

HIRERIGHT EDUCATION VERIFICATION™

Identify whether applicants accurately reported education information on their resume or job application. HireRight Education Verification confirms an applicant's credentials by verifying that a degree, certificate or diploma as reported by the applicant was received. Verifications can be conducted worldwide and are obtained either directly from an institution or from its authorized agent.

Introduction

Verifying education history can be time-consuming and difficult for a variety of reasons. Institutions contacted to confirm degrees may be unresponsive or unavailable - due, for example, to reduced staff, budget cuts, holiday closures or requests being submitted outside hours of operation. Applicants often provide inaccurate or incomplete information, such as an unearned degree, which makes confirming education history difficult and delays the time to complete the investigation. The individuals surveyed in the HireRight 2013 Employment Screening Benchmarking Report said that 79% of candidates misrepresent information between 1% and 10% of the time and 74% have discovered someone who has lied on his or her resume.¹

There is also a proliferation of diploma mills, which are organizations that award academic degrees and diplomas with substandard or no academic study and without recognition by official educational accrediting bodies. According to estimates, there are 700 diploma mill companies in the United States and as many as 3,000 diploma mills are in operation worldwide.² When a degree reported by an applicant may have been obtained from one of these organizations, additional research is required to determine whether the degree was obtained from an accredited institution.

When organizations attempt to verify education in-house, the quality of the information received and the time it takes to verify education history varies based on the skills and resourcefulness of each researcher. A mistake may result in a bad hire, which according to a recent survey can cost an employer \$25,000 or more.³ Furthermore, there is not an efficient, automated way for employers and applicants to determine the education verification status and outstanding items needed to complete the research.

Benefits

HireRight Education Verification is an online, on-demand service that is integrated with HireRight's screening solutions. After an order is entered, skilled HireRight verifiers confirm that an applicant was awarded a degree, certificate or diploma. Verification can be conducted worldwide and are obtained either directly with an institution or from its authorized agent. The service helps employers to:

¹ <http://www.hireright.com/benchmarking/>

² [Alan Contreras, administrator for the Oregon Office of Degree Authorization](#)

³ [CareerBuilder.com press release dated 12/13/12](#)

- ✓ **Mitigate the risk of errors in verifying education and cost of a bad hire** through consistent research methodologies that achieve fast results and an average verification rate of 92% in the United States and 89% elsewhere.⁴ A Verification Plus option extends the research time up to 30 business days to facilitate a higher verification rate of nearly 100%.
- ✓ **Speed time to hire and reduce administrative costs** by outsourcing time-consuming, tedious screening tasks to a specialized team of verifiers located throughout the world whose average request turnaround time is 2.0 days in the United States and 7.2 days elsewhere.⁵
- ✓ **Improve the candidate experience by demystifying and expediting the verification process** via an easy way to upload documents, check status and receive alerts via laptop, desktop, smartphone and tablet.

Process

After a request is entered, HireRight verifiers will confirm all reported education history, i.e., degree, certificate or diploma and the date it was received, regardless of the dates attended or graduated or where the institution is located. HireRight uses the school's preferred method of verifying an applicant's education history – either directly with the institution or indirectly through an institution-designated third party such as the National Student Clearinghouse® in the United States.

For direct verifications, each institution will be contacted once a day for up to five (5) business days in the United States or seven (7) business days elsewhere, upon which the request will be closed. Indirect verifications through third parties such as the National Student Clearinghouse are typically immediate. If the verifying party reports “no record found” or “hold”, HireRight will contact the applicant for additional information, documentation or clarification, as applicable, unless client guidelines state otherwise. HireRight will provide the materials to the verifying source to confirm the applicant's education history. If the verifying party does not respond by the request close date, the request will be closed (see table in “Results” section).

HireRight Education Verification is ideal for customers who value fast, high-quality education verification results. For customers who want to extend the research time to achieve a higher verification rate, the **HireRight Education Verification Plus™** option is available for an additional fee. If HireRight Education Verification Plus is selected upon order submission, the request will remain open for up to thirty (30) business days. With this option, if education has not been confirmed by the verifying party within five (5) business days from the date of the request in the United States or seven (7) business days elsewhere, the applicant will be contacted for additional information, documentation or clarification (such as a copy of their diploma), unless client guidelines state otherwise. For direct verifications, HireRight will contact the verifying party each day for ten (10) business days. After that, the verifying party will be contacted once a week if no response has been provided. Applicant-provided documents will be used to verify education only if the verifying party still has not responded on the final day of processing (which is thirty (30) business days from the date of the request or the end of an ETA date), or if the verifying party indicates “no records found” - and only if the applicant was contacted to provide such documentation.

⁴ HireRight's average verification rate from September 2011 through October 2012 rounded to the nearest number

⁵ HireRight's average report turnaround time from September 2011 through October 2012 rounded to the nearest number

The process for handling different types of discrepancies encountered during research is as follows:

	HireRight Education Verification	HireRight Education Verification Plus	Action
<u>Major</u> date discrepancy	Two (2) years or more	Six (6) months or more	Applicant is contacted for clarification, unless a client's guidelines state otherwise. If applicant does not respond or is unable to provide clarification, request will be closed as "Complete – Discrepancy".
<u>Major</u> college degree discrepancy	College degree reported by the applicant cannot be verified		
<u>Minor</u> date discrepancy	More than three (3) months but less than two (2) years	More than three (3) months but less than six (6) months	Applicant will not be contacted for clarification and request will be closed as "Complete – Discrepancy".
<u>Minor</u> college major discrepancy	College major reported by applicant cannot be verified		

Results

Based on its research, HireRight will report on the background report the following results described below:

Result	Definition
Complete – Data Verified	Education history reported by the verifying party was consistent with the applicant's submitted information.
Complete - Discrepancy	Education history reported by the verifying party was inconsistent with the applicant's submitted information (see table in "Process" section) or no records were found.

Close – No Data Returned	Education history could not be verified because neither the verifying party nor the applicant (if applicable) provided any information prior to the verification close date.
Closed – Not Verified per Client Guidelines	Education history was not verified due to client-specific or HireRight general guidelines, e.g., if the information provided is from a diploma mill, or when a client instructs HireRight to stop the verification process.

Considerations

The more information HireRight is able to provide to the source, the easier it will be to verify the information because different records are often stored in various locations. In the United States, older high school records tend to reside with the school district. At the college level, different degrees can sometimes be verified with different campuses or schools that are part of colleges. General Educational Development (GED) records are retained by the state where the student received the diploma; not by the school where a student last attended. Most high schools store records by applicant name and date of birth instead of Social Security Number (SSN). Outside the United States, the location of education history records often varies by country and region. In addition, some additional information - such as maiden name, a copy of a diploma or a class seat number - may be required prior to the search. Occasionally, educational institutions require a verification request to be mailed with a fee charged by the verifier. The fee will be billed to the client unless the client's service agreement expressly states otherwise. HireRight does **not** verify the following:

- Grade point average (GPA) unless a client's guidelines state otherwise
- Privacy blocks and financial holds
- Future degrees earned, i.e., degrees to be posted to transcripts on a future date
- Grades and transcript information
- Diploma mills

Learning More

For more information about HireRight services, call us at 800.400.2761 in the U.S. and Canada or +1 949.428.5800 worldwide or visit us online at www.hireright.com.

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