

Pre-Employment Reference Check Form

Purpose: A reference check is a valuable tool in the recruitment process to verify facts and obtain information about the candidate. Reference checks should be conducted by the direct supervisor whenever possible. All Sections should be completed to be considered a valid reference. Indicate N/A if the questions is not applicable.

If the selected candidate is a current or former employee of Texas State or a Texas State University System component institution, the hiring manager must contact the prior or current manager to conduct a reference check.

For current or former TXST employees, hiring managers may request additional records by submitting a Current & Former Employee HR Records Request located in [HR forms](#).

Applicant Name: _____ Date: _____

Position title: _____ Posting Number: _____

Reference name: _____ Title: _____

Relationship to Applicant: ☐ Supervisor ☐ Coworker ☐ Professional ☐ Non-Professional

Dates of employment, if applicable: From: _____ To: _____

I. Introduction

Begin the call by introducing yourself, including your name, title, and department, and briefly explain that you are conducting a professional reference check for the candidate and position identified. Thank the reference for their time, provide the anticipated length of the call, and confirm that it is still a convenient time to speak.

II. Competency-based questions:

Core competency questions are intended to gather evidence about how a candidate consistently approaches their work and demonstrates the workplace behaviors needed for success in the position. Document the reference's responses below. Any optional department-specific questions must be job-related and asked consistently during the reference checks.

In what capacity and for how long did/have you worked with the candidate? What were the candidate's primary responsibilities?

Job Knowledge and Quality of Work: How effectively did the candidate apply their knowledge and expertise? How would you describe the quality and accuracy of their work?

Accountability and Reliability: How consistently did the candidate meet commitments, manage deadlines, and take responsibility for outcomes?

Communication: Provide an example of a time that the candidate communicated a (business need, project status, workplace challenge, innovative idea etc.) effectively?

Collaboration and Interpersonal Effectiveness: Describe specific examples where the candidate built effective working relationships and collaborated with other stakeholders.

Service Orientation: How effectively did the candidate identify and respond to the needs of those they served? Please provide specific examples.

Strengths & development opportunities: What do you consider the candidate's strongest professional competencies? In what areas could the candidate benefit from additional development, guidance, or support?

Supervision or Leadership, if applicable: How effectively did the candidate set expectations, provide feedback, develop others, and address performance concerns?

Additional Job Specific Competency Questions (to be added by hiring manager):

III. Final questions:

To your knowledge, has this individual had any performance issues or disciplinary actions? Please explain:

If given the opportunity, would you re-employ this individual? ☐ Yes ☐ No If not, please explain:

Is there anything else you would like to add, or we should consider when evaluating the candidate's qualifications and readiness for this position?

IV. Closing:

Conclude the call by asking whether the reference has any additional information they believe would be helpful in evaluating the candidate. Thank them for their time and insights and provide your contact information should they wish to share any follow-up information.

Note to hiring manager or hiring committee:

Per [UPPS 04.04.03 Staff Employment](#), a minimum of two reference checks must be conducted.

If information obtained about a finalist raises concerns or requires further review, promptly contact the Talent Acquisition team for guidance before proceeding.

Reference conducted by: _____ **Date:** _____