Interview Guidance – Virtual Interviews

Audience: Recruiters, Hiring Managers, Department Recruiting Assistants, Interview Committee

Overview

We encourage the use of Zoom interviews where applicable, preferably on the first round interview with the hiring manager/search committee, while following CMU Guidelines for Hiring Staff [pdf]. To ensure a fair and equitable hiring process, this document provides some additional information to consider when navigating the virtual interview process.

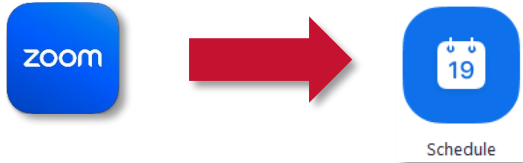## Zoom Video Conference Technology

Zoom is the preferred web conferencing tool for Carnegie Mellon University. Zoom provides high-quality video, audio, and/or screen-sharing capabilities for conferencing and collaboration.

All staff members have access to a CMU Zoom license with their Andrew ID and password. Once the software is installed, you can video conference by sharing a link with the candidate and interview committee members.

For more information on setting up your Zoom account, installing the software, end-user guides and more, please review Computing Services Zoom resources.

Scheduling the Virtual Interview via Zoom App

You can schedule a Zoom meeting via your CMU Google Calendar or the Zoom App. For the purposes of scheduling an interview, we recommend you use the Zoom App using the following instructions to ensure specific controls are set.

Step	Details
1.	Open the **Zoom** App on your computer, and then click the **Schedule** icon.
2.	The Schedule Meeting pop-up will display. Complete the fields and options as indicated on the following page.

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Sample Zoom Scheduling

1. In the Topic field, title the meeting as follows:

   "**CMU Virtual Interview – [Position Title] – [Candidate Name]**"

2. In the **Attendees** field, add the interview participants via email or name.
3. Select the appropriate date and time.
4. In the **Security** section, select the "Waiting Room" option.
5. In the **Video** section, select "**On**" for both host and participant.
6. In the **Advanced Options** section, be sure to add alternative hosts.

   This should include the individual(s) you have identified as the facilitator of the interview session who will be responsible for letting participants in from the waiting room and greeting the candidate.

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Preparing For a Virtual Interview

It is important to have a consistent interview process that is positive, streamlined, collaborative, fair and equitable. You should treat a virtual interview the same as you would an in-person interview. This includes preparing your interview participants for what to expect and supplying them with the information needed to interview and evaluate candidates consistently. Below are suggestions on what information you should supply to your interview team in advance of the virtual interview session.

1. **Communicate Expectations and Details with the Interview Team:** Use the Virtual Interview Communication Template [docx] provided by the Office of Human Resources to communicate key details with the interview team regarding the virtual interview. This template includes information to help them prepare accordingly. Be sure to also include the relevant attachments as instructed in the template.
2. **Communicate Expectations and Details with the Candidate**: Use the Virtual Interview Confirmation Candidate Communication Template [docx] provided by OHR to communicate key details with the candidate in preparation for the virtual interview. This template includes information to help them prepare accordingly. Be sure to also include the relevant attachments as instructed in the template.
3. **Test Your Technology:** Before the interview, those involved should test equipment and technology to ensure it is working properly, including audio and video functionality. It is strongly encouraged that those participating in the interview have their **cameras on** for the duration of the session.
4. **Limiting Distractions:**
   a. Consider using a CMU-branded Zoom background created by University Communications & Marketing.
   b. Check your environment.
      i. Consider what the candidate will see during a video interview – what will the camera pick up in the background that might prove to be distracting?
      ii. Don't sit directly in front of a bright window or light that might cause glare.
   c. Find a comfortable location free from noise and other possible distractions.
   d. If others are around, let them know you are conducting an interview and should not be disturbed.
5. **Following Up:** Upon closure of the interview, it is recommended you send a follow-up note, thanking those involved for participating in the interview process and requesting they supply you with feedback and their completed candidate evaluations.

Resources

The Office of Human Resources has developed resources including communication templates for managers to use in their outreach and/or invitations. Those can be found on the Talent Strategy page.

In summary, as with an in-person interview, preparation is key to ensure a positive and interactive experience with little or no interruptions or distractions.

Should you have questions, please reach out to your HR Recruiter.