

What to Ask a Background Check Provider

QUESTIONS	VALIDITY	VENDOR 1	VENDOR 2
1. Does your firm conduct live criminal record searches? (Going directly to the courthouses) If yes, skip to question 9	Yes, Always		
2. Does your firm conduct criminal database searches? If yes, please see questions 3-8	No, outdated not accurate		
3. How do you obtain conviction records from various jurisdictions across the country?			
4. How often is the data updated? Example is Ada County Idaho updated as often as Broward County Florida?			
5. If a Diversion or Suspended Adjudication case is entered into the database, how often do you follow-up with the court to determine whether the case becomes a conviction or not?			
6. Does your database include all convictions filed in every county nationwide for a period of at least seven (7) years?			
7. Does your database contain felony and misdemeanor records from every jurisdiction?			
8. Was your database compiled using state Department of Corrections records? (If so, how does it account for the convictions which resulted in probation and no prison time?)			
9. Do you test and audit your researchers to make sure they meet industry standards?	Yes		
10. Do the convictions you send me have at least two matching identifiers to my subject in order to ensure that I have received the right data on the right person?	Yes		
11. Do you have an extensive Quality Assurance Program ensuring accuracy, Fair Credit Reporting Act (FCRA) compliance and state compliance?	Yes		
12. Do you provide free consultation for clients on standards and policies?	Yes		
13. Will I be assigned an Account Executive that understands my school, its regulations and requirements?	Yes		
14. Do you flag your background reports that contain convictions or discrepancies from information that the applicant reported and the findings, so that I can see immediately that I need to review the report?	Yes		

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15. Are your employees experts in state and federal legislation, JCAHO policies and procedures and records research processes?	Yes		
16. Do you have an online account management system through which I can view my account summary, review reports in real time, print preliminary reports and retrieve archived reports?	Yes		
17. Does your online management system allow me to customize user access levels?	Yes		
18. Can I have multiple accounts at no extra charge?	Yes		
19. Can I archive all reports so that we can have a paper-less system?	Yes		
20. Do you have a secure student Web site where my student can initiate their own background check?	Yes		
21. Can you customize the student site so that it has specific language that we provide you?	Yes		
22. Do you have a time consuming application that asks for unnecessary information that is not needed for a student background checks?	NO, Our system was customized for students		
23. Do you have a recheck program that offers discounted rates for students returning for a background check?	Yes		
24. Can you send a copy of the background check directly to my student?	Yes		
25. Can students pay you directly for their background check so that we don't have the burden of collecting the fee?	Yes		
26. If my student pays you directly can they chose from the following payment options; Credit Card, PayPal, bank transfer, Money Order or Cashier's Check?	Yes		
27. If my student pays you directly how will they know where to send the Money Order or Cashier's Check? Do you provide instructions on the student site?	Yes		
28. Does the student site contain your company's information so that my students can contact your company's experts instead of me with any questions they might have?	Yes		

Go directly to the source ■ ■ ■

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29. Does the student site provide the disclosure form and the Summary of Rights Under the Fair Credit Reporting Act (the forms I must have every student fill out in order to conduct a background check on them) on the system so that I don't have to make any paper copies?	Yes		
30. Is there an option on your student site where my student can print off the forms that they have completed for their records?	Yes		
31. Do I have the option of being invoiced directly instead of having my students pay you directly?	Yes		
32. Do you work with our school to customize a program that fits our needs at no extra charge?	Yes		
33. Do you have a flat price for student packages regardless of how many jurisdictions are searched, so that I can provide my student with a flat price?	Yes		
34. Do you provide the student with a free copy of their background check?	Yes		
35. When can I expect to receive the completed background reports?	24 to 72 hours		
36. Will your company be available to answer questions that my student might have?	Yes		
37. Do you have a Customer Care guarantee?	Yes		
38. Do you have at least five (5) years of experience?	Yes, over 20 years		
39. Is your company a member of the National Association of Professional Background Screeners (NAPBS)?	Yes, a founding member		