What is include in this tutorial

• Overview of the background check program.
• Review of the integration with the NCAA Officiating Services Platforms.
  • Fall sports with ArbiterSports/Peopletrail, Inc.
    • Account set-up and access.
    • How to access background check reports.
    • Process Summary.
  • Winter and Spring sports with RefQuest (RQ+)/Sterling Volunteers.
    • Account set-up and access.
    • How to access background check reports.
    • Process Summary.
• Contact Information.
Overview of the NCAA Background Check Program

2022-23
Program Overview

• The background check program was developed with the dual purpose of promoting the student-athlete experience and protecting the integrity of the NCAA Championships.

• In 2018 the NCAA began providing to conferences access to the background check reports of officials that consented to their check being shared with authorized conference(s).

• The NCAA utilizes the background check as a championship eligibility requirement in sports that the NCAA has a Central Hub for officials’ registration.

• The background check is part of the officials’ registration fee and consent to the check can be provided at the time of registration.

• The background check includes a search of the following sources:
  • National Database Sources including county and state jurisdiction, and
  • National and State Sex Offender Registries.

• Background check reports will include reportable records.

• The NCAA does not determine eligibility for the regular season.
Integration with the NCAA Officiating Services Platforms

ArbiterSports and RQ+
Fall Sports - ArbiterSports

- ArbiterSports is the NCAA Officiating Services Provider for fall sports. Background checks will be processed through a vendor called Peopletrail, Inc. and accessed through the ArbiterSports platform.

- The following sports will use Arbiter for officials' registration and the background check programs:
  - Field Hockey
  - Soccer
  - Water Polo
  - FCS, Divisions II and III Football
  - Women's Volleyball

*Water polo will also use Arbiter in the spring.

**FBS Football officials will register with ArbiterSports but will have background checks run through Sterling Volunteers as they have in previous years.

- During the registration process, officials will be asked to designate the conference(s) with whom the NCAA has permission to share the report.

- Conference administrators must be set up with background check access to view the background check in their portal. For access, please contact Ashlee Lavatai (Ashlee.Lavatai@arbitersports.com).
Accessing Reports - ArbiterSports

When accessing the conference account on ArbiterSports.com, the user will select the sport account.
Accessing Reports - ArbiterSports

To navigate to the conference list of officials, select the “People” tab option.
Accessing Reports - ArbiterSports

• When the list of officials appears, officials will have a colored box in the far-right column if they have consented to the background check. The background check is accessed by clicking on the colored box.
  - Green – Background check is complete and clear.
  - Yellow – Background check is complete and there is a hit on the report.
  - Blue – Background is processing.
Accessing Reports - ArbiterSports

If the box is yellow, the message below will display. The “View Report” is an active link and will take the user to the background check report. After viewing the report, the user will need to close the report and return to this screen to make a decision on the background check.
## Accessing Reports - ArbiterSports

The information below is a sample of the report provided by Peopletrail.

### Background Screening Report

**Peopletrail**  
65 E Wadsworth Park Drive  
Suite 102  
Draper, UT 84020  
Phone: 801-505-1000 / 866-223-8823  
Fax: 801-505-1000

<table>
<thead>
<tr>
<th>FILE NUMBER</th>
<th>REPORT TO:</th>
<th>REPORT DATE</th>
<th>ORDER DATE</th>
<th>TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>344276</td>
<td>PEOPLETRAIL - DEP COMPANY (E-0000-H000)</td>
<td>09-07-2017</td>
<td>Demo Joe</td>
<td>Pre-Employment BACKGROUND CHECK</td>
</tr>
</tbody>
</table>

### Application Information

- **Applicant**: MESS, HANK T.  
  SSN: XXX-XX-XXXX  
  DOB: 01-01-XXXX  
- **Drivers License**: -  
  PHONE NUMBER: 63003000000  
- **Address**: 123 MAIN  
  CITY: DRAPER  
  STATE: UT

### AFS National Search

- **Records Found**: 00-00-00  
  SEARCH DATE: 09-07-2017  
  SEARCH SCORE: 00

### Putnam County

#### Offender:
- **Full Name**: MESS, HANK  
- **DOB**: XXXX-04-27  
- **Address**: 136 SANTA BARBARA STREET  
  EAST PALATKA, FL 32131-3000  
- **Provider**: Putnam County  
- **State**: FL

#### Offense:
- **Description**: ISSUING A WORTHLESS CHECK  
- **Offense Type**: MISDEMEANOR  
- **File Date**: 2008-03-10  
- **Origin**: State  
- **Statute Code**: 2465  
- **Case Number**: 11106000525CFMX  
- **Court Decision Date**: 2008-06-26  
- **Prosecution Decision Date**: 2008-08-10

**WARNING**: Based on the information provided, Peopletrail searched for public records in the sources referenced herein for criminal history information as permitted by federal and state law. "Records Found" means that our researchers found a record(s) in that jurisdiction that matched the personal identifiers (i.e., Name, SSN, Date of Birth, Address) listed for the subject in the above abstract. Peopletrail does not guarantee the accuracy or truthfulness of the information as to the subject of the investigation, but only that it is accurately copied from public records. Information generated as a result of identity theft, including evidence of criminal activity, may be inaccurately associated with the consumer who is the subject of this report. Further investigation into additional jurisdictions, or utilization of additional identifying information, may be warranted. Please call for assistance.

### Disclaimer

This report is furnished to you pursuant to the Agreement for Service between the parties and in compliance with the Fair Credit Reporting Act. This report is furnished based upon your certification that you have a permissible purpose to obtain the report. The information contained herein was obtained in good faith from sources deemed reliable, but the completeness or accuracy is not guaranteed.

*** End Of Report ***
Making a Decision - ArbiterSports

• After reviewing the background check, the user will return to Arbiter to make a decision on the official.

• Selecting “Reviewed” will change the official’s colored box from Yellow to Green and no further action is needed. The official will be eligible for the regular season.
After selecting “Reviewed,” the user will confirm the decision by selecting “OK” and the process is complete for that official.
Making a Decision – ArbiterSports

- After reviewing the report, if the conference determines that an official will not be eligible because of the background check, the user will select “Send Pre-Adverse Letter.” This will change the colored box to a Yellow/Red split. This indicates that the conference has notified the official that something on their background check may cause them to be ineligible to officiate. This letter is sent automatically through the system.

- The system will ask the user when an Adverse Letter should be sent to the official. This will be the final determination on the official’s regular season eligibility. This will change the colored box from Yellow/Red to Red.
Process Summary – ArbiterSports

- Access sport account.
- Select “People” tab.
- Click Yellow box for individual official.
- Select “View Report.”
- Determine eligibility of the official.
Winter and Spring Sports – Sterling Volunteers

- RQ+ is the NCAA Officiating Services Provider for winter and spring sports. Background checks will be processed and accessed through Sterling Volunteers.

- During the registration process, officials will be asked to designate the conference(s) that the NCAA has permission to share the report with.

- Conference administrators must set up an account with Sterling Volunteers to access the background check reports in the Sterling portal. There is no fee for setting up the Sterling account.

- Division I conferences with an existing Sterling account will need to contact Sterling Volunteers to set up access to all sports.

- To request access, conferences will email the following user(s) details to NCAASupport@SterlingVolunteers.com.
  - First and Last Name
  - Email
  - Conference
  - Sport(s)
Winter and Spring Sports – Sterling Volunteers

• The following sports will use RQ+ for registration:
  - Baseball
  - Men’s Basketball
  - Women’s Basketball
  - Bowling
  - Ice Hockey
  - Men’s Lacrosse
  - Women’s Lacrosse
  - Softball
  - Wrestling

*As noted previously, women’s water polo will use Arbiter in the spring.
Accessing Reports – Sterling Volunteers

To access reports in the Sterling Volunteers platform, conference users will navigate to https://app.sterlingvolunteers.com and enter their username and password into the “Organizations” login portal.
Accessing Reports – Sterling Volunteers

- The initial view of the account dashboard will display the “Review Background Checks” view. This will show all officials that have a background check processing or a report that is complete/pending review.

- Only officials with a hit on their background check will require further review. To view the completed background check report, click the name of the official or the check mark to the left of the names to view multiple reports at once.
Making Decision – Sterling Volunteers

There are six (6) important areas on the display to review to assist user(s) when viewing the report.

1. Review the dropdown menu. After reviewing the report, select “Eligible” to approve the check. Select “Ineligible” to indicate the official has failed the background check.

2. The conference account name and ID will be listed on the report.

3. The official’s name, order ID and the order date will be listed on the report.
Making Decisions – Sterling Volunteers

4. This is the information provided by the officials to conduct the background check.

5. This is a summary of what is contained in the results of the background check.

6. This is a detailed list of the background check products included in the report bundle and the status for each product.
Managing Officials – Sterling Volunteers

- Conference users can use the “Manage My Volunteers” tab to view all officials that have consented to and shared their background check with the conference. When first accessing the “Manage My Volunteers” tab, standard columns will be displayed. Users can use the Show/Hide function to change their view.

- As previously noted, officials with no hits on their report will not appear in the “Review Background Checks” tab. If an official has been cleared by the conference in the “Review Background Checks” tab, the official will no longer appear in the “Review” tab.
Managing Officials – Sterling Volunteers

- Within the conference account, each official is assigned to their identified sport – described as a “view” in the platform. Depending on the user’s access - identified by the conference – a user may be able to view multiple or all sports for the conference.

- On the right-hand side of both the “Manage My Volunteers” and “Review Background Checks” dashboards, a user can select the sport they are viewing.

- Additional sports can be added to a user account by contacting NCAASupport@SterlingVolunteers.com
Process Summary - Sterling Volunteers

• Access Sterling account.
• View the “Review Background Checks” tab.
• Select the official(s) to review.
• View the report.
• Determine eligibility of the official.
Contact Information

• For questions about the NCAA Background Check Program:
  • Ben Brownlee, Assistant Director, NCAA Championships
    Email: bbrownlee@ncaa.org or Phone: 317-917-6944
  • Jay Fitzwater, Assistant Director, NCAA Championships
    Email: jfitzwater@ncaa.org or Phone: 317-917-6819

• For questions about ArbiterSports/Peopletrail:
  • Ashlee Lavatai, Enterprise Specialist
    Email: ashlee.Lavatai@arbitersports.com

• For questions about Sterling Volunteers:
  • NCAASupport@SterlingVolunteers.com