



NCAA BACKGROUND CHECK PROGRAM TUTORIAL

2023-24

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

2023-24

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 not 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 NCAASupport@SterlingVolunteers.com.
 - 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.

A screenshot of the Sterling Volunteers web application. The browser's address bar shows the URL <https://app.sterlingvolunteers.com>. The page features the Sterling Volunteers logo at the top left and a navigation bar with links for Login, About, Blog, and Get Support. The main content area is divided into two columns: 'Organizations' on the left and 'Volunteers' on the right. The 'Organizations' column is highlighted with a red rectangular border. It contains a login form with two input fields: 'Username or Email' and 'Password'. Below these fields is an orange 'Log in' button and a checkbox labeled 'Remember Me?'. At the bottom of the 'Organizations' section is a link that says 'Forgot Password?'. The 'Volunteers' column also has a similar login form with 'Username or Email' and 'Password' fields, an orange 'Log in' button, a checked 'Remember Me?' checkbox, and links for 'Create an Account' and '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.

Manage My Volunteers **Review Background Checks** Reports

80 My Volunteers - [View All](#)
32 Processing
48 Consider

All My Views

1

View Detail Report

Search by name or origin

<input type="checkbox"/>	Name ↑↓	Account ↑↓	Position ↑↓	Level/ Screen ↑↓	Origin ↑↓	Ordered ↑↓	Due/ Done ↑↓	Result ↑↓
<input type="checkbox"/>	Doe, Jane	NCAA - Conference Officials	Standard Screening Package	L2, LS, CRFED	Integration	7/20/2022	7/21/2022	Consider
<input type="checkbox"/>	Doe, John	NCAA - Conference Officials	Standard Screening Package	L2, LS, CRFED	Integration	7/6/2022	7/6/2022	Consider

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.

The screenshot displays the 'Confidential Background Check Report' interface. It includes a 'Review' dropdown menu (1) with 'Current Report', 'Eligible', and 'Ineligible' options. The report header (2) shows 'Prepared for: NCAA' and 'Account ID: 1511'. The candidate information (3) lists 'Candidate: Jane Doe', 'Order ID: 83359-2286578', and 'Order Date: January 28, 2020'. The 'Candidate Information' section (4) provides details for Jane Doe, including address, SSN, email, and phone. The 'Background Check Report Summary' (6) shows a table of search results for Level 2: Advanced Criminal History Record Locator Search. A 'Results Quick View' (5) sidebar on the right provides a summary of the check status and search results.

Search Name	Result
CT-Connecticut DPS Bureau of Identification State Criminal Search	CONSIDER
Government Watch List Search (OFAC)	CLEAR
DOJ Sex Offender	CLEAR
Locator Select	CLEAR
CT-DISTRICT Federal Criminal Search	CLEAR

Includes the following locator products/search tools:

- Nationwide Search
- Social Security Trace

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.

The screenshot displays the 'Confidential Background Check Report' interface. It includes a sidebar on the left with a 'Review' dropdown and 'Current Report' status (Eligible/Ineligible). The main content area shows candidate information for Jane Doe, a summary of background check results, and a detailed table of search results. A 'Results Quick View' panel on the right provides a summary of the check status and selected searches.

1 Review:
Current Report
Eligible
Ineligible

2 Prepared for:
NCAA
Account ID: 1511

3 Candidate: Jane Doe
Order ID: 83359-2286578
Order Date: January 28, 2020

4 Candidate Information
Jane Doe
712 Cottage St., Hartford, CT 06145
SSN: xxx-xx-0170
smith@sterlingvolunteers.com
(855) 326-1860

5 Results Quick View
⌚ Your background check is pending review by NCAA - Reg/Post Season Screening.
⌚ Level 2: Advanced Criminal History Record Locator Search
✅ Locator Select
✅ CT-DISTRICT Federal Criminal Search

6 Background Check Report Summary
Level 2: Advanced Criminal History Record Locator Search

Search Name	Result
⌚ CT-Connecticut DPS Bureau of Identification State Criminal Search	CONSIDER
✅ Government Watch List Search (OFAC)	CLEAR
✅ DOJ Sex Offender	CLEAR
✅ Locator Select	CLEAR
✅ CT-DISTRICT Federal Criminal Search	CLEAR

Includes the following locator products/search tools:
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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.

Manage My Volunteers

Review Background Checks

Reports

Settings

15 VOLUNTEERS

All My Views

0 OPEN INVITATION

1 BACKGROUND CHECK PENDING

0 INACTIVE

2 ELIGIBLE

3 INELIGIBLE

0 NO ORDER PLACED

1 PENDING REVIEW

0 RENEWAL INVITATION

1215 VIEW ALL VOLUNTEERS

1

2

3

4

5

>

>>

☑ Communications

📄 Order Background Check(s)

✎ Edit Views

✎ Edit Volunteer

⌵ Show/Hide Columns

⬆ Custom Sort OFF

⌵ Show Filter

⬆ Upload

⬆ Export

🗑 Remove Row(s)

Last Name

Search

SEARCH

	Name	Account Name	Position(s)	Origin	Order Date	Status
<input type="checkbox"/>	Doe, Jane	NCAA - Conference Officials	Standard Screening Package	Integration	7/12/2022	Eligible
<input type="checkbox"/>	Doe, John	NCAA - Conference Officials	Standard Screening Package	Integration	7/12/2022	Eligible
<input type="checkbox"/>	Doe, Jack	NCAA - Conference Officials	Standard Screening Package	Integration	7/21/2022	Pending Review



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

The screenshot shows the Sterling Volunteers dashboard interface. At the top, there are status indicators: 1 PENDING REVIEW, 0 RENEWAL INVITATION, and 1215. Below these are buttons for Upload, Export, and Remove Row(s). A dropdown menu is open, showing a list of sports (views) including Baseball, Beach Volleyball, Field Hockey, Football, Ice Hockey, Indoor/Outdoor/Cross Country, Men's Basketball, Men's Golf, Men's Gym, Men's Lacrosse, Rifle, Rowing, Skiing, Soccer, Softball, Swimming and Diving, and Tennis. A red arrow points to the dropdown menu. Below the dropdown, a table is visible with columns for Origin and Order. The table contains three rows, all with 'Integration' in the Origin column and '7/12/2022' in the Order column. A 'Pending Review' button is visible at the bottom right of the table.

Origin	Order
Integration	7/12/2022
Integration	7/12/2022
Integration	7/21/2022

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 Sterling Volunteers:
 - NCAASupport@SterlingVolunteers.com