Sterling Talent Solutions Background Checks
Frequently Asked Questions

1. **What types of personal information will be collected during the background check process and why is it collected?**
Personal identifying information such as name(s), date of birth, social security number, current/prior address(es), email address, and self-disclosure of prior criminal record(s) will be requested on the Sterling Talent Solutions application in order for the vendor to conduct a comprehensive background check. This information is necessary, so the vendor can locate and validate specific information against third party sources. Such sources may include, court runners, court clerks, police departments, Department of Motor Vehicle records, and web-based public access systems.

2. **What type of searches will be conducted?**
The minimum searches that are conducted as part of a background check must include a Social Security Number (SSN) Validation and Address History, National Criminal Database, County Felony and Misdemeanor (for past 7-year residence history), and a National Sexual Offender Registry Search. A position with driving responsibilities and/or operating heavy machinery may warrant a motor vehicle history check.

3. **How secure is my data?**
All personal data is secured by strong encryption and industry-wide best practices for data security involving PII (Personally Identifiable Information) and an individual's information is only used for the purposes of conducting a background check. More information regarding Sterling Talent Solutions privacy statement can be located at https://www.sterlingtalentsolutions.com/about/privacy-workers/.

4. **Who is responsible for covering the cost of the background check and what form(s) of payment can be used?**
An individual who holds a *non-employee* role with the university, such as a volunteer, consultant, independent contractor, or guest visitor, are required to self-pay for his/her/their background check. The Sterling Talent Solutions background check system will request payment at the end of the application in the form of a debit/credit card. Money orders and checks cannot be accepted.

   If the individuals HR Department has agreed to cover the cost of the background check, he/she/they will not be prompted to provide payment at the end of the application.

5. **How long does the background check take?**
On average, a standard background check can complete within 1-3 business days, but there can be extenuating circumstances that may cause delays in the process. The most common delays are related to court closures.

6. **How can an individual obtain a free copy of his/her/their report?**
After the background screening has completed, the individual may login to the Sterling Talent Solutions portal at https://workforce.sterlingdirect.com/Sterling/SignIn to print off a copy of the report. Individuals are entitled to a free copy within a 12-month period.

7. **Who has access to background check results?**
Storage of Sterling Talent Solutions background checks are housed electronically via the vendors web-based system. This system is managed by the background check team within the Office of Human Resources (OHR).

8. **How do I contact the OHR background check team if I have policy or record retention questions?**
The background check team can be reached at 614-292-3595 or HR-BackgroundChecks@osu.edu.

9. **Who can an individual contact if he/she/they is experiencing system or application issues?**
Individuals may reach out to the Sterling Talent Solutions Customer Support department at 888-889-5248 or client.support@sterlingts.com.