



Virtual Interview Guidelines and Best Practices

Be Prepared

It is important to consider the position you are recruiting for and discuss with the committee the interview components that would be the most useful to identify the highest qualified candidate. This will help determine the technology you select and how it will be professionally delivered. All search committee members should be fully vested and participating in the process.

Space, Attire & Body Language

It is important for interviewers to follow the same expectations as they have of interview candidates. You are as much selling your job opening and the College to a candidate as they are selling their credentials in being the best candidate in your pool. Remember, non-verbal communication influences a decision by a 70% influence – so it is important to keep the following in mind:

- Dress professionally
- Choose a Professional Background
 - Try to avoid having a window behind you or at a location where natural light removes the picture quality of the camera.
 - Look behind you to determine if the background is appropriate, a plain wall works best.
- Be Engaged & Remove Distractions
 - Have good posture. Being slouched in your sweats at home does not reflect that you value the position or the person's time they are giving you.
 - Look directly into the camera.
 - Explain your home situation if distractions might be present.
 - Close e-mail, IM functions, and turn off second monitors during the interview.
 - Do not use personal devices during the interview.

Technology

- Consider raising your monitor or laptop so the camera is at eye level.
- Have the camera be approximately two feet away from you.
- Ensure camera placement is appropriate for engagement.
- Search committee members should mute their mics when not in use.
- Understand the technology you will be using and be sure to test it prior to the interview/presentations.
 - Campus presentations should be booked in a room that has a good camera and microphone such as the Silverthorne Theatre. Other event spaces may be able to utilize an OWL camera, but those cameras are meant for small meeting groups around a table and not for a presentation.
- Depending upon the size of the search committee, and the length of the engagement, consider how to effectively use the technology selected for interviews/presentations.

- Identify the search committee member who will create the Zoom link, share the link with campus, be the moderator/host providing introductions and managing waiting rooms and chats or follow-up questions.
- See the [Security and Technology Settings for Zoom](#) section for more information about setting up the Zoom link.
- Recording Interviews
 - Contact HR in advance if you are wanting to record an interview (only if a search committee member is unable to be present during the interview; NOT to share with others.)
 - State Laws vary and require advance notification and disclosure to candidates.
 - Confidential Storage and File Share needs to be addressed. You do not want your video to end up going viral (i.e., YouTube).
 - Recordings are file records and must be retained for three years.

Interview Importance

- Be Early. Nothing shows disengagement or lack of value in the position if the committee can't be on time for the interview.
- Treat each candidate the same throughout each state of the interview process. Be consistent – if you are not, it could create or allow for bias to enter in the process.
 - If an external candidate is interviewed via Zoom, the internal candidate will interview through Zoom as well.
- Provide each candidate a copy of the interview questions in the chat so they can see as well as hear the questions.
- Ask the same questions to ALL candidates.
- Video and audio can begin unexpectedly or continue when unnoticed – don't have a "hot mic" moment.
- Send candidates selected for an interview a link or contact for help if there are technology issues.
- Make sure the candidate knows if they are expected to be on camera and has time to prepare.
- Keep candidates informed about the timing and process.
- What happens if not all candidates selected for interview has access to technology to participate in a video interview setting?
 - In the event that a candidate was unable to arrange alternate options to participate in a video/virtual setting, it may be possible for the interview to be arranged via phone. The committee needs to consider alternate options to not create an adverse impact to the candidate as well as keeping the interview process as consistent and fair as possible. As a result, the committee may want to do initial interviews for all candidates via phone in this situation. If it is required to have a video interview versus a phone, consult HR to determine if an alternate solution can be identified.
- Address if the position you are interviewing for is remote based, reports to the work site or a combination of both.

Virtual Tour of Campus & Community and Benefits Information

- Provide candidates with a [virtual tour](#) of the LC State Campus.
- Provide a link to LC State [Benefits and Perks](#).

Security and Technology Settings for Zoom

Initial Setup

When scheduling your meeting, use these settings:

- Generate meeting ID automatically; do not use the Personal Meeting ID.
- Make sure the passcode is enabled; leave random for security.
- Make sure Waiting Room is selected.
- Video should be On for both the Host and Participants.
- Computer Audio should be selected.
- "Mute participants on entry" should be selected (under Advanced Options).
- Allow participants to join anytime should be unchecked (also under Advanced Options).
- When sending out the invitation, include any meeting rules that are needed. (e.g., No recording devices; only approved participants or observers are allowed; no virtual backgrounds; student, employee, or contractor may be required to use their video camera to ensure that their meeting location does not have any unapproved participant; student, employee, or contractor may be required to show on camera phone is turned off; etc.)

On the day of the meeting

- The meeting host starts the Zoom meeting about 10 minutes early to ensure the waiting room is available and active
- If necessary, start the meeting recording immediately before admitting participants from the waiting room
- When ready to begin, the meeting host will admit all participants from the meeting room.

At the beginning of the meeting

After all participants have been admitted and any necessary introductions made:

- Briefly reiterate any meeting rules that have been agreed upon
- If recording, remind all participants that the meeting is being recorded.
- Disable participant chat with other participants. This should be set to Host-Only.
- Enable "Gallery View."
- Ensure all participants have their webcams turned on.
- If the meeting rules require, have the identified participant(s) move their webcam slowly around the room to verify that no additional participants are present.
- Observe the participants' behavior during the meeting. If a participant mutes their mic and appears to be speaking to someone, ask them to unmute and state to whom they are talking.

Near the end of the meeting

- If it is a time-limited meeting, notify participants verbally when there is 5-10 minutes remaining.
- If required, reverify that no unauthorized participants are in the meeting.

End of Meeting

- Announce the meeting over and ask participants to disconnect
- If the meeting is being recorded, end the meeting without stopping the recording.
- If a follow-up discussion is needed, use a different meeting ID and send a separate meeting invitation

Reminders

- Be flexible and empathetic with your candidates – as many individuals are at home with family and pets, it is important to be understanding if a pet or child interrupts the interview.
- Be careful not to initiate conversations based upon information seen in the background of topics that may lead to inappropriate questions that could violate equal opportunity.
- Not to judge candidates based upon their personal surroundings.
- Consider a larger interview pool to ensure that we are taking the opportunity to have as broad as possible pool of applicants.
- Make sure to follow up with your candidates within a week of the interview to let them know where you are in the process.