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 virtual interview technology and may need to reschedule or find an alternative method of interviewing (by phone); and
  - be sure to let candidates know to Individuals requesting accommodation under the Americans with Disabilities Act Amendments Act (ADAAA) should contact the Department of Human Resources 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 and ask whether the candidate can hear you.
- 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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