Best Practices for Conducting an Inclusive Virtual Interview

Before the Virtual Interview:

- When creating virtual interview schedules:
  - plan to accommodate for unexpected audio and/or video delays;
  - keep in mind that not all candidates will have access to virtual interview technology and may need to reschedule or find an alternative method of interviewing (by phone); and
  - be sure to let candidates know that individuals requesting accommodation under the Americans with Disabilities Act Amendments Act (ADAAA) should contact the Office of the ADA Coordinator in the Department for People Operations, Success, and Opportunity at (252) 737-1018 (Voice/TTY) or ADA-Coordinator@ecu.edu.
- Ensure that virtual interview questions mirror what you would have asked in an in-person interview.
- Send candidates a simple, but detailed, email with virtual interview instructions, to include:
  - if applicable, that you plan to use video chat and they will be on camera - to ensure they have ample time to prepare,
  - expectations on their end, and
  - where to reach out if they need assistance with the video platform.
- When setting up your virtual interview space, chose a neat, quiet, and well-lit space.
- Connect to your virtual interview platform prior to the scheduled interview to test your technology.
- Once your search committee is together, using email or alternate messaging system, give your candidate a two to five-minute notice to expect your call.

During the Virtual Interview:

- Dress professionally to ensure a professional atmosphere.
- To the extent possible, ensure the virtual interview mirrors how you would conduct an in-person interview by:
  - using professional language,
  - remaining focused, and
  - turning off your phone and computer notifications to avoid distractions.

- Before you begin asking interview questions, start with the following:
  - introduce all search committee members, including individuals invited to join the interview; and
  - confirm the candidate can hear you and other participants.
- Maintain eye contact with the candidate by looking at the camera, and not the video screen.
- Maintain a clear and slow tone of voice.
- Be considerate of factors that may cause delay in the candidate's response to questions, such as:
  - unfamiliar with technology,
  - uncomfortable on camera, and
  - additional stress/impacts resulting from the candidate's environment, such as, interviewing at home with children or pets.

After the Virtual Interview:

- Send the candidate a thank you message and let the candidate know that they will receive notice when a decision has been made.
- Avoid poor evaluations due to technical difficulties.

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