

Interview Toolkit for Student Employment

To assist supervisors and hiring managers with the interview and selection process for student employees, the following interview toolkit was developed by Maverick Student Employment.

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Interview & Hiring Process Overview

- Submit your position for posting via PeopleAdmin
- After your student employment position has been posted for at least seven days, hiring managers can begin applicant review and the interviewing process
- Review applicants in [PeopleAdmin](#) and determine students you would like to interview based on the position required and preferred qualifications
- Reach out to students by phone or email to request setting up an interview with them
- Conduct interviews in your preferred format or you can offer students options. **Examples include** in-person, phone, or Zoom
 - During the interview, make sure your applicants are aware of the next steps in the process
 - **Example:** We are continuing interviews this week and will make hiring decisions by the middle of next week. In the meantime, if you have any questions, please feel free to reach out
- Review interview notes and decide on who you would like to hire. Have alternates in mind in case your top candidates do not accept the position
- Make an offer by phone or email and include:
 - Starting wage
 - Start date
 - Length of the appointment, if you have an end date in mind or if the position is temporary
- Once offers are accepted, complete the remaining hiring steps

Once you know who you would like to interview, use the following guide and resources to help facilitate the process.

Step One: Request an Interview

Example Communication

Dear **[student name]**,

Thank you very much for your interest in the **[insert title]** position. Congratulations! After reviewing your application materials, I would like to extend an offer to you to interview for the position.

I am hoping to conduct interviews on **[insert dates]** between **[insert times]**. I am offering interviews in the follow format(s): **[insert format: in-person, phone, or Zoom]**.

Please respond back to this email by **[insert deadline]** and let me know if you are interested in interviewing. Send your preferred time (30-minute meeting) and format of interview (in-person, Zoom, or phone). Once I hear back, I will confirm the details.

Thank you again for your interest and I look forward to hearing from you!

Sincerely,
[insert signature]

Scheduling Resource

If you are looking for a resource for students to sign up for an interview time, you can try [Calendly](#) for free. It is easy to use and syncs with your Outlook calendar.

Step Two: Build Interview Format and Questions

Example Interview Format (may vary by position):

- Plan for 30-minute time blocks
 - 5-minute introductions and overview of the position
 - 15 minutes of facilitated interview questions
 - 10 minutes for the student to ask any questions they have and discuss next steps/timeline

Prohibited Interview Questions

Federal and local anti-discrimination laws prevent employers from discriminating against applicants and interviewees based on their membership in a group with a common characteristic, sometimes referred to as a protected class. Therefore, interview questions should never directly or indirectly reference the candidate's protected class information. Asking questions about these categories may be considered discriminatory and must be avoided. This applies to all current and prospective employees, including students.

Protected classes include:

- Race
- Color
- Religion
- National Origin
- Sex
- Age
- Marital Status
- Person Appearance
- Sexual Orientation
- Gender Identity or Expression
- Family Responsibilities
- Political affiliation
- Disability
- Matriculation
- Genetic Information

Example Interview Questions

General:

- Tell me/us about yourself and why you are interested in this position?
- Give an overview of your previous work experience.
- What qualifications do you possess that will make you successful in this position?
- What made you decide to choose your field of study?
- What courses have you liked best? Least? For what reasons?
- Describe your ideal supervisor.
- What interests you about our office and the services we provide?
- What challenges might you face in this position?
- Why should our office hire you?
- What do you know about this department/office?

Situational:

- Tell me about a time you were given a task to complete but you did not have the tools necessary to complete the task. What did you do?
- Not all parts of a job are fun or challenging. What tasks fall into this category for you and how do you motivate yourself to complete these tasks?

Character Traits:

- If I asked your friends to describe you, what would they say?
- Tell me about a time you made a mistake on the job. How did you remedy it?
- What motivates you to do a good job?
- What have you done that shows initiative and willingness to work?
- How would you describe your work style? Do you prefer to work alone or on a team?
- What is the best criticism you've ever received?

Communication Questions:

- Tell me about a time you had to adjust your communication style to accommodate the style of another person? What was the outcome?
- Would you rather complete a written presentation or a verbal presentation? Why?
- When you have entered a new workplace/classroom in the past, describe how you have gone about meeting and developing relationships with your new classmates, coworkers, and supervisors?

Customer Service:

- How do you know when you have truly met a customer's needs?
- What does great customer service mean to you?
- A student approaches your desk, the phone is ringing, and your boss is calling you into their office. What do you do first, and why?
- Discuss a situation during the past year in which you had to deal with an angry or upset customer, coworker, or classmate. How did you handle this situation?

Example Interview Note Sheet**Student Employment Interview****(30 minutes – 5-minute intro, 15-minute interview, 10-minute candidate questions)**

Name of Interviewee:	Name of Evaluator:
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Instructions: After brief introductions and an overview of the position, I will ask you a series of questions and leave some time at the end for you to ask me any questions that you have.

Questions:

Tell us a little bit about yourself and why you are interested in this position.

Give us an example of a time when you worked through a challenging team project situation. How did you reach a solution?

What is your biggest strength, and how do you think it would help you in this position?

What is an area of potential growth for you, and what have you done to address that?

Tell us about a time when you came up with a creative solution to a problem.

Give us an example of a time when you worked with someone from a different culture or background.

What did you take away from that interaction that has helped you learn to work collaboratively with diverse populations?

Describe a time when you had to learn to use new technology. How were you able to successfully learn that new skill?

Tell us about a project or leadership role that you are most proud of, and what lessons you learned from that experience.

What are some strategies you use to set and achieve goals?

What is your preferred work environment and/or work style?
What kind of skills do you hope to learn or practice in this position?

How will this position help you reach future professional and academic goals?

What questions do you have for me?

Evaluator's Comments

What are the candidate's strengths and weaknesses?

Strengths:

Weaknesses:

Final Comments:

Step Three: Review Interview Notes and Make Hiring Decisions

Review interview notes and decide on who you would like to hire in the position. Make sure you have alternates in mind in case your top candidates do not accept the position.

Step Four: Make an Offer

Make an offer to the students you would like to offer the position to by phone or email. Make sure to include:

- Starting wage
- Start date
- Length of the appointment, if you have an end date in mind or if the position is temporary

Example Communication

Dear **[insert name]**,

Congratulations! I would like to extend an offer to you for the position of **[insert position]**. I enjoyed our conversation and feel that your experience, interests, and goals align well with this position. Please let me know by **[insert date]** if you intend to accept the role. Below are the details of the offer.

- The wage for the positions is: **[insert wage]**
- The start date of the position is: **[insert date]**
- You will be able to work in the position through **[insert date]**, with the option to extend the appointment depending on department need and performance in the position.

Thank you for your consideration. I look forward to hearing from you, and congratulations, again!

Sincerely,

[insert signature]

Step Five: Complete General Hiring Steps

General Hiring Steps

When you have completed your interview process and are ready to hire, these are the general steps you should follow:

- Hiring manager makes verbal or written offer to student (if a background check is required, a verbal offer is preferred)
- Student accepts
- If a **background check** is required, complete the check first.
 - Background checks are required if the position works with children, handles money, or has access to keys and works in a building unsupervised
 - Questions about background checks or status checks can be directed to Rachel Radel – rradel@unomaha.edu

- Hiring Manager completes the [PowerForm](#)
 - The student will get their next steps after the Hiring Manager inputs the student's information in the PowerForm
- Verify the student's I9
 - If the student has another current position on campus, the student does not need to complete another I9
- Hiring manager completes a [Personnel Action Form \(PAF\)](#)
 - If you have any questions on how to complete a PAF, please reference this [manual](#).
 - *Once the PAF has been vetted by proper departmental channels, completed forms can be sent to:*
 - Graduate Assistant and Graduate Student Worker PAFs can be emailed to Nicole Kersten – nkersten@unomaha.edu
 - Student Worker or Work Study PAFs can be emailed to Garrett Gassman – ggassman@unomaha.edu
- Hiring manager should update the workflow status of each applicant to the position in [PeopleAdmin](#)
- Hiring manager should email Garrett Gassman – ggassman@unomaha.edu to notify him that the position has been filled and should be closed

Step Six: Communicate with Non-Hired Applicants

When you update the applicant workflow status in PeopleAdmin, applicants receive a generic statement about their application status. However, we encourage employers to send a more personalized and supportive message to them. Below are some example templates that can be used.

Not Interviewed, Not Hired Template

Dear **[insert student name]**,

Thank you for your interest in the **[insert position title]** position. You were one of the many candidates who responded to our posting. After careful consideration, we have narrowed the applicants to those who have the background and experience that best match the requirements of the position.

We hope that you will continue your search for an on-campus employment opportunity. There are many amazing positions on-campus, so we wanted to provide you with the following recommendations –

- Continue to explore and apply for positions on Handshake, UNO's official career platform. If you need additional assistance with your search, here is an [instructional video](#) for your convenience.

- Utilize your resources at the [Academic and Career Development Center \(ACDC\)](#). There are staff there dedicated to help you make the most of your job search experience. Their services include, mock interview practice, résumé and cover letter reviews, and more!

We care for your success and hope you take advantage of these resources to help find a great employment opportunity. Again, thank you for your interest in our position.

Sincerely,
[Insert Signature]

Interviewed, Not Hired Template

Dear **[insert student name]**,

It was a pleasure speaking with you to discuss the **[insert position title]** position. We found ourselves with a difficult decision as several outstanding candidates interviewed for this position. However, after careful consideration, the applicants have been narrowed to a few candidates whose experiences best match the requirements of the position.

We hope that you will continue your search for an on-campus employment opportunity. There are many amazing positions on-campus, so we wanted to provide you with the following recommendations –

- Continue to explore and apply for positions on Handshake, UNO's official career platform. If you need additional assistance with your search, here is an [instructional video](#) for your convenience.
- Utilize your resources at the [Academic and Career Development Center \(ACDC\)](#). There are staff there dedicated to help you make the most of your job search experience. Their services include, mock interview practice, résumé, and cover letter reviews, and more!
- Based on our interview and your experience, I would encourage you to highly consider applying for the following position(s) on Handshake:
 - **[Insert position titles as posted on Handshake]**

We care for your success and hope you take advantage of these resources to help find a great employment opportunity. Again, thank you for your interest and taking the time to interview for our position.

Sincerely,
[Insert Signature]