Using Zoom for Interviews

All CSUSM faculty, students, and staff have Pro Zoom accounts that can be accessed by going to https://csusm.zoom.us and clicking on “Login to Host a Meeting” in the top right side of the web page. Login using your CSUSM username and password, do not use your email address. If this is the first time you are using Zoom you may want to fill out your profile information by clicking on “My Profile” in the left side menu.

Things to do before the interview:

1. Create a test meeting. This should be a recurring meeting that will be used to test Zoom with interviewees/candidates.
2. Create an individual meeting for each interviewee/candidate. Do not send the links until a successful test connection has been completed.
3. Test Zoom with each interviewee/candidate prior to the interview. This should be done to eliminate or minimize technical issues during the interview and confirm that Zoom works on their system.
4. Make sure Zoom is updated and working from the host location. (Your office or conference room)

What should be done in a test connection?

1. Verify a good Internet connection (bandwidth), candidates should not use public wi-fi (coffee shops, airport). Test from the same location, if they will be connecting from home, they should test from home.
2. Check audio. Audio needs to be clear. Either computer audio (VoIP) or telephone can be used to connect audio.
3. Check webcam/video if used. Zoom supports HD webcams, video should be clear. The image quality is dependent on bandwidth.
4. Check lighting. There should be no backlight, do not sit in front of a window or have a bright light behind you.
5. Camera should be eye-level. Cameras should be adjusted for eye contact, while not physically face-to-face, the appearance of eye contact is important. If using a laptop place books or a box underneath until you are looking straight into the camera. Tilting the laptop usually results in looking up the nose and the ceiling in the background.
6. There should be no motion in the video frame, having to process additional motion degrades the video quality. Common motion examples are ceiling fans and televisions.
7. Let the interviewee/candidate know what to do if there are any connection issues. For example if their internet goes out, have them call in to the Zoom meeting or have another number to call in to.

These checks should also be done at the host location.
Send the interviewee/candidate the interview meeting link after a successful test connection.

Interview Connection

As the host, you should connect 5-10 minutes before the scheduled interview time to test your audio and video. You can mute audio and video until the scheduled time.