
INTERVIEW



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Services are available to all undergraduate and graduate students, as well as alumni.

INTERVIEW RUBRIC

INTERVIEWING LEARNING OUTCOMES:

- Demonstrate good impression, start to finish.
- Provide relevant content when responding to questions, and communicate effectively in an interview format.

	1 - Needs Improvement	3 - Average	5 - Effective	Comments
First Impressions Greetings, attire and professionalism	<input type="checkbox"/> Attire was unprofessional for an interview <input type="checkbox"/> Arrived late to the interview <input type="checkbox"/> Did not greet or shake hands with interviewer(s) <input type="checkbox"/> Didn't come across as friendly enough or engaging enough with interviewers <input type="checkbox"/> Didn't bring copies of resume or other relevant documents	<input type="checkbox"/> Attire was ok, but not business professional <input type="checkbox"/> Arrived on time for the interview <input type="checkbox"/> Greeted and shook hands with interviewer(s), but not in a professional enough manner <input type="checkbox"/> Some improvements could be made in smiling, being friendly and engaging more with interviewers <input type="checkbox"/> Brought resume and/or some relevant documents, but not enough	<input type="checkbox"/> Attire was business professional <input type="checkbox"/> Arrived 10-15 minutes early <input type="checkbox"/> Greeted and shook hands with interviewer(s) in a professional manner <input type="checkbox"/> Smiled, had friendly demeanor and was engaged <input type="checkbox"/> Came prepared with a resume and other relevant documents	
Interview Content Qualifications and skills	<input type="checkbox"/> Demonstrated a lack of knowledge about the organization and/or position <input type="checkbox"/> Did not answer questions using examples that matched position requirements—did not use STAR method: Specific situation, Task, Action and Result <input type="checkbox"/> Answers lacked enough detail and were of inappropriate length	<input type="checkbox"/> Demonstrated some knowledge about the organization and/or position, but should have prepared more <input type="checkbox"/> Answered questions using ok examples that matched position requirements—sometimes used STAR method: Specific situation, Task, Action and Result <input type="checkbox"/> Some answers provided enough detail, others did not; time management could be improved	<input type="checkbox"/> Demonstrated excellent knowledge about the organization and the position <input type="checkbox"/> Answered questions using good examples that matched position requirements—used STAR method: Specific situation, Task, Action and Result <input type="checkbox"/> Answers provided enough detail and were of appropriate length	
Communication Delivery Interviewing skills and techniques	<input type="checkbox"/> Eye contact was not adequate <input type="checkbox"/> Spoke too quickly or slowly <input type="checkbox"/> Non-verbal body language was distracting, e.g., moved around in chair, fiddled with pen, jewelry, hair, materials <input type="checkbox"/> Communication style, grammar or language was inappropriate for the audience <input type="checkbox"/> Filler words (um, like, uh, right, okay) were used too frequently <input type="checkbox"/> Maintained poor posture	<input type="checkbox"/> Eye contact was adequate, but inconsistent <input type="checkbox"/> Spoke at times too quickly or too slowly <input type="checkbox"/> Non-verbal body language was mostly enhancing during the interview, but sometimes distracting <input type="checkbox"/> Communication style, grammar or language was often good, but sometimes inappropriate for the audience <input type="checkbox"/> Filler words were used moderately <input type="checkbox"/> Maintained ok posture	<input type="checkbox"/> Eye contact excellent with each interviewer <input type="checkbox"/> Spoke at an appropriate pace <input type="checkbox"/> Non-verbal body language enhanced the interview <input type="checkbox"/> Communication style, grammar and language was appropriate for the audience <input type="checkbox"/> Filler words were used minimally <input type="checkbox"/> Maintained good posture	
Final Impressions Wrap up and interest level	<input type="checkbox"/> Could not tell if interested in the position <input type="checkbox"/> Did not ask questions <input type="checkbox"/> Did not thank interviewers for their time, did not shake their hands, departed in a less than warm manner	<input type="checkbox"/> Showed marginal interest in the position <input type="checkbox"/> Asked generic, mediocre questions <input type="checkbox"/> Left out one or more key elements when departing: e.g., didn't say thank you, didn't shake hands, departed in a less than warm manner	<input type="checkbox"/> Expressed genuine interest in the position <input type="checkbox"/> Asked thoughtful, tailored, relevant questions <input type="checkbox"/> Thanked interviewers for their time, shook their hands, warmly departed	

This rubric was generated using the NACE (National Association of Colleges and Employers) community's collective input. NACE is a consortium of more than 3,000 university relations, recruiting professionals and business affiliates. It is the leading source of information on the employment of the college educated, and forecasts hiring and trends in the job market; tracks starting salaries, recruiting and hiring practices, and student attitudes and outcomes; and identifies best practices and benchmarks.

INTERVIEWS

Definition: A professional meeting to evaluate the qualifications of a prospective employee.

INTERVIEWING ESSENTIALS

- **Be professional**
Dress appropriately and arrive 10-15 minutes early.
Remember the interview starts the moment you arrive.
Come prepared with extra resumes and questions to ask the employer.
- **Research the company**
Take the time to research the company before your interview. Also, be able to tell the recruiter why you want the particular job or how you fit the job description.
- **Use the STAR method**
Use specific examples when responding, using Situation/Task, Action, Result.
- **Make eye contact**
Establish eye contact with each member of the interview panel.
- **Be sure to follow-up**
Send a thank you note to every member of the interview panel within 24 hours.

BEHAVIOR-BASED INTERVIEW

Behavior-based interviewing is the most popular format among HR professionals. This style of interview focuses on past behavior to determine how an applicant will respond to similar situations in the future. Most questions are designed to elicit specific responses and detailed descriptions. Behavior-based interview questions will challenge applicants to recall in detail what they did and what contributions they made. By doing this, the interviewer is able to see the big picture – the applicant's thought process, decision-making abilities, communication skills and the results he or she achieved.

Applicants should answer behavior-based interview questions using the following format: Situation/Task; Action; Result (STAR)

Situation/Task

- Describe the situation you were in or the task you needed to accomplish. (Describe a specific event or situation, not a generalized description of what you have done in the past.)
- Be sure to give enough detail for the interviewer to fully understand the situation/task.

Action

- Keep the focus on you even if you are discussing a group project or effort.
- Describe what your role was – not the efforts of the team.
- Don't tell what you might do; tell what you did.

Result

- Finish your answer by telling the interviewer what happened, how the event ended and/or what you accomplished.

SAMPLE INTERVIEW QUESTIONS

Common interview questions. The most important interview preparation you can do is to study the job description thoroughly and think of concrete examples from your history as evidence that you possess relevant experience performing most of the responsibilities listed. Practice answering aloud these potential questions so that when asked you can respond succinctly, comprehensively and on point. Stick to professional examples as much as possible.

Tell me about yourself.

- Can you tell us about yourself?
- Why do you want this job?
- Why are you interested in working for us?
- What are your greatest strengths?
- What are your greatest weaknesses?
- Can you tell us about a time when you performed X [duty listed in job description]?
- Can you tell us about a challenge you experienced and how you overcame it?
- What is your leadership style?
- What are your goals for the future?
- Why should we hire you?
- Why are you seeking a transition at this time?
- What are your salary requirements?

Describe a time when you worked as part of a team.

Do you have any questions for me?

- Prepare at least three questions that demonstrate your interest in the position, your drive to excel in the role and that you've done your homework – researched organization, industry, department.
- Ask focused, open-ended questions.
- Ensure they are not questions you can find the answers to on your own.
- Have questions written in a pad-folio notebook, and refer to that during your interview when appropriate.
- Never initiate questions about salary, vacation, break time or benefits during a first/screening interview.

Questions you can ask:

What are some important qualities for someone to excel in this role that might not be listed in the job description?

What are your expectations for this role during the first 30 days, 60 days, year?

How would you describe the culture in your department (or organization)?

Where do you think the department (or organization) is headed in the next year or two?

What are some of the biggest opportunities or challenges facing the department/organization right now?

What are the next steps in the process?

SUCCESSFUL PHONE INTERVIEWING

- Treat the phone interview with as much preparation as you would an on-site interview.
- Stand and look into a mirror when answering their questions – this will remind you to smile.
- Ensure you are in a private location and will not be interrupted or disturbed.
- Have important documents (resume, portfolio), a note pad and several pens/pencils nearby.
- Dress up – it may be easier for you to think and sound more professional if you are dressed professionally.
- Keep the pace of your speech slow, as rapid speech is magnified over the phone.
- Be sure to enunciate your words very carefully.
- Record the names of each interviewer for a thank you letter.
- Thank the interviewers. Let them know they can contact you with further questions.
- Make sure your outgoing voicemail message is professional.

THANK YOU ETIQUETTE

A thank-you note will remind the interviewer how interested you are in the position and show appreciation for the interview. Here are some tips:

- Send a thank-you note to every person in your interview.
- Send as soon as possible, preferably within 24 hours.
- Note should be professional and brief.
- Thank-you emails are preferred by employers. An email is more timely and can be forwarded on as needed.
- Handwritten on a business professional note card (similar to graduate thank you card) is also an option.

NOTES

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

INTERVIEW PREP WORKSHEET

STAR INTERVIEWING Using a specific example or response is the best way to answer a behavioral-style interview question. This approach allows you to demonstrate a necessary skill by providing examples of a time you successfully used the skill in an academic, work or related setting.

Choose a question from the previous list of examples, or write your own and use the space below to plan your answer.

QUESTION #1

SITUATION/TASK

ACTION

RESULT

QUESTION #2

SITUATION/TASK

ACTION

RESULT

PRACTICE YOUR ANSWERS OUT LOUD

*Did you successfully paint a mental picture for the listener/employer? Are there enough details to answer the question, but not so many that they are lost? Did you focus on the action that you took to help the employer better understand your skills, knowledge and behaviors?

RESEARCH THE COMPANY OR ORGANIZATION AND LIST 3-5 IMPORTANT THINGS YOU LEARNED

TELL ME ABOUT YOURSELF AND WHY YOU ARE INTERESTED IN THIS POSITION?

PRACTICE THIS ANSWER OUT LOUD AT LEAST 3 TIMES.

USING THE SPACE BELOW, DEVELOP 3-5 QUESTIONS TO ASK THE EMPLOYER AT THE END OF THE INTERVIEW.

- 1.
- 2.
- 3.
- 4.
- 5.

PROFESSIONALISM – ATTIRE
WHAT DO YOU PLAN TO WEAR?

PROFESSIONAL ATTIRE ESSENTIALS

MEN

Suit: Conservative, two-piece suit in gray, navy or black

Shirt: Long-sleeved white or light blue dress shirt to pair with suit

Tie: Conservative with stripes, small pattern or solid color

Shoes: Polished dress shoes, dress socks and a belt to match shoes

Accessories: Keep at a minimum

Grooming: Hairstyle should be well-groomed and fingernails should be clean

WOMEN

Suit/Dress: Conservative style in black, dark gray or navy. Skirt at knee length

Shirt: White or light color blouse to pair with suit, nice sweater or shell

Shoes and Hosiery: Shoes should match suit and be low-heeled or a closed-toe pump. Hosiery plain or neutral

Accessories: Maximum of seven pieces

Grooming: Hairstyle should be well-groomed. Make-up should be minimal and natural-looking. Fingernails should be clean with light or no polish



CAREER CLOSET

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CAREER CENTER

EXAMPLES OF PROFESSIONAL ATTIRE



BUSINESS PROFESSIONAL



BUSINESS CASUAL