A Student’s Guide to Remote Interviews

The University of Richmond recognizes that certain circumstances, such as study abroad or an internship may prohibit a student from interviewing with an organization on the Richmond campus. Most employers/organizations welcome the idea of remote interviewing; so Career Services developed the ‘Student’s Guide to Remote Interviews’ to help you, the student connect with employers.

Remote Interviewing can consist of phone and/or video interviews using Skype or other video conferencing technology. Career Services will work with you to determine the best remote interviewing type and technology for your location along with the preference of the employer. Whenever possible, the preferred remote interviewing type is video via Skype, if applicable. You are responsible for any costs on your end for these types of remote interviewing; Career Services will not reimburse you.

Please note that not every opportunity listed in SpiderConnect results in an on-campus/remote interview. You can identify these opportunities by looking for certain information within the posting (see red arrows in the posting below):
How Do I Apply for an On-Campus/Remote Opportunity?

In SpiderConnect, locate the opportunity to which you are interested in applying. Once again, an on-campus/remote posting will have certain identifying information (see red arrows in the posting above). Submit your résumé and any other documents (if applicable) through SpiderConnect by clicking on the “Apply” button. Also, double check the posting to confirm you have completed all of the required steps. In many cases, if you do not also apply on the organization's website, you will not be considered in the applicant pool.

I Received an Email Stating I was ‘Selected’ to Interview....Now What?

1. As soon as you receive an email stating that you are a ‘pre-select’ or ‘alternate’ candidate, log into your SpiderConnect account and select an interview timeslot. When choosing a timeslot, be mindful that the times listed are Eastern Standard Time (EST)/Eastern Daylight Time (EDT).

2. After you select a timeslot, contact Ms. Sarah Kuhn, employer relations coordinator at skuhn@richmond.edu with the following information:
   a. Your Name
   b. Your email address
   c. Your Skype username (If you do not have a Skype account, please register for a FREE account at www.skype.com)
   d. Your phone number which includes the country code
   e. The employer who has selected you to interview
   f. The interview date and time

3. Upon receiving your email, Ms. Kuhn will respond with further detailed instruction. Do not reach out to the employer/organization to arrange a remote interview...Career Services will be the coordinator between you and the employer.

What Do I Need To Do Before my Remote Interview?

1. The expectation of you (the interviewee) are the same as if you were conducting an on-campus interview at the University. Career Services strongly recommends that you take time to prepare for your upcoming interview:

   - Know and be ready to tell your story in a relevant way -- your skills, experiences, knowledge, and be able to explain how these things can contribute to their organization.
   - Know their organization: products/services, key people, structure, target markets.
   - Know the position for which you are interviewing: Job requirements, duties/responsibilities.
   - PRACTICE! Mock interviews and online tutorials with "InterviewStream" through SpiderConnect.
   - If abroad, make sure your time zone calculations for your interview start time are correct.
   - Review the Career Services Tip Sheets Interviewing Success and Professional Dress.

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2. Each remote interview type has its own preparations that must be completed prior to your interview:

- **Phone**
  - Forward your phone number plus country code if applicable to Ms. Sarah Kuhn (skuhn@richmond.edu) at least two (2) business days prior to your interview.
  - Interviews must be conducted in a quiet place (no background noise; i.e. TV, radio, conversations, etc.) and where you cannot be distracted. Seek out this quiet location prior to your phone interview.
  - If using a cell phone, make sure you have a strong signal. Seek out a location for the best signal in advance and do a test.

- **Skype**
  - If you do not have a Skype account, please register for a FREE one at www.skype.com.
  - Forward your Skype username to Ms. Sarah Kuhn (skuhn@richmond.edu) at least two (2) business days prior to your interview.
  - Make sure your computer has a working webcam and you are able to transmit and receive both audio and visual communication.
  - Interviews must be conducted in a quiet place (no background noise; i.e. TV, radio, conversations, etc.) and where you cannot be distracted. Also, make sure that the environment behind you (the background area which the employer will see) is professional and neutral. Seek out this quiet and professional location prior to the interview.
  - If using a wireless connection, make sure you have a strong WIFI signal. Seek out a location for the best connection in advance and do a test. Feel free to contact Ms. Kuhn to conduct a test if you are uncertain of your signal and/or connection.

- **Video Conferencing**
  - Obtain the IP address you will use for the interview and forward it to Ms. Sarah Kuhn (skuhn@richmond.edu) at least two (2) business days prior to your interview.
  - Interviews must be conducted in a quiet place (no background noise; i.e. TV, radio, conversations, etc.) and where you cannot be distracted. Also, make sure that the environment behind you (the background area which the employer will see) is professional and neutral. Seek out this quiet and professional location prior to the interview.
  - Make sure the video conferencing system has a working webcam and you are able to transmit and receive both audio and visual communication.
  - If using Video Conferencing, you must contact Ms. Kuhn to conduct a test of the system at least one (1) business days prior to your interview.
The Day of the Remote Interview – What to Do and What to Expect

1. Just as if you were on-campus for the interview, you should be in Professional Dress and have the following items readily accessible:
   - Résumé
   - Pen/pencil
   - Notepad for notes and/or computations
   - Questions for interviewer

2. For each remote interview type, the following is to be abided by:
   - **Phone**
     - Any last minute communication will be done through email; be sure to have access to your email account right up to the start of your interview.
     - Always be ready 10 minutes prior to your interview.
     - If you are instructed to contact the Interviewer, please make sure your call is punctual. If you get a busy signal or voice-mail, simply hang up, wait one (1) minute and call the Interviewer again. If you continue to have trouble connecting with the interviewer, contact Ms. Sarah Kuhn at skuhn@richmond.edu or 804-289-8139.
     - If the phone call is disconnected, the person who initiated the phone interview will call the individual back. If communication is not working after several attempts, contact Ms. Sarah Kuhn at skuhn@richmond.edu or 804-289-8139.

   - **Skype**
     - Any last minute communication will be done through email or Skype instant messaging; be sure to have access to these resources right up to your interview start time.
     - Be ‘online’ (through your Skype account) 10 minutes prior to your interview.
     - Career Services and/or the employer will initiate the Skype video call. **Do not contact Career Services/employer.**
     - If the Skype video call is dropped, remain ‘online’ through Skype; Career Services/employer will attempt to reestablish contact. If communication through Skype is not working after several attempts, contact Ms. Sarah Kuhn at skuhn@richmond.edu or 804-289-8139.

   - **Video Conferencing**
     - Any last minute communication will be done through email; be sure to have access to your email account right up to the start of your interview.
     - Always be ready 10 minutes prior to your interview.
     - Career Services and/or the employer will initiate the Video Conferencing call. **Do not contact Career Services/employer.**
     - If the Video Conferencing call is dropped; Career Services/employer will attempt to reestablish contact. If communication through Video Conferencing is not working after several attempts, contact Ms. Sarah Kuhn at skuhn@richmond.edu or 804-289-8139.
What to Do After the Remote Interview?

Following the remote interview, you are expected to write a thank you note (email or handwritten – see Thank You Tip Sheet) to everyone who participated in your interview. Obtaining each person’s name and email address may be is difficult; however, it is not impossible. During the interview, ask for his/her email address and the correct spelling of his/her name. As a back-up, Ms. Kuhn may be able to provide you this information.

For More Information and/or Assistance

For career advising including résumé and cover letter review, mock interviews and one-on-one advisor appointments, please reach out to the University of Richmond’s Career Services at 804-289-8547 or careerservices@richmond.edu

For questions regarding the On-Campus Interview Program, contact Ms. Sarah Kuhn, employer relations coordinator at 804-289-8139 or skuhn@richmond.edu

**Remote interviews are part of on-campus recruiting at the University of Richmond. Professional standards of conduct and consequences for on-campus recruiting can be found in the OACS Student and Alumni User Agreement located in SpiderConnect under your profile tab. Each remote interview is to be held confidential and no recording (audio, visual or written) of the interview is permitted.**