

COVID-19 Job Interview Protocols

In response to the COVID-19 pandemic, Texas State University is currently implementing financial measures that may delay the hiring process for some positions; however, if your position has received presidential approval to be filled, we recommend you adhere to the following protocols and recommendations.



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Phone Interviews

If you normally do not conduct phone interviews as the initial step prior to conducting on-campus interviews, this is the time to start! Under normal circumstances, top candidates resulting from the phone interviews would be invited to the on-campus interview. Given the current circumstance, we recommend following the below best practices for conducting virtual interviews in lieu of face-to-face interviews.

Be Prepared

Virtual interviews must be treated with the same seriousness as on-campus interviews.

- Know the job description and the candidate's resume
- Have the pre-determined interview questions
- Make sure everyone has the correct interview date and time
- Share with the candidate and interviewers the technology you plan on using
- Choose a quiet, well-lit room for interviews and recommend that interviewers do the same

Set Expectations

Give candidates advanced notice that interviews will be conducted virtually.

- Explain to the candidate why you are conducting virtual interviews rather than on-campus interviews
- Set the stage for what to expect in the interview, including start time, expected length, and provide a list of the interviewers and job titles
- Allow candidates to ask questions in advance of the interview to alleviate any concerns that they have as this may be new to them as well

Check Your Technology

Test the technology you'll be using and ask the candidate to do the same.

- Communicate with candidates to let them know how you will be conducting the virtual interview and explain how they will access the platform
- Ensure that they have access to a device that is compatible with your platform
- Provide them an opportunity to test it out before the interview
- Offer the same suggestions that you shared with your interviewers to find a quiet, well-lit room that should illuminate the participants face
- Camera lens should be eye level, clean, and capture only the face and shoulders
- Avoid a distracting background, excessive jewelry, and non-professional clothing, all of which could interfere with candidate focus

Conducting Safe On-site Interviews Amid COVID-19

When you have vetted candidates as much as possible down to only those that are highly qualified, we recognize that it still may be necessary to invite candidates to an on-campus interview.

The following are best, safe practices to ensure the safety of the candidate and interviewer(s) involved:

Set Clear Expectations

Be sure to clearly set expectations and provide specific day-of-interview instructions for candidates and interviewer(s) before the on-campus interview. These instructions should include:

- Where to park
- Where to enter the building. If possible, identify a specific entrance to be used only for visitors
- Instructions on who to call and reschedule if they are not feeling well.

Maintain Social Distancing

Adhere to all social distancing guidelines as outlined by the CDC and state and local government.

- Avoid close contact. Ensure that you have an interview space where you can maintain at least 6 feet of separation between each person involved
- Wash your hands properly and have hand sanitizer available
- Although this likely breaks with your normal protocol, do not shake hands. Explain that in order to maintain social distancing, everyone will avoid shaking hands.
- Clean and disinfect frequently touched surfaces. This includes tables, doorknobs, light switches, countertops, desks, phones, keyboards, etc.

Postpone When Sick

Ensure that the candidate and interviewers know who to call if they are not feeling well. Hopefully, it goes without saying that you will need to postpone the interview if the candidate or any essential interviewers are experiencing any symptoms of COVID-19. Given the severity of this pandemic, this is not a moment to take any unnecessary risks.

We recognize that it is very challenging to conduct efficient and effective interviews for those in-demand essential positions that are needed to continue during this crisis. Hopefully, these tips and best practices will help you to still successfully identify and hire the best candidates to meet your hiring needs. Please contact [Human Resources](#) with any questions or concerns.

