DiplomaVerify: Tips for Referring Requestors

Handle These Requests Directly

- **One-off requests** from requestors **not** planning on performing additional verifications in the foreseeable future

- **Non-commercial requestors**, like graduates verifying their own diplomas

- **Requests for graduate years not covered by DiplomaVerify** (i.e., diploma data you have not submitted to the Clearinghouse)

Refer These Requests to DiplomaVerify

Ask the requestor if they plan on performing additional verifications in the future.

- **If yes**, ask if they have signed up for DiplomaVerify

  o **If yes**, refer them to degreeverify.org for the graduate years you have submitted to the Clearinghouse

  o **If no**, assist with the verification, but ask the requestor to sign up for DiplomaVerify for future requests by contacting diplomaverify@studentclearinghouse.org

Share the Clearinghouse's Contact Information

Provide your staff with the Clearinghouse's verification Web site, degreeverify.org, and email address, diplomaverify@studentclearinghouse.org, so they can easily refer commercial requestors. 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 (see our sample messages on the next page).

> ✓ **Tip:** Not sure which graduate years you submitted? Log into your StudentTracker account at studentclearinghouse.org and select **View Diploma Record History** under the account menu.

Sample Referral Language

Voice Mail Message:
"We have authorized the National Student Clearinghouse to provide diploma verifications to commercial requestors for our [year range] graduates. If you are an employer or background screening firm seeking a verification, please log in to your DiplomaVerify account to fulfill your request. If you do not have a DiplomaVerify account, we will assist you with your current request but ask that you visit degreeverify.org to request access to DiplomaVerify for future verifications."

Phone Script When Speaking with a Commercial Requestor:
"Have you signed up for the National Student Clearinghouse's DiplomaVerify service?"

- [If the answer is **yes**:] "We no longer provide verifications by phone. Please log in to your Clearinghouse account at degreeverify.org to request that verification."

- [If the answer is **no**:] "We will provide the verification you're requesting now in order to assist our graduate, but please visit degreeverify.org to request access to DiplomaVerify for future verifications."

Message for Your Web Site:
[Your School Name] has authorized the National Student Clearinghouse to provide diploma verifications for employers, background screening firms, and the military. If you have a DiplomaVerify account, please log in at degreeverify.org to fulfill your request.

If you do not have a DiplomaVerify account, we will assist you with your current request but ask that you visit degreeverify.org to request access to DiplomaVerify for future verifications.