Student’s Guide to Remote Interviews and Office Hour Meetings

The University of Richmond recognizes that extenuating circumstances, e.g., study abroad, employment, or health reasons, may make it difficult for a student to participate in on-campus recruiting opportunities, such as on-campus interviews or Office Hour meetings. Most employers/organizations welcome the option of remote interviews/meetings; the Student’s Guide to Remote Interviews and Office Hour Meetings was developed to help you connect with these organizations.

Remote interviews/meetings include the use of phone or video conference depending on the organization’s preference and the student’s access to the technology. Zoom, an online application that provides video conferencing at no cost to the student, is the preferred communication by the University of Richmond. If applicable, the student is responsible for remote costs, such as internet access, phone connection, etc.; the University will not reimburse.

Apply for a Remote Interview Opportunity/Select a Remote Office Hour Meeting

To locate specific remote interview/meeting opportunities in SpiderConnect, look for identifying information within each opportunity posting. In the posting example below, if the field titled “Organization Able to Conduct Remote Interviews/Office Hour Meetings” is marked “Yes,” the organization invites all students, whether they are ‘on-campus’ (in-person) or ‘off-campus’ (remote) to apply.
To submit your résumé and (if applicable) any other documents through SpiderConnect, click on “Apply” within the opportunity. For further instruction, see the appropriate section below:

Remote (On-Campus) Interview Opportunity
When applying on 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 opportunity posting under the section titled “How to Apply” in the position description. The same steps can also be found by clicking “Applied” located at the top of the posting and then searching for “How to Apply” as noted in the image below.

Interviews may be 'open' or 'pre-select', as indicated in the Schedule Type on the right-hand side of the opportunity posting. For 'pre-select' schedules, candidates will be chosen by the organization and those selected to interview will be notified by email. For 'open' schedules, applicants can schedule the desired timeslot immediately. To do this, click “Schedule Interview” within the posting and then select an interview timeslot. 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.

Remote Office Hour Meeting
After submitting your résumé, the following pop-ups should appear for you to select a meeting timeslot. If the pop-ups do not appear, click on “Schedule Interview” within the Office Hours opportunity posting and then select a meeting time. If all meeting 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.
After selecting a timeslot, immediately email Career Services at remote@richmond.edu with the following information:

- Your full name.
- Your email address.
- Your phone number and country code, if applicable. If you are unable to receive an incoming call, please inform Career Services immediately.
- The organization which you will be meeting.
- The meeting date and time

Upon receiving your email, Career Services will respond with detailed instructions. Do not reach out to the organization - Career Services will arrange the remote meeting between you and the organization.

Received an Email with an Offer to Interview – Now What?

If you receive an email extending an offer to interview, log into your SpiderConnect account and click "On-Campus Interviews & Office Hours" located on the side menu bar to select an interview timeslot. Note - Timeslots are available on a first-come, first-serve basis. If you wish to turn down the interview offer, click "Decline Interview" within SpiderConnect, so another student may have the opportunity to interview.

Note - When choosing a timeslot, be mindful that all times listed are for the Eastern Time (ET) Zone. After selecting an interview timeslot, immediately email Career Services at remote@richmond.edu with the following information:
• Your full name.
• Your email address.
• Your phone number and country code, if applicable. If you are unable to receive an incoming call, please inform Career Services immediately.
• The organization who has selected you to interview
• The interview date and time

Upon receiving your email, Career Services will respond with detailed instructions. *Do not reach out to the organization - Career Services will arrange the remote interview between you and the organization.*

**What to Do Before the Remote Interview/Meeting**

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:

**Remote (On-Campus) Interview**

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

**Remote Office Hour Meeting**

Before your ‘one-on-one’ informational meeting, Career Services suggests that you research the organization and formulate questions to ask the representative. This is your opportunity to make a great impression, as well as learn more about the organization.

The dress code for an Office Hour meeting is business casual unless otherwise noted in the Office Hours 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](#).

Next, each remote technology has its own set of preparations that must be completed prior to the remote interview/meeting:

**Phone**

• Interviews/Meetings must be conducted in a quiet place where you will not be distracted. Seek out this quiet location in advance of the interview/meeting.
• If using a cell phone, make sure you have a strong signal. In advance, seek out a location and do a test.

**Zoom – Video Conference**

• Fully read and follow the instructions in ‘Appendix A – Student’s Guide for Using Zoom’, which can be found in the back of this Guide.
• Make sure your computer, laptop, or other device has a working camera and microphone. Check that you are able to transmit and receive both audio and visual communication.
• Interviews/Meetings must be conducted in a quiet place where you will not be distracted. Also, make sure that the setting behind you (the background area which the organization will see) is professional and neutral. Seek out this quiet and professional location in advance of the interview/meeting.
• Make sure your computer, laptop, or other device is connected to the internet. If using a wireless connection, make sure you have a strong Wi-Fi signal. In advance, seek out a location and do a test. If you are uncertain of your signal and/or connection, contact Career Services at remote@richmond.edu to conduct a video conferencing test.

The Day of the Remote Interview/Meeting – What to Do and Expect

As noted above, the appropriate attire is essential. You should also have the following items readily accessible prior to the start of your interview/meeting:

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

For each remote technology, the following is to be abided:

Phone

• Any last minute communication will be conducted through email. Be sure to have access to your email account right up to the start of your interview/meeting.
• Be ready five (5) minutes prior to your interview/meeting time.
• If you are instructed to contact the organization representative, please make sure your call is punctual. If you get a busy signal or voice-mail; simply hang up, wait a minute, and call the representative again. If you continue to have trouble, contact Career Services at remote@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 remote@richmond.edu or (804) 662-3032.

Zoom – Video Conference

• Follow the instructions in ‘Appendix A – Student’s Guide for Using Zoom’, which can be found toward the back of this Guide.
• Any last minute communication will be conducted through email. Be sure to have access to your email account right up to the start of your interview/meeting.
• Five (5) minutes prior to your interview/meeting time, be online using the provided Zoom URL link.
• 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 remote@richmond.edu or (804) 662-3032.
What to Do After the Remote Interview/Meeting

Following the remote interview/meeting, Career Services recommends that you write the organization representative a thank you letter/email. For assistance in writing the letter, see the “Thank You Letter” Resource under ‘Resume 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 Skype advising appointment through your SpiderConnect account. If you need assistance with making an appointment, please reach out to Career Services at (804) 289-8547 or careerservices@richmond.edu

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

**Remote 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 OACS Student and Alumni User Agreement located in SpiderConnect under your profile tab, as well as on the Career Services website. Every remote interview/meeting is to be held confidential and no recording (audio, visual or written) of the interview/meeting is permitted.**
Appendix A – Student’s Guide for Using Zoom

Zoom is an online application that provides video conferencing and screen sharing capabilities. University of Richmond Career Services uses Zoom to connect remote students with employers/organizations for the purpose of remote interviews and Office Hour meetings.

If you have questions or experience issues with Zoom after reading this Guide, please contact Career Services at (804) 662-3032 or remote@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 at http://support.zoom.us/home

What is Needed to Get Started

- Computer, laptop, or other device connected to the internet.
- A working camera, microphone, and speaker on your computer, laptop, or other device.
- The interview/meeting Zoom URL link provided by University of Richmond Career Services. For example: https://zoom.us/j/717700693A

How to Launch Zoom and Start the Interview/Meeting

Prior to your remote interview/Office Hour meeting, Career Services will email you instructions similar to what you see below.

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Good day, Sam,

Thank you for forwarding the requested information. For your interview with ABC Company on Friday, September 14, 2018 at 2:00 pm ET, please use this Zoom URL link: https://zoom.us/j/717700693A

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 Remote Interviews and Office Hour Meetings.
- Any last minute communication will be conducted through email. Be sure to have access to your 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/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 remote@richmond.edu or (804) 662-3032.

Once again, please review a Student’s Guide to Remote Interviews and Office Hour Meetings. This Guide contains valuable information to help you with your remote interview.

If you have any questions or concerns, please contact me at remote@richmond.edu or (804) 662-3032.

Best regards,
Sarah Staff

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To launch Zoom and start your remote interview/meeting, click on the Zoom URL link provided in the email. If this is your first time using Zoom, you will be instructed to download the Zoom Launcher. The download should start automatically; however, if not, click on the “Zoom_launcher.exe” file and if necessary, click “Run” in the pop-up box. See images below.

Next you will receive the following pop-up, enter your full name and click “Join.” Finally, another pop-up will appear, click on “Join Audio Conference by Computer.” You will now be placed into the 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 and your video will automatically turn on when the interview/meeting begins.
Navigating the Zoom Controls

Zoom Menu Bar
The Zoom menu bar will appear at the bottom of your screen once the interview/meeting begins. 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** – Mute/unmute your audio; however, not the audio of the organization.
- **Stop Video** – Stop/start your video feed to the organization.
- **Invite** – Organization can invite others to your interview/meeting.
- **Participants** – List of all participants in the interview/meeting.
- **Share Screen** – Share your desktop or a specific application with the organization. For more information, see the section below titled “Share Screen Applications and Options.”
- **Chat** – Send an instant message to the organization.
- **Leave Meeting** – End remote interview/meeting.

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

Switching from Video to Share Screen
By clicking “Share Screen” from the bottom menu bar, a pop-up window will appear displaying the application options, e.g., Desktop, Word, Whiteboard, Internet Browser, etc. Within the pop-up, click on the application you would like to share and then click on “Share.” The organization can now see the selected application that is on your screen.
Switching from Share Screen to Video
To end the Share Screen function and return to the live video feed, click on “Stop Share” located on the top menu bar.

Using the Whiteboard Application
Zoom’s Whiteboard allows collaboration through the use of annotate tools. Whiteboard can be launched by following the instructions above under the section titled “Switching from Video to Share Screen.”

How to Configure the Settings
Settings are located on the bottom menu bar under “Mute” or “Stop Video.” Click on “Audio Settings” or “Visual Settings” to open the Settings box.
Within the Settings box, the following options are defined:

- **General** – Select application and content sharing preferences.
- **Audio** – Test, select, and adjust speakers and microphone.
- **Video** – Select and test video camera.
- **Statistics** – View Zoom usage information.
- **Accessibility** – Adjust font size and keyboard short cuts.

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**Common Zoom Troubleshooting Steps**

The following steps should correct technology issues as they relate to Zoom. However, if you continue to have issues, please contact Career Services at (804) 662-3032 or remote@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 volume is turned up.
- **Step 2:** Check to see if your speakers are selected as the main output.
  - a. Per the instructions above in “How to Configure the Settings,” access “Audio Settings.”
  - b. Click on “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.” Repeat this step until you hear a melody.
The organization representative cannot hear you.

Step 1: Check the bottom menu bar 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 the Settings,” access “Audio Settings.”
   b. Click on “Test Mic” and speak for five seconds. If you hear your voice, your microphone is set up properly. If you do not hear your voice, use the drop-down box to select a different input. Repeat this step until you hear your voice.

Video Issues
You cannot see the organization representative.

Make sure you have installed and launched the Zoom software, and you are logged into the interview/meeting using the provide Zoom URL link.

The organization representative cannot see you.

Step 1: Check the bottom menu bar to confirm that you did not “Stop Video.”
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 the Settings,” access “Video Settings.”
      i. Make sure that the camera is plugged in, turned on, and nothing is blocking the camera 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. Connect the camera to a different USB port.
      v. Restart your computer.