-year anniversary with West Virginia University!
☐ Continue to work with your supervisor on individual and team objectives and key results

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OTHER IMPORTANT RESOURCES.

Bi-weekly Pay Schedule
Front Line Professionals
Holiday Calendar
Morgantown Newcomers Group
Mountain Line Transit Authority Maps and Schedules
Portal Instructions
Outlook Email and Calendar Instructions
Performance Management Elements
Programs, Services and Discounts
Campus Maps and Time Clock Locations
Time Off and Leave Accruals