

Assessment of Students' Interviewing Skills: An Ongoing Practice to Assist Our Students' Career Success

Introduction

Bancino and Zelvankink (2007) acknowledged that specific sets of interpersonal and intrapersonal skills (such as “self-awareness, social awareness, relationship management, conflict management, and diversity”) are important abilities for future leaders to possess.

Overview of Mock Interview Week



Pacific's Career Resource Center has hosted the Mock Interview Program for 20 Years

Employers are invited to participate

Learning Outcomes

As a result of participating in the Mock Interview Program students will:

- Demonstrate Oral Communication skills (audience engagement, eye contact, lack of vocalized pauses) in an interview with an employer
- Demonstrate the ability to express ideas clearly and concisely

Participation

In 2017, sixty employers participated in the program

201 unique Junior and Senior students participated and a total of 239 interviews were completed



Format

Interviews included in person, phone and web based formats



Employer Evaluative Feedback

- Employers provide feedback immediately after the mock interview on students skills
- Highlight what students did well and areas for improvement
- Employers also fill out the rubric that is used to rate the students' interviewing skills.

Employer Quotes

“Candidate is very articulate and expresses her views and experiences very well. Gave great examples with enough detail but not too much.”

Children’s Home of Stockton

Candidate “tried hard to elaborate point of view and to clarify message. Very honest.”

New York Life

“He rambled and spoke circular without answering the question. Needs more practice and confidence.”

KVIE Public Television

Rubric

Very Poor Impression	Poor Impression	Average Impression	Positive Impression	Very Positive Impression	
1	2	3	4	5	
1. Overall interview rating			1 2 3	4 5	N/A
2. Candidate's attire			1 2 3	4 5	N/A
3. If you had a position, would you hire this candidate			1 2 3	4 5	N/A
4. Eye contact			1 2 3	4 5	N/A
5. Vocal Clarity/Tone/Pitch			1 2 3	4 5	N/A
6. Posture			1 2 3	4 5	N/A
7. Uses proper grammar/avoids slang terms			1 2 3	4 5	N/A
8. Expresses ideas clearly, concisely			1 2 3	4 5	N/A
<u>Interviewing Competencies</u>					
1. Candidate demonstrated the ability to meet or exceed goals			1 2 3	4 5	N/A
2. Candidate articulated their own strengths and weaknesses			1 2 3	4 5	N/A
3. Candidate demonstrated composure during interview			1 2 3	4 5	N/A
4. Candidate demonstrated active listening skills during interview			1 2 3	4 5	N/A
5. Candidate built rapport with the interviewer			1 2 3	4 5	N/A
6. Candidate provided evidence of leadership skills			1 2 3	4 5	N/A
7. Candidate was thoughtful about his/her answers before speaking			1 2 3	4 5	N/A
8. Candidate was able to demonstrate an ability to interact with people from diverse backgrounds			1 2 3	4 5	N/A

Developed rubric scale with Craig Seal, Ph.D. (2011)

Results from the Assessment

Employers Evaluation: For assessing the competency of oral communication in students across the University, the participants met benchmarks (70% pass rate) on all dimensions of oral communication. However, they still were scored lower on expressing ideas clearly and concisely.

What We Learned/Closing the Loop

In 2018, the Career Advisors in the Career Resource Center began to close the loop by emphasizing the following:

- Expressing ideas clearly and concisely in oral communication trainings and educational settings.
- Emphasizing self-efficacy skills in oral communication.

In 2019 we are beginning a new program to contact students who are rated lower in their oral communication skills and provide individual mock interviews or interviewing skills workshops, focused on being clear and concise in their responses to employers.

References

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