

Customer Story

## Keeping Students Safer Via More Comprehensive Background Checks

### Customer profile

Texas A&M University was founded in 1876 as the state's first public institution of higher learning. Today, it stands as a research-intensive flagship university, and is home to more than 69,000 students.

### Need for comprehensive coverage

When Rita Bowden, Manager of Recruitment and Workforce Planning at Texas A&M's Division of Human Resources and Organizational Effectiveness, started working at the university in 2014, she wasn't confident that the background screening data from her former vendor partner was as comprehensive as it needed to be.

"We were using a different vendor then," she explains, "and the criminal background checks that would come back to us just covered the National Criminal Database, the National Sex Offender Registry, and the state of Texas. So I was very concerned because I felt that they were missing a huge portion of what could be out there."

Rita explains that one of the things that led to her uneasiness was a review of previously collected data about new-hire applicants.

"That information indicated that something around the 90% range of applicants for our positions were from the state of Texas," she explains. "We dug deeper, and found that it actually was closer to between 50% and 75% for a Texas address. But it also didn't show length of residence. We needed far more comprehensive coverage. What sold us on Sterling was getting the most comprehensive coverage for criminal background checks and a strong return on our investment."



### About

Texas A&M University has the largest student body in Texas. It has 133 undergraduate programs, 175 master's degree programs, and 92 doctoral programs.

**Industry:** Education

**Location:** College Station, Texas

**Employees:** 3,500

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*"In the three years that we've partnered with Sterling, I have never found invalid data passed over to me."*

- Rita Bowden,  
Manager of Recruitment and  
Workforce Planning for Texas A&M's  
Division of Human Resources and  
Organizational Effectiveness



## Student safety of paramount importance

Rita relates that Sterling offers a host of services that provides the robust screening that she and her team requires not only to enforce thoroughness of background screening among job applicants, but also to promote the safety of students that Texas A&M serves.

“For example,” she explains, “we have what we call our Campus Programs for Minors, which are part of our University Youth Programs designed for students under 18 who are not yet enrolled at Texas A&M. These include summer camps, some of which are athletic, while some are learning labs, and so on. Most of these programs are staffed by volunteers. So it’s essential that we have the ability to run solid background checks for all of our volunteers to make sure that we are keeping students safe.”



## Better data

In addition to comprehensive screenings, Rita says that another benefit of Sterling’s services that she saw very quickly was accuracy.

“One of the things that we found when we first went to Sterling is that we were getting better data,” she states. “There were things Sterling found that our other vendor didn’t. For instance, some previous background checks done by our other vendor had come up clean, but Sterling found older issues with some applicants that just weren’t being pulled on those original checks. Also, from our old vendor, we would get data for females when in fact it was males being screened...just lots of information that was not valid. I’ve never had that problem with Sterling. In the three years that we’ve partnered with Sterling, I have never found invalid data passed over to me.”

## Expertise ensures success

Rita expresses that beyond comprehensive and quality background screening services, she appreciates Sterling’s ease of integration with Workday, as well as the market expertise and dedication that Sterling brings.

“Workday and Sterling work great for recruitments processed via the Job Requisition process in Workday,” she states. “The implementation teams worked together to provide a seamless transition for our Workday Go Live.”

“I really like Sterling’s vertical structure,” Rita adds. “We have a team of people at Sterling that we can turn to that understands us, and knows what we’re asking for. They’re very involved in what we’re doing day to day, and they work very hard to keep us happy.”

### ABOUT STERLING

Sterling—a leading provider of background and identity services—offers a foundation of trust and safety that spans across industries, professions, and borders. Our technology-powered services help organizations create great environments for their workers, partners, and customers. With office locations around the world, Sterling conducts more than 100 million searches annually. Visit Sterling online at [sterlingcheck.com](https://sterlingcheck.com).

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