

Your institution can expedite degree verification substantially simply by referring all requestors to the DegreeVerify Web site.

With a few weeks of concerted and consistent effort, you can effectively alter the behavior of the background screening industry. We recommend that your institution follow these steps to ensure a smooth referral process:

- **Establish a Referral Policy:** Most institutions refer all verification requestors to DegreeVerify. Others refer the majority of requestors, but opt to assist select inquirers themselves.
- **Educate Your Staff in the Referral Process:** Make sure all staff members know your referral policy and the benefits of referring requestors to DegreeVerify. Having even one employee continue to process verifications internally establishes a confusing precedence for background screening firms and employers. It also detracts from your office's overall workload reduction and efficiency.
- **Put the Clearinghouse Contact Information in a Visible Location:** Provide your staff with the DegreeVerify Web site address, www.degreeverify.org, so they can easily refer requestors. In addition, make sure that your school's Web site and your office's voice mail messages offer clear and detailed instructions on how to contact the Clearinghouse.

Sample Referral Language

Phone Script or Voice Mail Message

"The National Student Clearinghouse is now our authorized agent for providing degree and enrollment verifications. If you are an employer or background screening firm requesting this information please visit www.degreeverify.org."

On Your Web Site

[Your Institution Name] has authorized the National Student Clearinghouse to provide enrollment and degree verifications. The National Student Clearinghouse can be contacted at:

- Web: www.degreeverify.org
- Mail: National Student Clearinghouse, 2300 Dulles Station Boulevard, Suite 300, Herndon, VA 20171

Handling Difficult Requestors

Some callers may press for an immediate verification while on the phone with your staff. Allowing requestors to bypass DegreeVerify and fulfill verification requests through your office creates unnecessary work for your staff and opens the door for the requestor to call again and again. Additionally, any verification that you perform manually will not be tracked by the DegreeVerify system, reducing the effectiveness of its audit trail and reporting functions.

Be firm and "just say no!":

"We no longer provide verifications by phone. You can obtain instant verifications at www.degreeverify.org."

Even when you actively refer, you may come across requestors who insist on contacting you directly. The best way to deal with persistent verifiers is to let us do it for you. Email the verifier's contact information and request to us at degreeverify@studentclearinghouse.org.