Hireology

# REFERENCE CHECKS FEATURES OVERVIEW

# HIREOLOGY REFERENCE CHECKS

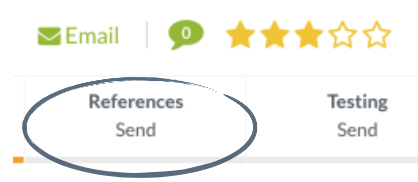
## AN AUTOMATED AND OBJECTIVE WAY TO VERIFY CANDIDATES

Reference checks are a critical way to verify employee performance with previous managers and peers. Most methods involve manually calling or emailing previous co-workers during the work day to ask a series of questions on the candidate's previous performance, relying on a limited conversation with candidate contacts you're able to connect with.

Hireology transforms this manual, time-intensive chore into an automated and objective process designed to shift most of the work from the interviewer to the candidate. Our reference check parter – Skill Survey – is integrated directly within Hireology, allowing reference checks to be requested and reviewed from directly inside your account.

## HOW IT WORKS

Once a candidate completes a favorable achievements in-person interview, the next step will be to conduct reference checks.




You can begin the reference check process within Hireology by navigating to the Candidates screen and clicking on the "**References"** section for the correct candidate you'd like to collect references for. Completing the next series of questions will automatically email the candidate asking for their reference contacts, and automatically email them on behalf of the candidate requesting feedback on a series of multiple choice questions tailored to the role.

Additionally, there are a brief number of short response questions for a qualitative assessment of their performance. Results will be anonymously aggregated and you'll receive an email as soon as you can finalize the report. Once finalized, you'll see all feedback summarized in the report allowing you to quickly and easily assess the candidate – all from within Hireology.

# KEY BENEFITS & BEST PRACTICES

- Because the reference request email appears to come from the candidate, references see urgency in responding: 90% of reference responses occur within 30 hours.

- Since responses are collected via email vs. a call, we have seen a higher response rate and faster turnaround time vs. scheduling a call with each individual reference contact.

- The reference check survey is customized to the job family to ensure relevant feedback is collected by the candidate's reference contacts.

- To get diversified feedback, the minimum feedback required is at least one manager reference and two peer references. Candidates may request additional contacts, and a report cannot be finalized with fewer than one manager and two peer references.

- The candidate and references will each receive automated emails after 1, 3, 7, and 10 days if they still have actions to take. However, an overwhelming majority of applicants and references at this stage typically provide feedback within 48 hours.

- References are told that their feedback remains anonymous, so they feel more free to provide candid responses. The hiring manager does receive contact information if specific follow-ups are required.

- In order to request references, the candidate also waives their liability for damages, allowing for additional candidness for references.

- To combat fraud, IP addresses are collected from each reference, and any duplicate address – whether with the candidate or another reference, are flagged in the report to ensure the references are genuine contacts.

- The reference status can be checked any time within Hireology. Additionally, you'll receive an email notification as soon as a reference report can be finalized, and you can view or print the report from within your Hireology account.

For details on using reference checks as part of your Hireology experience, contact your customer success manager today.