

CU Boulder Background Check: Frequently Asked Questions

Q: What is the turn around time for a background check?

A: Allow 5-7 business days from the time that the applicant responds to the e-mail invitation OR from the time HR receives authorization to conduct the background check from the applicant. It is always safest to allow 2 weeks for the check when deciding upon a hire date.

Q: I have applicants who are worried about giving out sensitive information online. How secure is the HireRight site?

A: VERY. Being a large, international entity, HireRight has gone to great lengths to create the safest environment for sensitive data. A copy of their white paper describing their privacy policy can be found at: <http://www.colorado.edu/humres/downloads/HireRightPrivacyPolicy.pdf>

Q: How do I know if a new hire needs a background check?

A: Generally speaking, all new hires at CU must submit to at least a criminal history background check.

For specific employment groups:

Section II.B.1 of the campus background check policy addresses re-appointments/re-hires;

Section II.B.2 addresses temporary employees;

Section II.B.3-4 addresses promotions and transfers;

Section II.B.5 addresses student positions.

For detailed information, see the campus background check policy at

<http://www.colorado.edu/policies/backgroundcheck.html>

Q: How do I request a background check for a candidate?

A: There are two methods available for submitting a background check request. You may send the following information by email to hr-bgc@colorado.edu :

-Applicant's FULL NAME and JOB TITLE/POSITION

-Applicant's EMAIL ADDRESS

-Specify the TYPES OF CHECKS required for the position

OR

For positions posted through JobsatCU, change the applicant's status to

"RECOMMEND FOR HIRE" and the system will notify the background check unit that a background check needs to be generated.

Q: What do I do for a sub-contractor or temporary worker from an agency who will be working on campus with access to security sensitive information or areas?

A: These workers are expected to have successfully completed a background check prior to being hired on campus. It is the responsibility of the VENDOR to conduct the background check for their employees before sending a worker to campus.

Q: What if the final applicant indicates they have not received an email for the background check authorization? What do I do?

A: First, make sure they are aware that the email will come from "HireRight Customer Support," our background check vendor (applicant may have disregarded it as SPAM). Second, verify that the email address sent to HR is correct and current. If, at this point, the applicant still has not received the email authorization, contact hr-bgc@colorado.edu to request that a new email be sent to the applicant.

*Many times, applicants do not receive the email because there is a misspelling/error in the EMAIL ADDRESS. Always verify this first.

Q: What can I do to speed up the background check process or make it proceed more smoothly?

A: Good question! Here are a few suggestions:

- It would be helpful for you to notify the applicant that s/he will receive an email “invitation” to complete the background check authorization online; the applicant can then keep an eye out for it. This should be done PRIOR to making the request to the background unit.
- Inform the applicant that the email will come from “HireRight Customer Support,” not directly from CU Boulder. By letting the applicant know that this is a legitimate email and not spam/phishing scam, much confusion is eliminated and the applicant can respond quickly.
- Remind the applicant that a successfully completed background check must be performed BEFORE applicant can begin working at CU. It may be helpful for you to discuss an anticipated start date, but wait to finalize an official start date until the background check has been completed.

Q: What does the email message from HireRight to the applicant look like?

A: Click on the following link to see a sample letter from HireRight to the applicant:

<http://www.colorado.edu/humres/downloads/SampleHirerightLetter.pdf>

Q: How does an applicant obtain a copy of the background screening report?

A: Residents of CA, MN or OK may request a FREE copy of the report by checking the appropriate box on either the paper or electronic authorization form. For applicants residing in all other states, HireRight will provide a copy upon request, for a nominal processing fee. HireRight can be contacted at 800-400-2761. For privacy reasons, Human Resources at CU Boulder cannot provide copies of background reports to the applicant.

Q: How much time will the applicant have to respond to the HireRight electronic authorization invitation?

A: The link is valid for a 30 day period. If the applicant does not respond within this time frame, contact the Background Unit in HR to arrange for a new link. Please encourage the applicant to respond promptly however, as the turnaround time for receiving the results is negatively impacted if the applicant does not respond in a timely manner.

Q: What is the process for conducting a background check on an international scholar?

A: If an international scholar is newly arrived to the USA and will be working for the first time, a background check will not be required. In other words, if the scholar does not yet have a social security number, we will not run the background check for that individual. The Department of Homeland Security conducts rigorous screenings prior to granting a visa to an international scholar. A newly minted social security number will yield no data and, therefore, renders the check unnecessary. Once an international scholar has been in the country for more than six months with the social security number, we would require a check upon re-hire, re-appointment, promotion or transfer.

*For tracking purposes, we ask that you notify the Background Unit of newly arrived international scholars who do not have a social security number.

Q: When is a position considered “security sensitive?”

A: Section I.3.a-h of the campus background policy addresses the “security sensitive” designation for positions at the university. The Background Unit also refers to the position description for Classified and OEP positions in order to determine if a position fits the criteria for security sensitivity. Please contact an HR consultant to assure that the position description appropriately reflects this designation for a given position.

Q: How do I determine whether a position is security-sensitive given their access to SIS or HRMS?

A: The key to evaluating whether a position meets these criteria is really broader than "access", but rather is of more concern when a position has the ability to access and potentially manipulate security-sensitive information. Positions with the ability to "view" information in SIS, for example, don't necessarily rise to this level since they don't access SSN's. Positions with access to PeopleSoft who can view and in some cases change information relative to pay and personal data, on the other hand, would.

Q: Section I.3.c mentions access to "secured facilities" as a criterion for an applicant needing a background check. What is a "secured facility" in this context?

A: Secured facilities refers to buildings and/or rooms that require key or electronic access even during the hours for which the university is open to the public and where access to these areas is prohibited by the public without permission. Examples include residence halls, secured IT facilities, and lab or medical facilities that house toxins, controlled substances or highly sensitive equipment or data. For assistance in determining whether a building or room meets the criteria for secured facility, please contact the HR Background Check unit by calling 303/492-6475.