ACD 126: Reference Check and Background Verification

Recruitment & Selection: Background Checks

**DEFINITION:** To require verification of the backgrounds of all finalists being hired

**Hiring Process:** As part of the hiring process, ASU requires disclosure of relevant employment, education and criminal history information. ASU will conduct a variety of checks to ensure the accuracy of the information provided and the eligibility of the final applicants for each open position.

**Standard Pre-Employment Screening:** The hiring authority or a designee shall check references and verify the educational credentials, employment histories and past performance of a finalist before a final offer of employment is extended. A criminal history check will be conducted to ascertain whether the finalist has a criminal conviction record that would indicate unsuitability for university employment.

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<th>NEED ASSISTANCE?</th>
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<tr>
<td><strong>Christina Haydu</strong></td>
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<tr>
<td>HR Coordinator</td>
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<td><strong>Dan Klug</strong></td>
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<tr>
<td>Assistant Director</td>
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<td><strong>Allison Walas</strong></td>
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<td>HR Employment Analyst</td>
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<td><strong>Irma Christian</strong></td>
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<td>HR Advertising Specialist</td>
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<td><strong>Delicia Cabantoy</strong></td>
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<td>Human Resources Records Specialist</td>
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<td><strong>EMAIL</strong></td>
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REQUEST ACCESS TO HIRERIGHT

ACCESS TYPES

Super User assigned to Christina Haydu
- Has full permissions for all accounts (Parent/Child) plus the authority to add or inactivate users, ACCESS to Management Reports and request account changes through HireRight Customer Service

Backup Super Users assigned to Irma Christian, Dan Klug, Allison Walas & Delicia Cabantoy
- View ALL requests in the account
- Receive email notifications for own requests
- ACCESS to Management Reports
- Change Authorization

Legal assigned to members of Office of General Counsel
- View ALL requests in the account
- Receive email notifications for own requests

General User assigned to all other users within the University
- Can only submit, not view, requests in the account
- Receive email notifications for own requests

GET ACCESS

An employee’s supervisor must submit access request to OHR by sending an email to: backgroundcheck@asu.edu with the subject line: Requesting HireRight Access for XXXXXXX

Email must include the following employee information:
- Employee’s Full Name
- Title
- Email address
PROCESS FOR HIRERIGHT ACCESS
When OHR receives a request for HireRight Access, we will:
1. Register the employee as a user
2. Submit a request to HireRight:
   Customer Training to setup a “training account” within HireRight University
3. Send the employee an email with information to:
   • Withdraw from modules 5 & 7, as they do not apply
   • Evaluate modules once modules have been completed
   NOTE: If modules are not evaluated, the employee may continue to receive email reminders from HireRight Customer Training until this has been completed

HireRight Customer Training will send the employee a training invitation with:
   • a link to HireRight University and login information
   • an attachment called Navigating HireRight University

The Employee must:
1. Complete each training modules with 80% (Modules can be retaken as many times as needed)
2. Send OHR a notification once the training modules have been successfully completed

NOTE: HireRight access will be terminated for any employee who does not complete the training modules within one (1) year

OHR will:
1. validate modules have been completed with 80%
2. request temporary password for employee
3. send email to employee with:
   • a temporary password;
   • HireRight link; and
   • Attachment called Entering Data Into HireRight - Quick Start Reference.
   This reference explains how to enter background requests and what information to send to OHR when a background check as been entered by a department
HOW TO ORDER A BACKGROUND CHECK

There are two options:

OPTION 1
OHR will request a background check on behalf of a Hiring Department.

To use this option, please EMAIL (backgroundcheck@asu.edu) or FAX (480.993.0006)
OHR the following completed forms:
- HR Staffing Background Fax Cover Sheet
- Consent and Disclosure Form
- Pre-Employment Inquiry Form and copy of the applicant/employee resume

NOTE: This inquiry form and resume are needed ONLY if OHR will handle any of the following Standard Pre-Employment Screening:
1. Employment Verification
2. Education Verification
3. Verify a Professional License
4. Conduct Professional Reference Check

OPTION 2
Hiring Department to submit background check.

QUESTIONS?
Refer to Entering Data into HireRight - Quick Start Reference or call OHR at 480.965.4115

Once the background check has been entered, EMAIL (backgroundcheck@asu.edu) or FAX (480.993.0006) OHR the following documentation:
- a print screen of the Order Details information received from HireRight (see Quick Start P.8)
- the Consent and Disclosure Form
OHR FLAG NOTATIONS IN HIREFRIGHT

OHR has setup the follow flag notations for background check requests:

- **GREEN**
  Completed (either by clear or process canceled by OHR/Hiring Department).
  If other than clear, OHR will submit a note on the report, noting reason for cancelation.

- **YELLOW**
  Background check has been submitted, consent is on file with OHR and ready to complete processing after HireRight sends notification.

- **BLUE**
  No consent form on file with OHR and/or missing documentation and documentation requested from department

- **RED**
  Issue to clear, requested information from applicant

- **PURPLE**
  AKAs not on consent form; requested information from applicant

HIREFRIGHT NOTIFICATIONS

HireRight will send a variety of notifications, both information and action requests.

**Informational (No action required)**

- **In-progress background report**
  HireRight has started processing a background report on the following individual

- **Delay**
  There has been an unavoidable delay in sending your final HireRight report on “name.”
  Here is a copy of our activity log entry…

- **Request has been completed**
  HireRight has completed the screening report for “name.” and OHR must now review and clear the report

**Action Sub Requests that require additional information**

OHR will submit the required information on behalf of the applicant. If OHR does not have the information requested, OHR will contact the applicant

(and cc the person listed as person authorized to receive the results (Hiring Manager)

**Sub Requests types:**

- Employment Report Sub Request
- Education Report Sub Request
- Professional License Check Report Sub Request
- Professional Reference Check Report Sub Request
PROCESS OVERVIEW

OHR Responsibility
1. When the HireRight notification is received for an individual indicating that HireRight has completed the screening report for “name,” OHR should proceed to the information evaluation.

2. Information Evaluation
   When considering whether or not to employ an individual with a criminal history, OHR will assess many factors during the background investigation review, including:
   - the relevance of a criminal conviction to the posted job duties;
   - the date of the most recent offense;
   - the nature and number of convictions;
   - the relative threat to the security of ASU or its employees and students; and
   - the accuracy of the information the individual provided on the employment application and/or in the recruitment process.

A finalist has a minimum of five days to refute, explain or correct the information. If there is no change in status within five days, the finalist will be withdrawn from the candidate list. If the finalist is a current employee, his or her suitability for continued employment will be evaluated. In some cases, presidential approval may be required before an offer of employment is extended.

ASU may refuse to hire a finalist, may withdraw a conditional offer of employment to a finalist or may terminate an employee where the finalist has made a false representation of material fact or does not provide material factual information in the employment process.

3. OHR Recruitment & Selection will review results and send an email notification confirming results and, if required, any further action needed.

Examples
1. The criminal background check on the above-referenced person has been returned as clear, to include the following: Employment Verification, Education Verification, Professional References and MVR (whichever applied). No further action is required.

2. The criminal background check on the above-referenced person has been returned as clear. Reminder: ACD 126: Reference Check and Background Verification

3. The criminal background check on the above-referenced person has been returned. No further action with regard to the background check is required. You can move forward with the hiring process.

4. The criminal background check on the above-referenced person has been returned. If driving becomes a factor, please request a MVR and submit a Driver’s Authorization Form. cfo.asu.edu/hr-forms | SPP 319 Driver’s License Monitoring

FAQs: cfo.asu.edu/hr-driverslicense

Hiring Department responsibility
The Hiring Department:
- can continue with hiring process, OR
- if potentially disqualifying information is received, OHR Recruitment & Selection will forward to the designated HR Partner for further review and discussion with hiring manager

Get a Pre-Adverse letter cfo.asu.edu/hr-forms
BILLING
HireRight sends OHR an invoice during the first week of each month for the preceding month. Departments will be invoiced via Advantage by Accounts Receivable within two weeks of receiving the approval to pay.

RECORDS
SPP 1101: Personnel Records
www.asu.edu/aad/manuals/spp/spp1101.html

The Office of Human Resources will:
• Manage and retain all background verification reports.
  Information collected on qualified candidates hired by the university will be stored separately from the official employee file and kept on file for five years after the employee terminates or retires.

NOTE: Hiring departments are not required to maintain a separate background file on employees, as this is maintained with OHR. If, however, a department retains a background file in addition to the minimum requirements of SPP 1101: Personnel Records: Records Maintained in the Employee’s Department, background-related items MUST be kept separate from the departmental employee file.

DISPOSAL OF RECORDS
OHR contracts with an on-site shredding company and accompanies their personnel to validate the destruction of background verification reports as needed.

RELEASE OF INFORMATION
Only ASU-designated employees may initiate a criminal background check and/or credit check or receive results. Results of all background checks will be kept confidential and will not be disclosed except to the extent necessary to administer and enforce this policy, as provided by law or pursuant to appropriate legal process.

The university may release the results of a reference check and background check to another university under the jurisdiction of the Arizona Board of Regents for employment purposes.

FREQUENTLY ASKED QUESTIONS (FAQs)
cfo.asu.edu/hr-backgroundfaqs

TOPICS
Access and Privacy  Student Employment Issues  Hiring Issues
Time Issues  Funding, Costs and Liability  Process & Forms
POLICIES AND REFERENCES
ACD 126: Reference Check and Background Verification
www.asu.edu/aad/manuals/acd/index.html

ABOR
Mandatory Background Checks for Employees and Process for Hiring, Retaining, or Terminating Employees Convicted of a Felony Offense
azregents.asu.edu/rrc/Polyce Manual/6-709

OHR Background/Fingerprinting
cfo.asu.edu/hr-background

The Fair Credit Reporting Act
www.ftc.gov/os/statutes/031224fcra.pdf
BUSINESS PROCESS GUIDE
Background Check Process

CORPORATE FACTS
Corporate Headquarters: Irvine, CA
ASU partnered with HireRight, Inc. as the chosen Background Screening Vendor on July 2009

Major Milestones
- **1981** HireRight's DAC Services begins serving the transportation market
- **1995** HireRight, Inc. is founded
- **1996** HireRight's parent company founded by privatizing an investigation arm of U.S. government
- **1997** HireRight launches the world's first Internet-based background screening solution
- **2000** HireRight develops the world's first pre-integrated screening solution with PeopleSoft
- **2007** HireRight files IPO on the NASDAQ Global Market under the symbol "HIRE"
- **2008** HireRight launches the world's first Web 2.0 screening management application HireRight successfully merges with USIS, creating the world’s largest screening provider
- **2009** HireRight, Inc. and USIS Commercial Services unite under the HireRight brand
- **2010** HireRight acquires NDI, creating a full-service drug and health screening offering for customers

Awards
- Top HR Product of the Year Award, Human Resource Executive Magazine, 2008, 2006
- Internet Company of the Year Award, Technology Council of Southern California, 2008
- Deloitte Technology Fast 500 Honoree, 2007
- Outstanding Private Company Award, AEA's High-Tech Innovation Awards, 2007

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<td>DDI</td>
<td>HR-XML Consortium</td>
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HIRERight PRICING
The Price Sheet lists a variety of package and/or individual background check items available to the ASU community.

The price sheet is online: cfo.asu.edu/hr-background