1. A minimum of three reference checks are recommended for the applicant being considered for a job offer. The references should be documented on the Reference Check form. If a reference does not answer or return the call, complete the information at the top of the Reference Check form and note that an attempt was made to contact reference.
2. The Hiring Supervisor should not raise any questions that fall under the EEO discriminatory practice areas, such as questions regarding sex, race, color, national origin, age, disability, genetic information, religion, or veteran status.
3. The online application does not specify a “type” of reference. The Hiring Supervisor should use persons that have observed job related performance as much as possible. This could be in the list of references section or in the work experience section.
4. The Hiring Supervisor should use references from the most recent or employer(s) or from the employer(s) whom the applicant has worked the longest.
5. Should reference contact information not be provided on the application, the Hiring Supervisor should ask the applicant to provide it.
6. The Hiring Supervisor should not tell the references that the applicant has “been selected” for the position. He or she should only indicate that the applicant is “being considered.”

Sample script for reference contact: “*Thank you for taking my call. [applicant’s name]has applied and is being considered for a position with the Texas A&M Forest Service. Your name has been provided as someone who could provide us with information as to his/her experience and skills. May I ask you a few questions?*

1. Questions on the Reference Check form are designed to obtain information from the reference that will help the Hiring Supervisor make the best hiring decision. The reference may not know specific details (such as exact title or length of employment), but general answers can help verify information provided by the applicant.
2. Written letters of reference may be attached to the paperwork, but should not substitute for telephone contacts.
3. A previous employer may have rules regarding supplying references and provide only the position title, dates of employment, and salary, and may or may not indicate eligibility for rehire. If this occurs, the Hiring Supervisor should document the information on the reference contact form as well as the name of the individual that responded.
4. The Hiring Supervisor should document potential problem areas identified in reference checks and determine the effect on performance in the position.

**Contact:** Employee Development, 979-458-6690