

NCAA BACKGROUND CHECK PROGRAM TUTORIAL

What is include in this tutorial



- Overview of the background check program.
- Review of the integration with the NCAA Officiating Services Platform.
 - All 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

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 is obtained at the time of registration. Consent can be provided at a later date if the official chooses to wait.
- 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.
 - Credit report (select Division I regular season and championship checks).
- Background check reports will include reportable records.
- The NCAA does <u>not</u> determine eligibility for the regular season.



Integration with the NCAA Officiating Services Platforms

RefQuest+/Sterling Volunteers

Sterling Volunteers



- RQ+ is the NCAA Officiating Services provider. Sterling Volunteers is the background check services provider.
- Officials are asked during the registration process to designate the conference(s) that the NCAA has permission to share the report with.
- Background check reports are accessed through the Sterling Volunteers platform.
- Conference administrators must have an account on the Sterling Volunteers
 platform to access the reports. A new account is not needed each year. There is
 no fee for setting up the Sterling account, as it is tied to the NCAA "parent"
 account.
- Division I conferences with an existing Sterling account (from prior to 2022) 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 <a href="https://www.ncaan.ncaa
 - First and Last Name
 - Email
 - Conference
 - Sport(s)

Accessing Reports – Sterling Volunteers



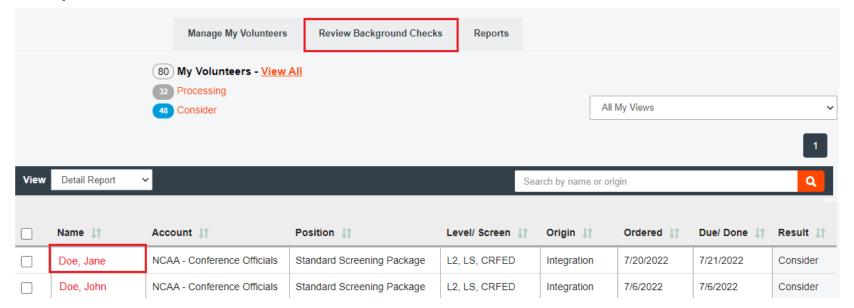
To access reports in the Sterling Volunteers platform, conference users will navigate to https://app.sterlingvolunteers.com and enter their username and password into the "Organizations" login portal.

← → C ↑ https://app.sterlingvolunteers.com	
Sterling Volunteers	
Login	About Blog Get Support
Organizations	Volunteers
Username or Email	Username or Email
Password	Password
Log in Remember Me?	Log in Remember Me?
Forgot Password?	Create an Account Forgot Username or Password?

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.

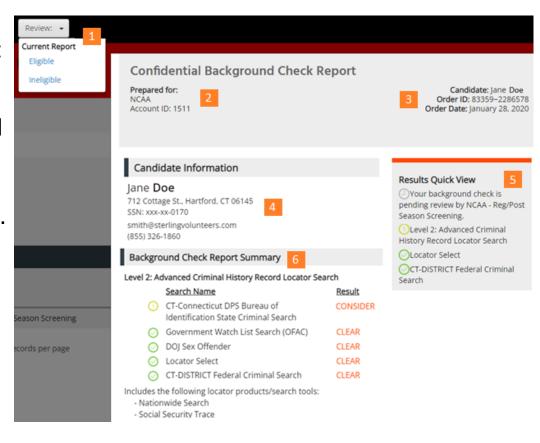


Making Decision – Sterling Volunteers



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

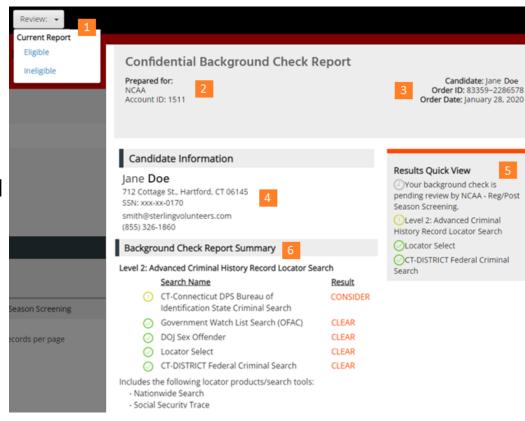
- 1. Review the dropdown menu.
 After reviewing the report, select
 "Eligible" to approve the check.
 Select "Ineligible" to indicate the
 official has failed the background
 check.
- 2. The conference account name and ID will be listed on the report.
- 3. The official's name, order ID and the order date will be listed on the report.



Making Decisions – Sterling Volunteers



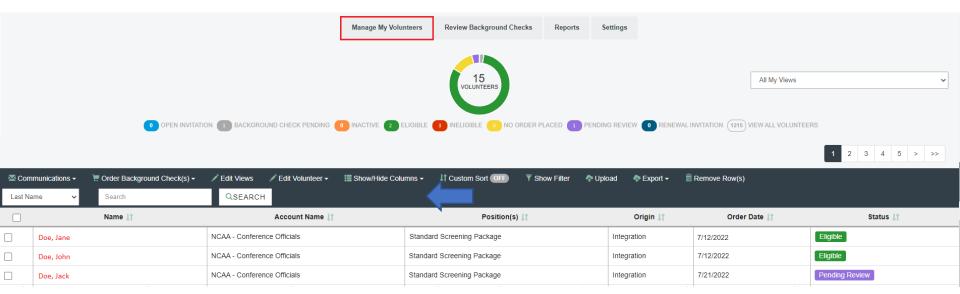
- 4. This is the information provided by the officials to conduct the background check.
- 5. This is a summary of what is contained in the results of the background check.
- 6. This is a detailed list of the background check products included in the report bundle and the status for each product.



Managing Officials – Sterling Volunteers



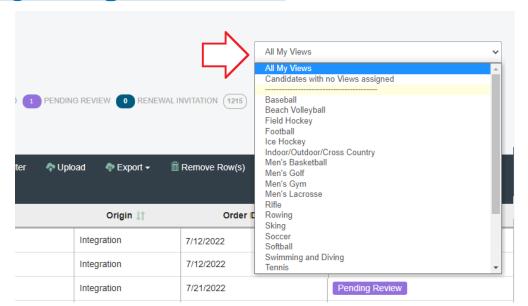
- Conference users can use the "Manage My Volunteers" tab to view all
 officials that have consented to and shared their background check with
 the conference. When first accessing the "Manage My Volunteers" tab,
 standard columns will be displayed. Users can use the Show/Hide
 function to change their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



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, Associate Director of Officiating Email: bbrownlee@ncaa.org or Phone: 317-917-6944
- For questions about Sterling Volunteers:
 - NCAASupport@SterlingVolunteers.com