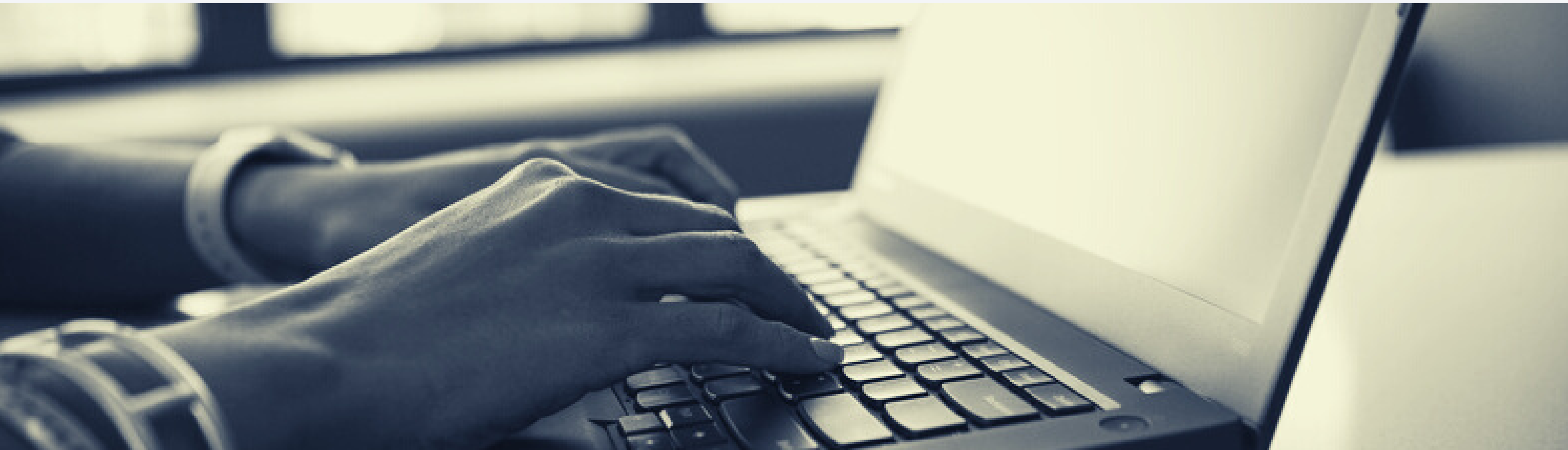


CARLETON UNIVERSITY - EQUITY AND INCLUSIVE COMMUNITIES (EIC)

Inclusive Practices for Conducting Online Interviews



A close-up, slightly blurred photograph of a desk. In the foreground, a white coffee cup with a saucer and a spoon sits on a dark surface. To the left, a smartphone with a red case is partially visible. In the background, a laptop keyboard and a pen with a colorful grip are visible. A black rectangular box with white text is overlaid on the left side of the image.

Pre-interview Considerations

I. Address Accommodation Needs

As a best practice to ensure a welcoming and inclusive online space, it is advisable to ask candidates of any accommodation needs prior to the interview. Identifying the needs of your candidates may also inform decisions on interview timings, structure, and platform for a smooth and effective interview process.

For example, a candidate with a hearing impairment may require a virtual platform that supports closed captioning. It is important to proactively identify this, and similar needs, in order to prevent inefficiencies on the day of the interview.



II. Be mindful of technological capabilities and internet access

It is important to remember that not every candidate will have access to online interview technology or a stable internet connection. Some candidates may also be in a different time-zone. It is recommended to offer multiple options for interview dates and times, and be open to considering alternate interview methods.

To help candidates prepare for the interview, inform them of the different functionalities of the virtual interview platform before the interview. This includes communication on the equipment and tools required for a successful interview (i.e. functioning camera, microphone, etc). Provide alternate options for those who may not have access to the prerequisite tools.



III. Seek Consent

If the interview is planned on being recorded, it is important that the candidate is informed and consent is sought *prior* to the interview day.

IV. Be flexible

Some candidates may have a hard time gathering thoughts and ideas in an online setting, allow for sufficient "thinking" time for each question.

A close-up photograph of a desk setup. In the foreground, a white ceramic coffee cup filled with a frothy beverage sits on a matching saucer with a silver spoon. To the left, a smartphone with a red case is partially visible. In the background, a laptop keyboard and a colorful highlighter are out of focus. A black rectangular box with white text is overlaid on the left side of the image.

Equity Considerations During the Interview

- Reiterate the different functions of the virtual interview platform that allows the candidate to maintain privacy and create a comfortable space for the interview.

For example, a candidate may not be comfortable with their background scenery, and may wish to conceal it with a virtual background offered by the interview platform.

- If the candidate indicated a particular accommodation need, remind them of how that will be facilitated during the interview. This could include a reminder on certain functions within a virtual platform that the candidate may access.



- If the interview is being recorded, remind the candidate before beginning the interview process.
- Clearly communicate the interview process, expectations from the candidate, and guidelines for online engagement. This could include communicating the time allotted for each question and opportunities for the candidate to ask for clarification questions.



- Keep in mind that online interviews may further exacerbate the potential to misperceive an individual's behaviour by making it hard to assess non-verbal communication or hyper-focusing on a candidate's style of online communications.

Furthermore, comfort level with technology and physical space may impact how a candidate behaves and is perceived. To ensure a fair assessment, focus on the content presented by the candidate, rather than their style of presentation.

RESOURCES

Equity Considerations in Virtual Interviews:

<https://equity.ubc.ca/resources/equity-considerations-in-virtual-interviews/>

Guidelines for Conducting Virtual Interviews:

<https://hr.mcmaster.ca/app/uploads/2020/04/Guidelines-for-Conducting-Virtual-Interviews-Final.pdf>

Consistency and Equity in Online Interviews:

https://eocr.virginia.edu/sites/eop.virginia.edu/files/pdf/Consistency_Equity_Online_Interviews.pdf

From In-Person to Virtual: Creating Virtual Meeting Norms:

<https://kardiagroup.com/from-in-person-to-virtual-creating-virtual-meeting-norms/>

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**We'd love
to hear
from you!**

