

Recruitment & Selection

Instructions to request background Background check process

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Instructions to request background

Step 1: Forms

Fill out and submit HR Background cover sheet and consent forms (*select Background Screening Packet Options*): located at <http://www.asu.edu/hr/backgroundcheck.html> (Forms Column)

Step 2: Background Screening Packet Options

Consent forms - choose the Background Screening Packet that applies to the services requesting, from the options below:

- Background Screening Packet 1
(Standard Background/Social Security Trace) (Required by ASU Policy)
 - Packet includes:
 1. Summary of Rights according to FCRA (*Applicant to keep for their records, do not submit to HR*)
 2. Consent and Disclosure Form
- Background Screening Packet 2
(Employment and/or Education Verifications *IN ADDITION TO* Standard Background/Social Security Trace)
 - Packet includes:
 1. Summary of Rights according to FCRA (*Applicant to keep for their records, do not submit to HR*)
 2. Consent and Disclosure Form
 3. Pre-Employment Inquiry Form
 - a. **ATTACH** copy of candidate's resume
- Background Screening Packet 3
(Employment and/or Education Verifications *ONLY*)
 - Packet includes:
 1. Summary of Rights according to FCRA (*Applicant to keep for their records, do not submit to HR*)
 2. Consent and Disclosure Form
 3. Pre-Employment Inquiry Form
 - a. **ATTACH** copy of candidate's resume

Step 3: HR to submit request via Sterling

(Go to Step 4, if department will enter requests)

- a) Have candidate complete appropriate packet – see *Background Screening Packet options above*
- b) Confirm with driver's license or valid ID that information given is accurate
- c) **To send from a fax machine:**
 - a. Enter **480.993.0006**, this is not an ASU #, so you will need to use the procedure for an outside line, then send as usual - Faxes sent to this number will be delivered within five minutes of the completion of the fax transmission.
- d) **To send via email:**
 - a. Create a new email message
 - b. **In the TO BOX :**

- i. Enter **backgroundcheck@asu.edu**.
- c. **In the SUBJECT BOX :**
 - i. Type in either Background Request AND the applicant's name
 - ii. Attach file(s) you want to submit, including the HR Staffing Background Fax Sheet
 - iii. In lieu of the HR Background Fax Sheet, you can type in the following information in the body of the email:
 - 1. agency org to charge
 - 2. HR person or BOM within your department authorized to receive results
 - 3. List any additional services requested (e.g. employment verification, MVD, etc.)
- d. **Click Send**
- e) **Follow-up with originals to HR Recruitment & Selection (mail code 5612)**
- f) HR will enter request into Sterling system
- g) HR Recruitment & Selection will review results and send an email notification confirming results and any further action, if required.
 - a. Example: **"Results are clear and complete, no further action is required"**
- h) Hiring Department can continue with hiring process, OR
- i) If potentially disqualifying information is received, HR Recruitment & Selection will forward to HR Partner for further review and discussion with hiring manager

Step 4: Department to enter requests via Sterling

- a) Request access to enter data into the Sterling site (if already have access, go to #b)
 - a. Supervisor provides the following information via email to Socorro.meek@asu.edu, requesting access. *Please note that access granted will be "enter only":*
 - i. Full name
 - ii. ASURITE ID
- b) Have candidate complete Background Screening Packet that applies to services requested (see Step 2)
- c) Confirm with driver's license or valid ID that information given is accurate
- d) Step by step instructions to "Enter data into Sterling", can be located at <http://www.asu.edu/hr/backgroundcheck.html> - Background Checks column
- e) Log onto www.Sterlingtesting.com
- f) Enter request
- g) Fax copy of Order # page received from Sterling and forms within option chosen above to HR Recruitment & Selection's Efax #: 9-480-993-0006
- h) **Follow-up with originals to HR Recruitment & Selection (mail code 5612)**
- i) Depending on your setup (grandfathered or new user), you may receive **an** email notification from Sterling stating: **"Results are complete"**, if you do, this only means that Sterling has completed their portion of the process
- j) HR Recruitment & Selection will review results and send an email notification confirming results and any further action, if required.
 - a. Example: **"Results are clear and complete, no further action is required"**
- k) Hiring Department can continue with hiring process, OR
- l) If potentially disqualifying information is received, HR Recruitment & Staffing will forward to HR Partner for further review and discussion with hiring manager
 - a. Pre-Adverse letter can be located at:
 - <http://www.asu.edu/hr/backgroundcheck.html> - Background Checks (Letters) column
- m) If a candidate has made a "disclosure" and the information is not reported on the Sterling Report, per Office of General Counsel, fingerprinting will be required:
 - a. go to <http://www.asu.edu/hr/backgroundcheck.html> - Fingerprint Checks column/Instructions to Request Fingerprinting

Step 5: BILLING/COST

BILLING:

Billing is submitted to HR Business Manager from Sterling bi-weekly. HR will internally process and bill Agency Org provided by departments

COST

Background Check Vendor Service Pricing List can be found at <http://www.asu.edu/hr/backgroundcheck.html> (Informational Column)

Step 6: RECORDS

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 files. Background investigation information collected on non-hired candidates will be filed and maintained in Human Resources and destroyed after three years.

Step 7: Release of Information

Per ACD 126: Reference Check and Background Verification

Information Release

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.