

Virtual Interviewing Tips

for Hiring Managers/HRSTM

Before the interview:

- Ensure that both the candidate and interviewers are comfortable with the technology required for video interviews.
- Give candidates a chance to test the online meeting platform/ technology (such as Zoom) to make sure the video and audio are working ahead of time. Offer alternative set ups for candidates that do not have access to the hardware, bandwidth, or software needed for the interview.
- Make sure that you have the candidate's phone number in an easily accessed location.
- Ensure all search committee members/interviewers have copies of the candidate's Curriculum Vitae (CV)/résumé and interview questions prior to the day of the interview.
- Ask search committee members/interviewers to mute or minimize background noise when not speaking.
- Enable waiting rooms or use password-protected log on information for each virtual interview, so that only authorized participants are admitted to the interview. If you need assistance with this, contact your IT department in advance.
- Consider providing candidates the interview questions in advance (e.g., 1- 2 hours beforehand). If you choose to do this, each candidate must receive the questions in advance for the same amount of time. The questions should be sent in a secure, protected manner.

During the interview:

- If glitches occur, be patient. If the resolution will take more than a few minutes, be sure to communicate with the candidate via phone or text to keep them informed. Have the candidate's phone number on hand throughout the interview.
- As with face-to-face interviews, video interviews (recorded or live) may provide personal information about candidates such as marital status, dependents, ethnicity, religion, sexual orientation, and political affiliation. This information is considered protected and cannot be considered in assessing a candidate.
- Consider assigning one committee member to ask the interview questions. This will minimize transitions and technical glitches.
- Post each question in writing on the screen.
- If candidates are conducting a presentation/open form, consider allowing them to pre-record their presentation and then answer questions "live" after the presentation is shown to participants. Pre-recording eliminates potential technical issues and can reduce anxiety for candidates.
- Be prepared to discuss organizational and team structure, and college culture with the candidate. (Some candidates will not have the opportunity to visit campus, so the more information you can provide, the better.)

- Be honest and transparent about the status of the position and hiring time frame. Describe next steps, such as additional interviews.
- Provide adequate time for candidate questions at the end of the interview (now more than ever, candidates are going to want to assess what it's like working for you, your department, and the college or university).
- Focus on the candidate not the technology.