Interviewing Process

Sample Student Employee Interview Protocol

Interviewee: __________________________ Date: __________________________

The below questions and criteria includes integration of the IUPUI Principles of Undergraduate Learning.

Introduction:
- Welcome by hiring manager/interviewer(s)
- Verbal description of department and position
- Format of interview

Questions:
1. Tell us about yourself and what interests you about this position.
2. How have your past experiences helped prepare you for this job? How will this position prepare you for your next job?
3. Give an example of a time you identified solutions to a problem and expressed those solutions to others. How did you present those solutions? What was the end result?
4. Give an example of a time you remained open-minded or used new information to analyze or create something in a class, work or extracurricular environment. What was the end result?
5. Give an example of a time you collected information from a variety of sources to improve something or solve a problem. What was the end result?
6. Give an example of a time you changed your approach to a class, work, or extracurricular activity to solve a problem or make progress on something. What was the end result?
7. Give an example of a time you have worked with people different than yourself. What was interesting or challenging about that? What did you learn from that experience?
8. Give an example of a time you had to make a decision based to remain professional or ethical. What was challenging about that? What was the end result?
9. Give an example of a time you experienced a conflict and how you resolved it.
10. Give an example of a time you made a mistake. How did you handle it? What was the end result?
11. Give an example of a time that you felt you went above and beyond the call of duty at work.
12. What would you do if the phone was ringing, a student was at the front desk and needed assistance, a colleague was trying to ask you a question, and you had another call on hold?
13. What would you do if you had a disgruntled parent on the phone? How about a disgruntled student?
14. If you were given a project, but you weren’t really sure what to do. What would you do? What if the person that gave you the project wasn’t available?
15. What questions do you have for us?

Conclusion:
- Next steps in the interview/selection process from hiring manager/interviewer, including anticipated hiring timeline
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### Interview Scoring Rubric:

<table>
<thead>
<tr>
<th>Criteria:</th>
<th>Score:</th>
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<tbody>
<tr>
<td>Demonstrated genuine interest in position</td>
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<td>Clearly articulated how position could benefit skills and career goals</td>
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| Provided clear and relevant responses and examples related to: **core communication and qualitative skills**
  *The ability of students to express and interpret information, perform quantitative analysis, and use information resources and technology--the foundational skills necessary for all IUPUI students to succeed.* |        |
| Provided clear and relevant responses and examples related to: **critical thinking**
  *The ability of students to engage in a process of disciplined thinking that informs beliefs and actions. A student who demonstrates critical thinking applies the process of disciplined thinking by remaining open-minded, reconsidering previous beliefs and actions, and adjusting his or her thinking, beliefs and actions based on new information.* |        |
| Provided clear and relevant responses and examples related to: **integration and application of knowledge**
  *The ability of students to use information and concepts from studies in multiple disciplines in their intellectual, professional, and community lives.* |        |
| Provided clear and relevant responses and examples related to: **intellectual depth, breadth, and adaptiveness**
  *The ability of students to examine and organize disciplinary ways of knowing and to apply them to specific issues and problems.* |        |
| Provided clear and relevant responses and examples related to: **understanding society and culture**
  *The ability of students to recognize their own cultural traditions and to understand and appreciate the diversity of the human experience.* |        |
| Provided clear and relevant responses and examples related to: **values and ethics**
  *The ability of students to make sound decisions with respect to individual conduct, citizenship, and aesthetics.* |        |
| Asked interviewers relevant questions related to the position and department; demonstrated professional nonverbal behaviors |        |

**Total score:** 0 = Does not meet expectations  
1 = Meets expectations  
2 = Exceeds expectations