



www.yccd.edu/hr

**Human Resources
Development and
Personnel Services**

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**Yuba Community College
District**

2088 North Beale Rd.
Marysville, CA 95901

Yuba College
2088 North Beale Rd.
Marysville, CA 95901

Woodland Community College
2300 E. Gibson Rd.
Woodland, CA 95776

Yuba College - Clear Lake Campus
15880 Dam Road Extension
Clearlake, CA 95422

REFERENCE CHECK GUIDELINES

The following guidelines have been developed by the Office of Human Resources Development and Personnel Services to assist managers, supervisors and hiring committee chairpersons in effectively conducting comprehensive reference checks. We have also developed an Employment Verification/Reference Check Form for your convenience. The following are guidelines to assist in performing reference checks:

- Identify yourself immediately, explain your position with YCCD, and tell the person why you are calling about the candidate.
- Ask whether individual is available to respond to reference questions at this time. If not, identify a more suitable time to speak with the individual.
- Assure the individual that any discussion you have will be held in confidence and that the applicant has provided a complete release of information in order to obtain all of the relevant background to assist the hiring and selection process.
- Establish an engaging rapport with the individual you are calling. Many times an open exchange of information comes about when the individual you are calling identifies with your organization, and/or your position.
- Clearly describe the position for which the candidate is being considered. A better assessment will be made if the individual understands the job duties and responsibilities.
- Allow the individual to speak freely when answering for as long as he/she wishes without interruption. An interruption could shut off further information.
- Follow up and probe when you feel the individual is reluctant to discuss certain factors. An explanation of why you are asking a specific question could elicit the information you want. Please also note that you will be asking some of the same questions in different ways in order to get the most comprehensive response.
- Be alert for obvious pauses in answering when you ask questions. Often these are a sign that further questioning may bring additional information you may not have otherwise received.
- Do not end the conversation until you are sure that you are clear about the opinion of the individual contacted. One technique that often works is to summarize the conversation by making either of the following statements: "I take it that you do not recommend the candidate for the position?" or "I take it that you highly recommend the candidate for the position?" Sometimes one or the other of these summary statements evokes the responses you need.
- Be courteous and thank the individual for his/her help.

If you have any additional questions or concerns, please don't hesitate to contact the Office of Human Resources Development and Personnel Services.

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EMPLOYMENT VERIFICATION/REFERENCE CHECK FORM

Candidate's Name _____

Reference Name _____

Company Name _____

Dates of Employment _____

Position Held _____

Reason for Leaving (If Known) _____

1. How long have you known the candidate? Please describe the nature of your relationship with the candidate? _____

2. Please describe the type of work for which the candidate was responsible.

3. How would you rate the candidate's performance of this work?

4. How would you describe the candidate's working and professional relationships with the following:

a. Coworkers/Colleagues _____

b. Subordinates _____

c. Supervisors/Managers _____

5. How would you describe the candidate's ability to effectively communicate:
a. Verbally (Including Presentation/Public Speaking/Lecture Skills)

b. Written

6. How would you describe the candidate's work attitude? Please elaborate in detail.

7. How would you describe the quality of work generated by the candidate?

8. How would you describe the candidate's ability to timely meet deadlines?

9. How would you describe the candidate's ability to work collaboratively with other colleagues?

10. How would you describe the candidate's ability to supervise staff?

11. How would you describe the candidate's ability to (teach/instruct/perform the essential functions of the candidate's job duties)?

12. What are his/her strengths on the job?

13. What unique talents and skillsets has the candidate brought to your organization?

14. How does the candidate handle stressful or difficult situations? Please elaborate in detail.

15. What level of direct supervision does the candidate require in order to successfully perform his/her job?

16. How does the candidate handle constructive criticism and feedback?

17. How does the candidate handle multitasking with multiple projects?

18. How are the candidate's weaknesses or short-comings on the job?

19. Are you familiar with the position for which the candidate is being recruited?

20. What would you say about the candidate's attendance? Have his/her absences negatively impacted the office?

21. Was this candidate the subject of any corrective action, discipline or other job performance actions during his/her employment? If so, please elaborate in detail.

22. Are you aware if this candidate has ever been dismissed for cause from employment, non-re-elected, reassigned or resigned under a cloud?

23. Is the candidate eligible for rehire? Why or why not?

24. Would you rehire the individual? Why or why not?

25. What professional development pathways would you recommend for this candidate in order to be more successful?

26. What is your overall assessment of the candidate's abilities to successfully perform this position? Rating:

a. Do Not Recommend for Position

b. Recommend with Reservations

c. Recommend without Reservations

d. No Opinion or Recommendation

27. Do you have any other comments about this candidate that I did not cover in the foregoing questions?

Interviewer's Name

Interviewer's Signature

Date:
