



CSU Extension Volunteer Background Check Process

Colorado State University (CSU) implemented a background check policy effective October 1, 2008. This policy includes all new faculty, staff, and volunteers working on behalf of the University.

All volunteer applicants are required to complete a background check as part of CSU's risk management strategy. The process protects volunteers, Extension staff and the University. CSU has partnered with HireRight, a leading provider of on-demand employment screening solutions, to manage background check verification. CSU has confidence in the security and confidentiality of the HireRight system.

All volunteer applicants are required to have the background check completed prior to starting as a volunteer. The agent or specialist is responsible for ensuring that background checks are completed for volunteer applicants **before** they are allowed to begin their volunteer opportunity. Support staff may input the background check request but the county agent is the contact person and the responsible party.

Background Check Request Steps:

1. **Confirm that the applicant is prepared to respond within 5 days.**
2. Collect the volunteer applicant's *legal* name and email address.
3. Go to this link: <http://extension.colostate.edu/staff-resources/background-check-request-form>
4. Complete the form with:
 - ✓ The applicant's *legal* first, middle, last name.
 - ✓ The volunteer's email address. Be accurate.
 - ✓ Volunteer type.
 - ✓ Background check: Criminal History and Motor Vehicle.
 - ✓ Start date. The applicant cannot begin volunteering until the check has been completed.
 - ✓ Volunteer's City, State, & Zip
 - ✓ County name.
 - ✓ Agent name & email address.
 - ✓ Submitter's name & email address.
 - ✓ Comments.
 - ✓ Submit. Save the submission confirmation.

Steps After the Request is Submitted

1. Send the potential volunteer a message indicating their name has been submitted for a background check request and they will be sent and must respond to an email from HireRight Customer Support within five-seven business days. Instruct them to contact you immediately if they do not receive the email within five business days. If this happens, contact Trent Hollister, Extension Specialist, for instructions.
2. The email from HireRight provides a hotlink for the volunteer to log into a secure site. They need to be prepared to enter these items: name, address, phone number, DOB, social security number, and driver's license number, and then authorize HireRight to conduct a background check. If they are self-reporting convictions they should also be prepared to enter that information. **Follow up with the applicant within 5 days to make sure they have responded to the email hotlink.**
3. HireRight conducts a national criminal history and driving record background check. If there is questionable information, CSU Human Resources consults with Trent Hollister about the nature, recency, and severity of the criminal activity and/or motor vehicle violations. A determination is made to approve or deny the volunteer application.
4. Approvals and denials are sent by email to the county from CSU Human Resources. Contact Trent Hollister if you have questions.
5. Approvals with driving restrictions are also sent by email from CSU Human Resources. Complete the driving restriction form, sign it, and have the applicant sign it.



Common Problems

1. The email address is entered incorrectly. Verify the email address with the applicant before submitting.
2. The applicant does not respond to the email from HireRight. Inform the applicant of the background check requirement and process. Send them an email when you have submitted their name for the request. (example)
3. The background check request is not followed up on in a timely manner. Check in with the applicant within five business days to see if they have received the link and responded. If there is a problem, contact Trent Hollister as soon as possible. You are responsible for ensuring the volunteer applicant does not begin the volunteer opportunity until the check is approved.

Questions

Direct all questions to Trent Hollister (Trent.Hollister@colostate.edu, 970.491.7881)

- Do not contact CSU Human Resources/Background Check Manager.
- Do not resubmit a request without gaining prior approval. There is a \$45 fee for resubmissions when a request has been cancelled due to Nonresponse of the applicant. Contact Trent Hollister for assistance.

Example #1: This is the message to send the volunteer applicant as soon as you submit the background check request.

Dear _____,

This is notification that your name has been submitted for a background check request. You will receive and must respond to the email from HireRight within five business days. I have attached a sample of the email that HireRight will send you. If you do not receive the email within five business days, immediately contact the office at _____ for assistance. You may not begin as an Extension volunteer until the background check has been completed and you receive written authorization. Thank you for your prompt response.

Example #2: View the example email from [HireRight using this link](#).