



Appendix A

Approved Interview Questions for Student Employment

Interview Opening General Questions

1. Tell me about your work and educational experience to date?
2. Why are you interested in this position?
3. What do you know about this position and why do you want to work here?
4. What type of work environment do you thrive in/prefer? Please tell us about a time where you worked in this type of environment.
5. What type of leadership style do you work best under and why?
6. Tell us what interested you most about the position and why?
7. What are your long-term career goals?
8. How will working in this role help you in your future career?
9. How is/did your education/training prepare you for a job such as this?
10. Which classes did you enjoy the most? Why?

Core Competency and Quality of Work Questions

1. Can you describe what skills and experience you will bring to this position?
2. Can you describe your experience with *insert type of work, tool, or program*—
e.g. Can you describe your experience setting up chemistry labs?
Can you describe your experience in graphic design?
Can you describe your experience working in an office setting?
3. Describe all the online tools and programs you have used in the past. What is your level of proficiency with those tools and programs?
4. How do you ensure consistent quality output for your work?
5. How do you define quality work?
6. How do you double check your work to ensure accuracy and high quality?
7. Give me an example of a time when you had to prioritize tasks in order to get things completed. How did you prioritize and why?
8. How do you plan your day when there are many tasks to complete and everything is a priority?
9. What tools do you use to plan and organize your day and work?
10. Provide an example of how you manage and prioritize school, studying, work and other activities?



Customer Service

1. How do you define good customer service?
2. When working with a customer, internal or external, how do you ensure that you understand the customer's circumstances, problems, expectations or needs.
3. Describe a time you had to deal with a customer that was not happy. What was the situation, what did you do and what was the result?
4. How do you ensure you are providing good customer service?
5. Describe a time where you were able to provide good customer service. What was the situation, what did you do and what was the result?

Communication, Collaboration, Problem Solving

1. What strategies do you use to ensure that you are communicating effectively with a customer, with a co-worker, with a supervisor?
2. What does effective communication mean to you and why?
3. Give me an example of a time you had to partner with another person or team to complete a project or task. What was the situation, what did you do in the situation and what was the result?
4. Describe a time when you had to collaborate with another person or group in order to reach a goal or ensure project success. How did you initiate your collaboration? How did you divide roles and responsibilities? How did you ensure the project was successfully completed?
5. Provide an example of a time that you needed to overcome a barrier in completing a task or action. What was the situation, and what steps did you take to resolve?
6. Give an example of a time you had to quickly troubleshoot a problem and come to a decision on what to do. What was the situation, what did you do and what was the result?
7. Provide an example of a time you had to learn something quickly and apply it. What was the situation, what did you do, and what was the result?
8. Describe the best working environment or the best team you have worked on. Why was it a good working environment or good team environment for you?

Leadership

1. Give me an example of a leadership role you have had in the past. What was the situation, what action did you take or role did you play as a leader and what was the result?
2. How do you define effective leadership and why?
3. What are your leadership skill strengths and what are your leadership skill gaps? What have you done to improve the gaps?



Diversity, Inclusion and Equity

1. What do you think diversity adds to the workplace?
2. How do you value diversity in the workplace?
3. Give me an example of a time that you had to work with a diverse group of people? What was the situation, what did you do in the situation and what was the result?
4. How do you ensure that that you respect others in professional working interactions? Give me an example of a time you had to do that. What was the situation, what did you do in the situation and what was the result?
5. Give me an example of a time where you had to work with someone with a very different background. What was the situation, what did you do in the situation and what was the result?

