

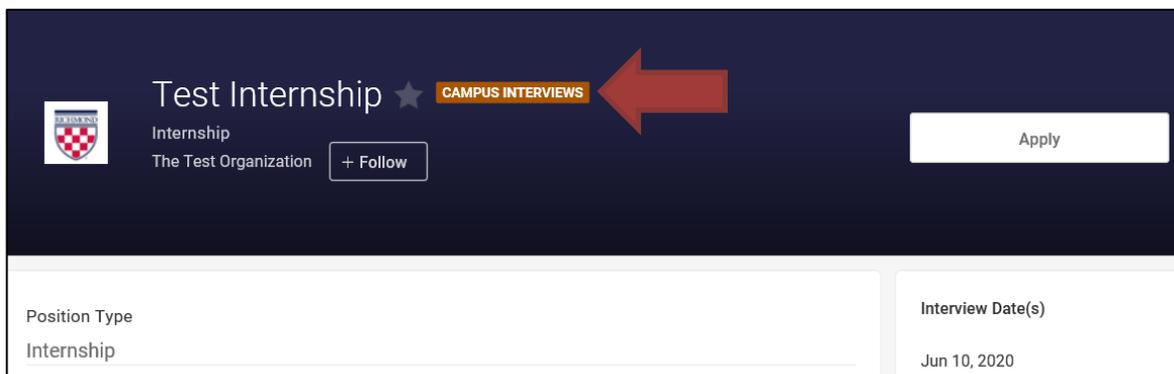
Student’s Guide to Virtual Interviews and Office Hour Meetings

University of Richmond is committed to connecting students with employers/organizations for the purpose of interviews and Office Hour meetings. Typically, these types of on-campus recruiting opportunities are conducted on the Richmond campus; however, situations may arise that require the University’s Career Services to alter the interview/meeting format from on-campus (in-person) to virtual (phone or live video conference). The Student’s Guide to Virtual Interviews and Office Hour Meetings was developed to assist students through this process.

Virtual interviews/meetings include the use of phone or live video conference depending on the organization’s preference and the student’s access to the technology. [Zoom](#), an online platform that provides video conferencing and screen sharing capabilities is the preferred virtual communication by Career Services. If applicable, the student is responsible for virtual costs; such as internet access, phone connection, etc.; the University will not reimburse.

Apply to a Virtual Interview Opportunity/Select an Office Hours Meeting

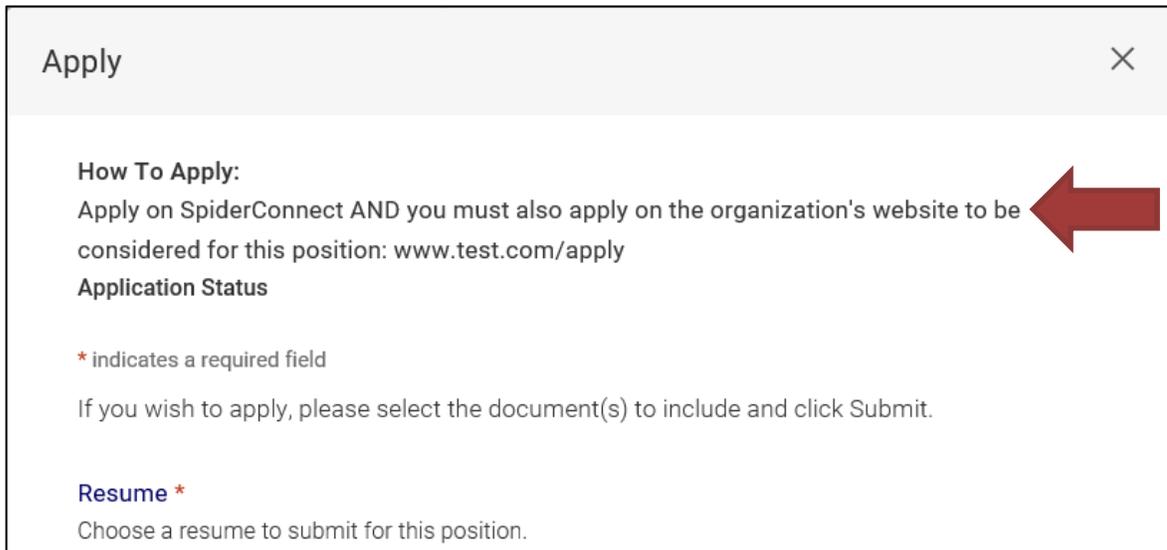
Virtual interview opportunities/Office Hour meetings coordinated by Career Services are identified in SpiderConnect with “Campus Interviews” next to the opportunity/posting title, see images below. For all other SpiderConnect opportunities, the organization will contact you directly if you are selected to continue in the recruiting process.



To apply to a virtual interview opportunity/select a virtual Office Hours meeting, submit your résumé and, if applicable, any other documents by clicking “Apply” within the SpiderConnect posting. For further instruction, see the appropriate section below:

Virtual Interview Opportunity

When applying in SpiderConnect, check to see if additional application steps are required. In many cases, if you do not also apply on the organization’s website, you will not be considered in the applicant pool. If applicable, additional steps can be found within the posting under the section titled “How to Apply” in the position description. The same steps can also be found by clicking “Apply” located at the top of the posting and then searching for “How to Apply” in the pop-up window as noted in the image below.



Interviews may be 'open' or 'pre-select' as indicated in the SpiderConnect posting under Schedule Type. For 'pre-select' schedules, candidates will be chosen by the organization and those selected to interview will be notified via email. For 'open' schedules, applicants can schedule the desired interview timeslot immediately. To do this, click “Apply” within the SpiderConnect posting, submit your résumé, and then select an interview timeslot - see image under Virtual Office Hours Meeting below. If all slots are filled (you are not able to select one), you will be placed on a waiting list and notified if a timeslot should open. Note - When choosing a timeslot, be mindful that all times listed are for the Eastern Time (ET) Zone.

Virtual Office Hours Meeting

When submitting your résumé, you will also need to select a meeting timeslot, if applicable - see image below. If all slots are filled (you are not able to select one), you will be placed on a waiting list and notified if a slot should open. Note - When choosing a timeslot, be mindful that all times listed are for the Eastern Time (ET) Zone.

Apply
✕

* indicates a required field

If you wish to apply, please select the document(s) to include and click Submit.

Resume *

Choose a resume to submit for this position.

Sarah Test - Resume*
▼
Add New

Available Dates

Jun 10, 2020
▼

Interview Time

Select one of the available interview times.

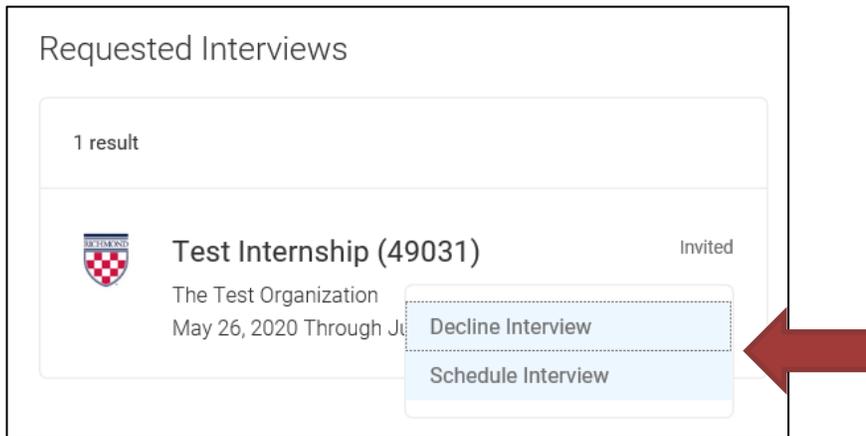
- 9:00 am - 9:30 am
- 9:30 am - 10:00 am
- 10:00 am - 10:30 am
- 10:45 am - 11:15 am
- 11:15 am - 11:45 am
- 11:45 am - 12:15 pm
- 1:30 pm - 2:00 pm
- 2:00 pm - 2:30 pm
- 2:30 pm - 3:00 pm
- 3:15 pm - 3:45 pm
- 3:45 pm - 4:15 pm
- 4:15 pm - 4:45 pm

Submit

Do not reach out to the organization - Career Services will coordinate the virtual Office Hours meeting between you and the organization. No later than one (1) business day prior to your Office Hours meeting, Career Services will contact you via your Richmond email address with specific virtual information and instructions.

Received an Email with an Offer to Interview – What to Do

If you receive an email from Career Services extending an offer to interview with an organization, log into your [SpiderConnect](#) account and click on the "Interviews & Office Hours" tab to schedule an interview time. Note, timeslots are available on a first-come, first-serve basis. If you wish to decline the interview, click "Decline Interview" within [SpiderConnect](#) so another student may have the opportunity to interview. See image below.



When choosing a timeslot, be mindful that all times listed are for the Eastern Time (ET) Zone.

Do not reach out to the organization - Career Services will coordinate the virtual interview between you and the organization. No later than one (1) business day prior to your interview, Career Services will contact you via your Richmond email address with specific virtual information and instructions.

Preparations for Virtual Interview/Meeting – What to Do and Expect

The expectation of you is the same as if you were conducting the interview/meeting in-person on the Richmond campus. For further instruction, see the appropriate section below:

Virtual Interview

To improve your performance in the interview, review the 'Interviewing' resources tab on the [Career Services website](#).

Professional dress attire is essential. If you are uncertain about what to wear, review "Dress for Success" under the 'Interviewing' resources tab on the [Career Services website](#).

Virtual Office Hours Meeting

Before your 'one-on-one' informational meeting, Career Services suggests that you research the organization and formulate questions to ask the representative. To aid you, review "Researching Employers" under the 'Interviewing' resources tab on the [Career Services website](#). This is your opportunity to make a great impression, as well as learn more about the organization.

The dress code for an Office Hours meeting is business casual unless otherwise noted in the posting description located in SpiderConnect. If you are uncertain about what to wear, review "Dress for Success" under the 'Interviewing' resources tab on the [Career Services website](#).

Each virtual technology has its own set of preparations that must be completed prior to the interview/meeting:

Phone

- Interviews/meetings must be conducted in a place free from distractions. Seek out this quiet location in advance.
- If using a cell phone, confirm you have a strong signal; conduct a test as necessary.

Zoom – Video Conference

- Read and follow the instructions in ‘Appendix A – Student’s Guide for Using Zoom’ located toward the back of this document.
- Confirm that your computer, laptop, or another device has a working camera, microphone, and speaker. Check that you are able to transmit and receive both audio and visual communication.
- Interviews/meetings must be conducted in a place free from distractions. Confirm that the setting behind you (background area which the organization will see) is professional and neutral. If necessary, utilize Zoom’s [virtual background feature](#). Seek out this quiet and professional location in advance.
- Confirm that your computer, laptop, or another device is connected to the internet. If using a wireless connection, check that you have a strong Wi-Fi signal. If you are unsure about your signal and/or connection, contact Career Services at virtual@richmond.edu to schedule a video conferencing test.

Day of Virtual Interview/Meeting – What to Do and Expect

Prior to the start of your interview/meeting, the following items should be readily accessible:

- Résumé and any additional documents submitted through SpiderConnect
- Pen/pencil
- Paper for notes, computations, etc.
- Questions for the organization representative(s)

For each virtual technology, the following are to be abide by:

Phone

- Any last-minute communication will be conducted through email. Be sure to have access to your Richmond email account right up to the start of your interview/meeting.
- Five (5) minutes prior to your interview/meeting time, be ready to take the call.
- If you are instructed to contact the organization representative, make sure your call is punctual. If you get a busy signal or voice-mail; hang up, wait a minute, and place the call again. If you continue to have trouble, contact Career Services at virtual@richmond.edu or (804) 662-3032.
- During the interview/meeting, ask the representative(s) for their email address and the correct spelling of their name. This information can be used to write a thank you letter/email.
- If the call is disconnected, the person who initiated the phone interview/meeting will call back. If communication is not working after several attempts, contact Career Services at virtual@richmond.edu or (804) 662-3032.

Zoom – Video Conference

- Follow the instructions in ‘Appendix A – Student’s Guide for Using Zoom’ located toward the back of this document.
- Any last-minute communication will be conducted through email. Be sure to have access to your Richmond email account right up to the start of your interview/meeting.

- Five (5) minutes prior to your interview/meeting time, be online using the Zoom URL link, as well as the additional information and instructions provided by Career Services.
- During the interview/meeting, ask the representative(s) for their email address and the correct spelling of their name. This information can be used to write a thank you letter/email.
- If the video conference call is dropped, reconnect using the same Zoom URL link. If communication is not working after several attempts, contact Career Services at virtual@richmond.edu or (804) 662-3032.

After Virtual Interview/Meeting – What to Do

Following the virtual interview/meeting, Career Services recommends that you write the organization representative(s) a thank you letter/email. For assistance in writing the letter, see the “Thank You Letters” resource under ‘Resumes and Career Documents’ on the [Career Services website](#).

For More Information and/or Assistance

For career advising including résumé and cover letter review, mock interviews, one-on-one advisor appointments, etc., please schedule a virtual advising appointment through your [SpiderConnect account](#). If you need assistance with making an advisor appointment, please reach out to Career Services at (804) 289-8547, careerservices@richmond.edu or follow instructions at “[Make Your Appointment](#).”

For questions and assistance regarding virtual interview/meetings, technology tests, etc., contact Career Services at virtual@richmond.edu or (804) 662-3032.

Virtual interviews and Office Hour meetings 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 Alumni & Career Services ‘Student and Alumni User Agreement’ located in SpiderConnect under the “My Account” tab, as well as on the Career Services website. Virtual interviews/meetings are confidential and no recording (audio or visual) of the interview/meeting is permitted.

Appendix A – Student’s Guide for Using Zoom

[Zoom](#) is an online platform that provides video conferencing and screen sharing capabilities. University of Richmond Career Services uses Zoom to connect students with employers/organizations for the purpose of virtual interviews and Office Hour meetings.

After reading this Guide, if you have questions or experience issues with Zoom, contact Career Services at (804) 662-3032 or virtual@richmond.edu. Career Services is open for operation Monday – Friday from 8:30 am – 5:00 pm ET. Additional user resources are available through the [Zoom Help Center](#).

Getting Started

To conduct your virtual interview/Office Hours meeting, you will need the following:

- Computer, laptop, or another device that has a working camera, microphone, and speaker. The device must be connected to the internet.
- Zoom URL link(s), as well as additional information and instructions provided by Career Services for the purpose of the interview/meeting. For example: <https://zoom.us/j/717700693A>, Meeting Password: wr28Xy

Launch Zoom, Sign-In with SSO, and Start Interview/Meeting

Prior to your interview/meeting, Career Services will email you information and instructions similar to the image below. Be on the lookout for this email from virtual@richmond.edu as it may land in your junk/spam folder.

Good day, Sam,

Thank you for forwarding the requested information. For your live video conference interview with ABC Company on Thursday, October 21, 2021 at 2:00 pm ET, please use this Zoom URL link, as well as the additional information:

- Zoom Link - <https://zoom.us/j/717700693A>
- Meeting Password – wr28Xy

The day of the interview, the following is to be abided:

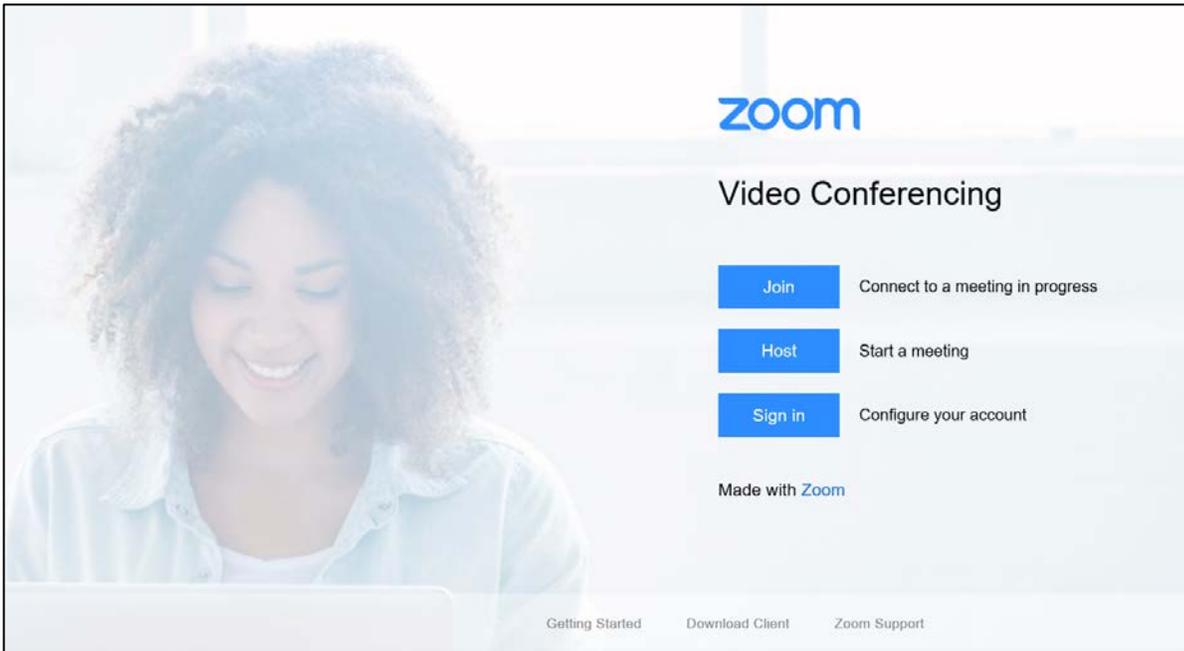
- Follow the instructions in ‘Appendix A – Student’s Guide for Using Zoom’, which can be found toward the back of the [Student’s Guide to Virtual Interviews/Office Hour Meetings](#).
- Any last-minute communication will be conducted through email. Be sure to have access to your Richmond email account right up to the start of your interview.
- Five (5) minutes prior to your interview, be online using the Zoom URL link above.
- During the interview, ask the representative(s) for their email address and the correct spelling of their name. This information can be used to write a thank you letter/email.
- If the video conference call is dropped, reconnect using the same Zoom URL link. If communication is not working after several attempts, contact Career Services at virtual@richmond.edu.

Once again, please review a [Student’s Guide to Virtual Interview/Office Hour Meetings](#). This Guide contains valuable information to help you with your virtual interview.

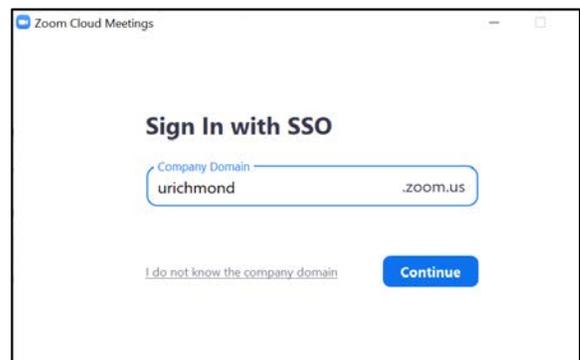
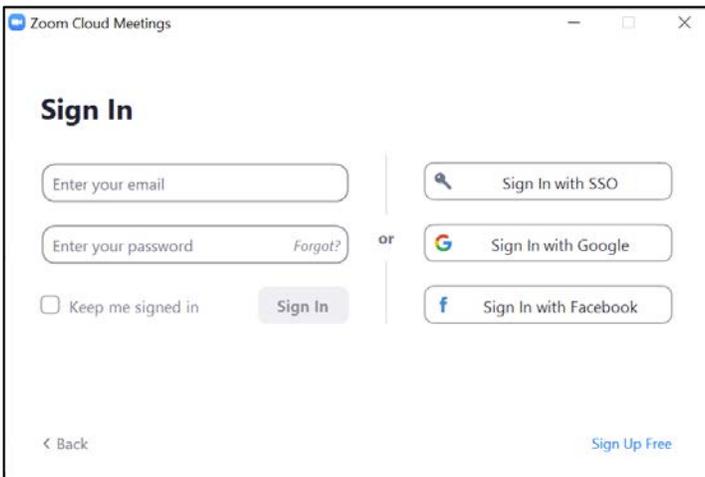
If you have questions, please contact me at virtual@richmond.edu.

Best regards,
Career Services

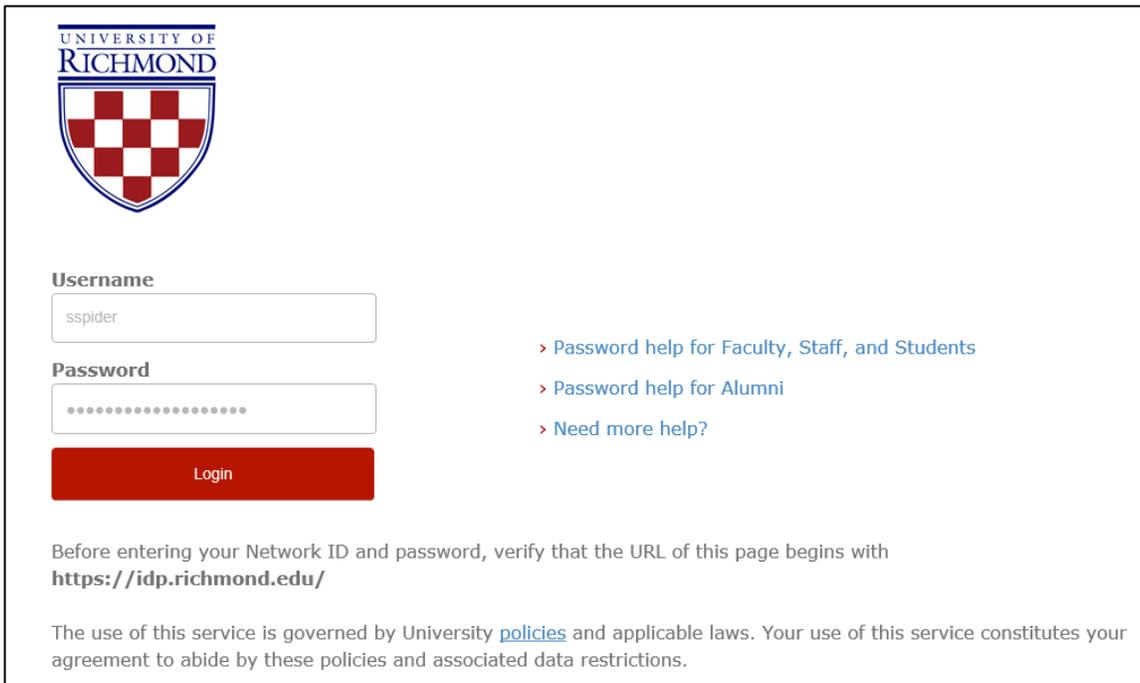
To launch Zoom, click on the Zoom URL link provided in the Career Services email. Your default internet browser will open and you should be directed to the Zoom Video Conferencing webpage shown below; however, if not, go to www.urichmond.zoom.us. On this webpage, click on “Sign in.”



After the above, a Sign In pop-up window will appear, click on “Sign In with SSO.” Next, a Sign In with SSO window will display; thus, if the company domain name does not state “urichmond,” enter it as shown in the image below and then click “Continue.”



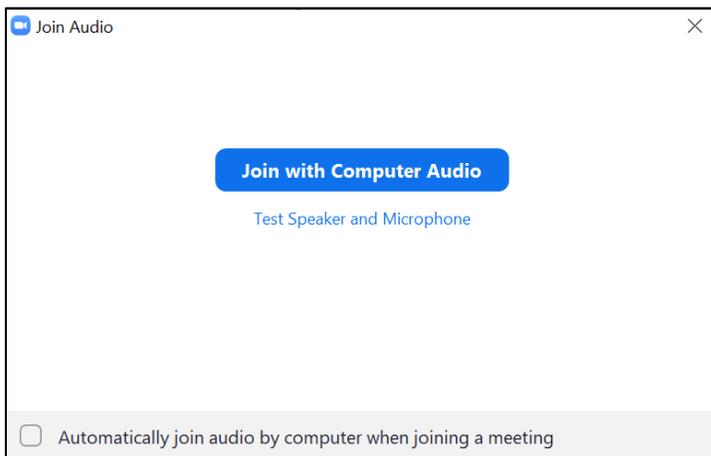
Lastly, enter your UR username/netid and password on the University's Single Sign-On webpage as noted.



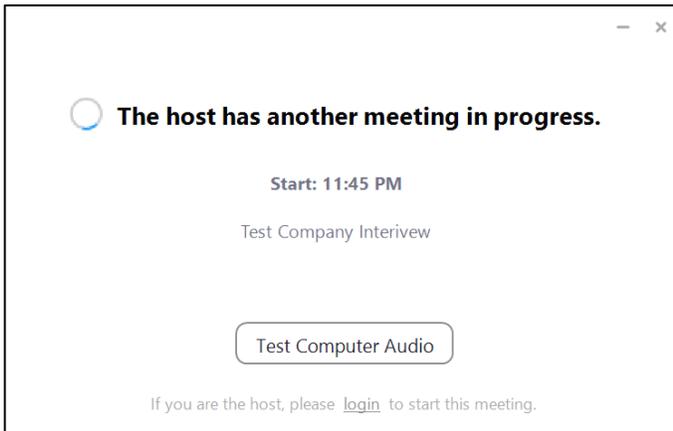
The screenshot shows the University of Richmond Single Sign-On login page. At the top left is the University of Richmond logo, which features a shield with a red and white checkerboard pattern and the text "UNIVERSITY OF RICHMOND" above it. Below the logo are two input fields: "Username" with the text "sspider" and "Password" with a masked password of ten dots. To the right of these fields are three links: "> Password help for Faculty, Staff, and Students", "> Password help for Alumni", and "> Need more help?". Below the input fields is a red "Login" button. At the bottom of the page, there is a warning: "Before entering your Network ID and password, verify that the URL of this page begins with **https://idp.richmond.edu/**". Below this is a disclaimer: "The use of this service is governed by University [policies](#) and applicable laws. Your use of this service constitutes your agreement to abide by these policies and associated data restrictions."

If you have issues with the Single Sign-On (SSO) as noted in the steps above, please contact the University's Help Desk for assistance at (804) 287-6400; do not contact Career Services. For instructions and assistance on using Zoom with a mobile device (Android, Apple (iOS), etc.), please visit the Help Desk's [SpiderTech website](#).

A Join Audio pop-up window may appear, if so, click "Join with Computer Audio." You will now be placed into the interview/meeting room.



If you receive the following pop-up, the organization is currently in an interview/meeting and will be with you shortly. Please remain online.



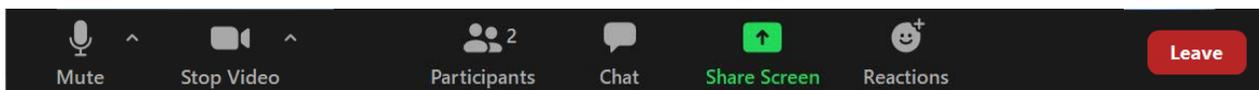
WHEN STARTING ZOOM, YOUR AUDIO AND VIDEO WILL BE DISABLED

Use the Zoom menu bar at the bottom of your screen to adjust these controls - mute/unmute Audio and stop/start Video.

Navigating the Zoom Controls

Zoom Menu Bar

As your virtual interview/meeting begins, Zoom’s menu bar will appear at the bottom of your screen. If you do not see the menu bar, move your mouse slightly and the bar will appear.



From left to right on the menu bar, the following items are defined:

- **Mute/Unmute** – Mute/unmute your audio; however, not the audio of the organization.
- **Start/Stop Video** – Stop/start your video feed to the organization.
- **Participants** – List of participants in the interview/meeting.
- **Chat** – Send/receive an instant message.
- **Share Screen** – Share your desktop (aka a window) or a specific application with the organization. For more information, see the section below titled “Share Screen Window or Application.”
- **Reactions** – Give a reaction to what is happening in the interview/meeting.
- **Leave** – End virtual interview/meeting.

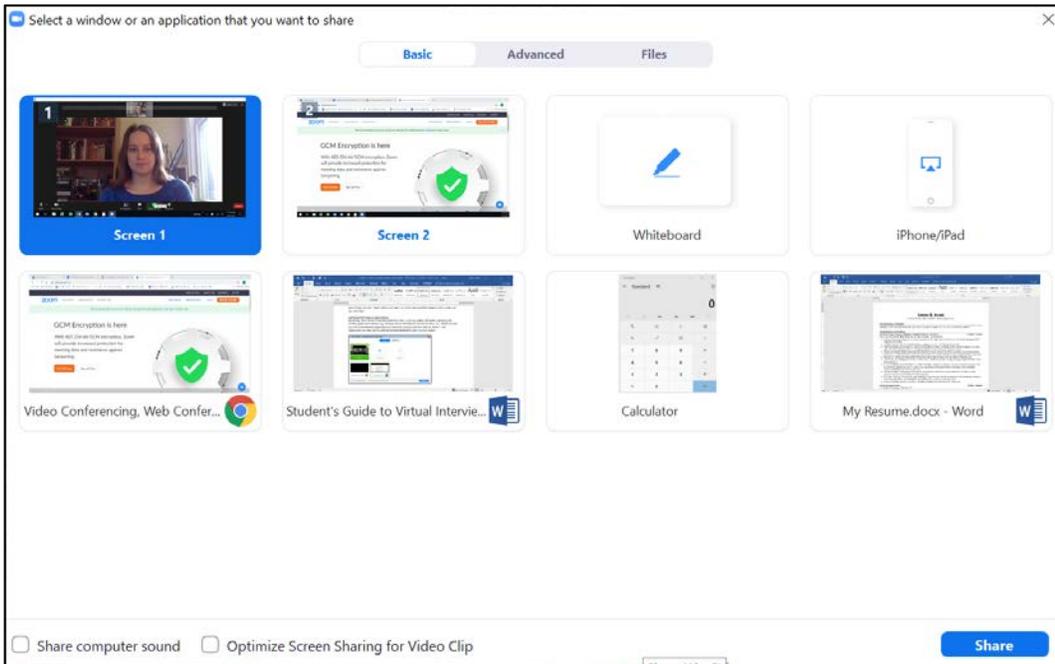
Share Screen Window or Application

During an interview, e.g., case interview, the organization may ask to see your work via the Share Screen function. Zoom allows participants to switch back-and-forth between their screen and live video feed.

Switching from Video to Share Screen

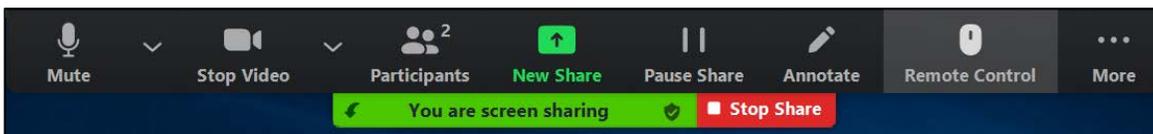
By clicking “Share Screen” from the Zoom menu bar, a pop-up window will appear displaying the window/application options, e.g., Desktop, Word, Whiteboard, Google, etc. Within the pop-up, click the

window/application you would like to share and then click “Share.” The organization can now see the selected window/application.



Switching from Share Screen to Video

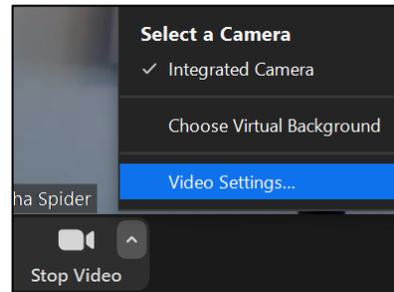
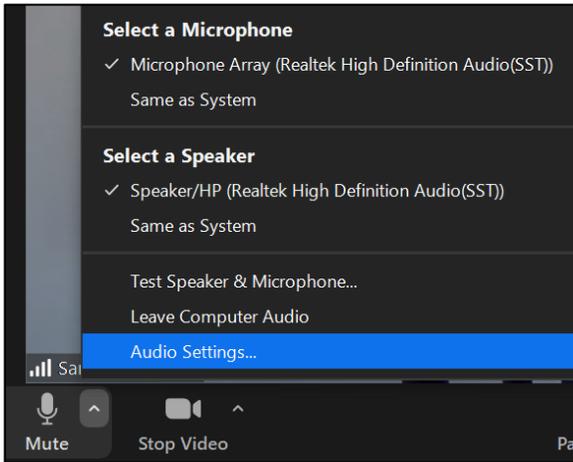
To end the Share Screen function and return to live video feed, click “Stop Share” located on the top menu bar.



For more information and instruction on Zoom’s controls and features, please visit the [Zoom Help Center](#) for a library of user resources.

How to Configure Control Settings

Detailed control settings are located on the Zoom menu bar under “Mute/Unmute” Audio or “Start/Stop Video.” Click “Audio Settings” or “Visual Settings” to open the Setting box. For additional information and instructions, visit the “Changing Settings in the Desktop Client or Mobile App” resource in the [Zoom Help Center](#).



Within the Settings box, the following options are defined:

- **General** – Change general settings for meetings and chat.
- **Video** – View your video feed. Change your camera and other settings.
- **Audio** – Set and test your microphone and speaker, as well as adjust their volume. Change other audio settings.
- **Share Screen** – Change settings related to screen sharing.
- **Virtual Background** – Select a virtual background, change background color (green screen), and upload a virtual background image.
- **Statistics** – View the amount of CPU and memory Zoom is currently using. If in an interview/meeting, data in regard to latency and jitter will be displayed so you can evaluate your audio and video quality.
- **Keyboard Shortcuts** – View and enable global shortcuts.
- **Accessibility** – Change font size for closed caption, as well as chat display size.

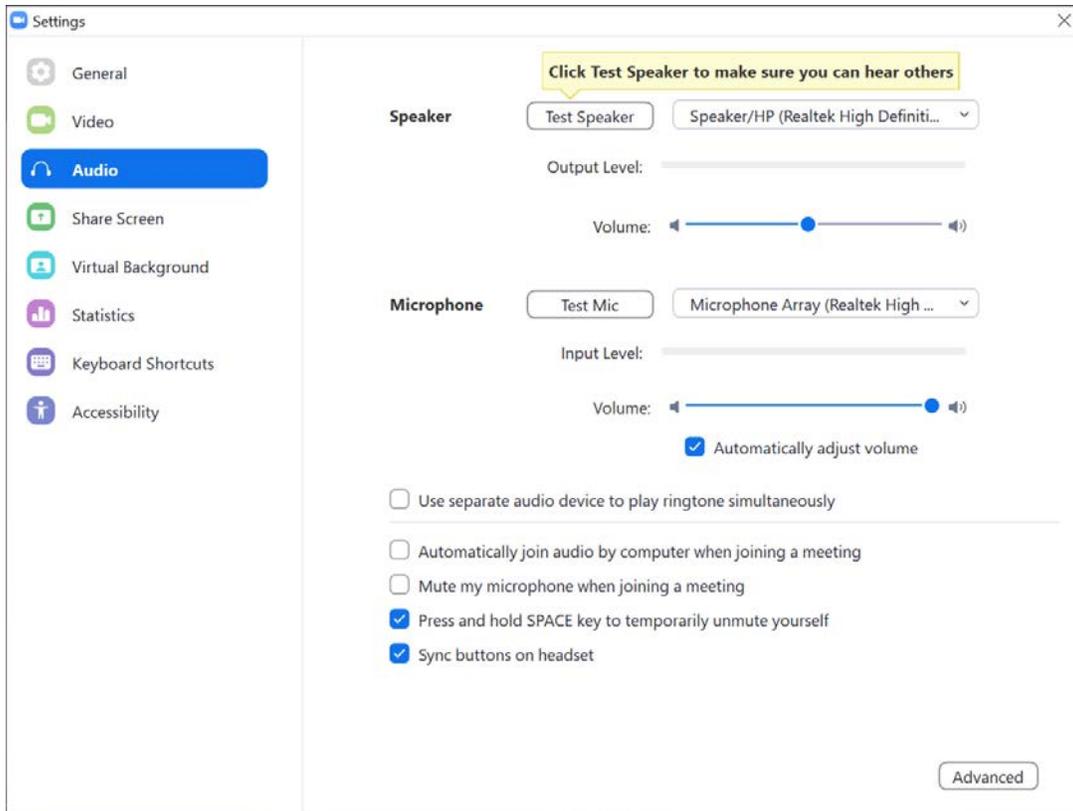
Common Zoom Troubleshooting Steps

The following steps should correct technology issues related to Zoom. However, if you continue to have problems, review the user resources available through the [Zoom Help Center](#) and/or contact Career Services at (804) 662-3032 or virtual@richmond.edu. Career Services is open for operation Monday – Friday from 8:30 am – 5:00 pm ET.

Audio Issues

You cannot hear the organization representative.

- Step 1: Check to see if your computer speaker is on and volume is turned up.
- Step 2: Check to see if your speaker is selected as the main output.
 - a. Per the instructions above in “How to Configure Control Settings,” access “Audio Settings.”
 - b. Click “Test Speaker.” If you hear a melody, your audio is setup properly. If you do not hear a melody, use the drop-down box to select a different output and press “Test Speaker” again. Repeat this step until you hear a melody.



The organization representative cannot hear you.

- Step 1: Check the Zoom menu bar, as well as your computer microphone to confirm that you are not muted.
- Step 2: Check to see if your microphone is selected as the main input.
 - a. Per the instructions above in “How to Configure Control Settings,” access “Audio Settings.”
 - b. Click “Test Mic” and speak for five seconds. If you hear your voice, your microphone is setup properly. If you do not hear your voice, use the drop-down box to select a different input and press “Test Mic” again. Repeat this step until you hear your voice.

Video Issues

You cannot see the organization representative.

- Make sure you followed the instructions above in “Launch Zoom, Sign-In with SSO, and Start Interview/Meeting.” Confirm that you logged into the interview/meeting using the provided Zoom URL link and additional information and instructions.

The organization representative cannot see you.

- Step 1: Check the Zoom menu bar to confirm that “Stop Video” is not disabled.
- Step 2: Check to see if your camera is turned on, plugged in, and selected in Zoom.
 - a. Per the instructions above in “How to Configure Control Settings,” access “Video Settings.”
 - i. Make sure your camera is turned on and nothing is blocking its view.
 - ii. Use the drop-down box to select the correct camera.
 - iii. Make sure the camera is not being used by another application.

iv. Restart your computer.

