



UC San Diego

CENTER FOR OPERATIONAL EXCELLENCE

LEAN, LUNCH & LEARN WORKSHOP

“Organizing Interviews: Process Strategies”

MARCH 21, 2024





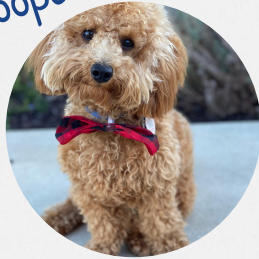
Our Sponsor:

MARIE CARTER-DUBOIS

Associate Vice Chancellor,
Finance & Administration, Academic Affairs

CENTER FOR OPERATIONAL EXCELLENCE

Cooper



Ahren Crickard
Director

Robbie



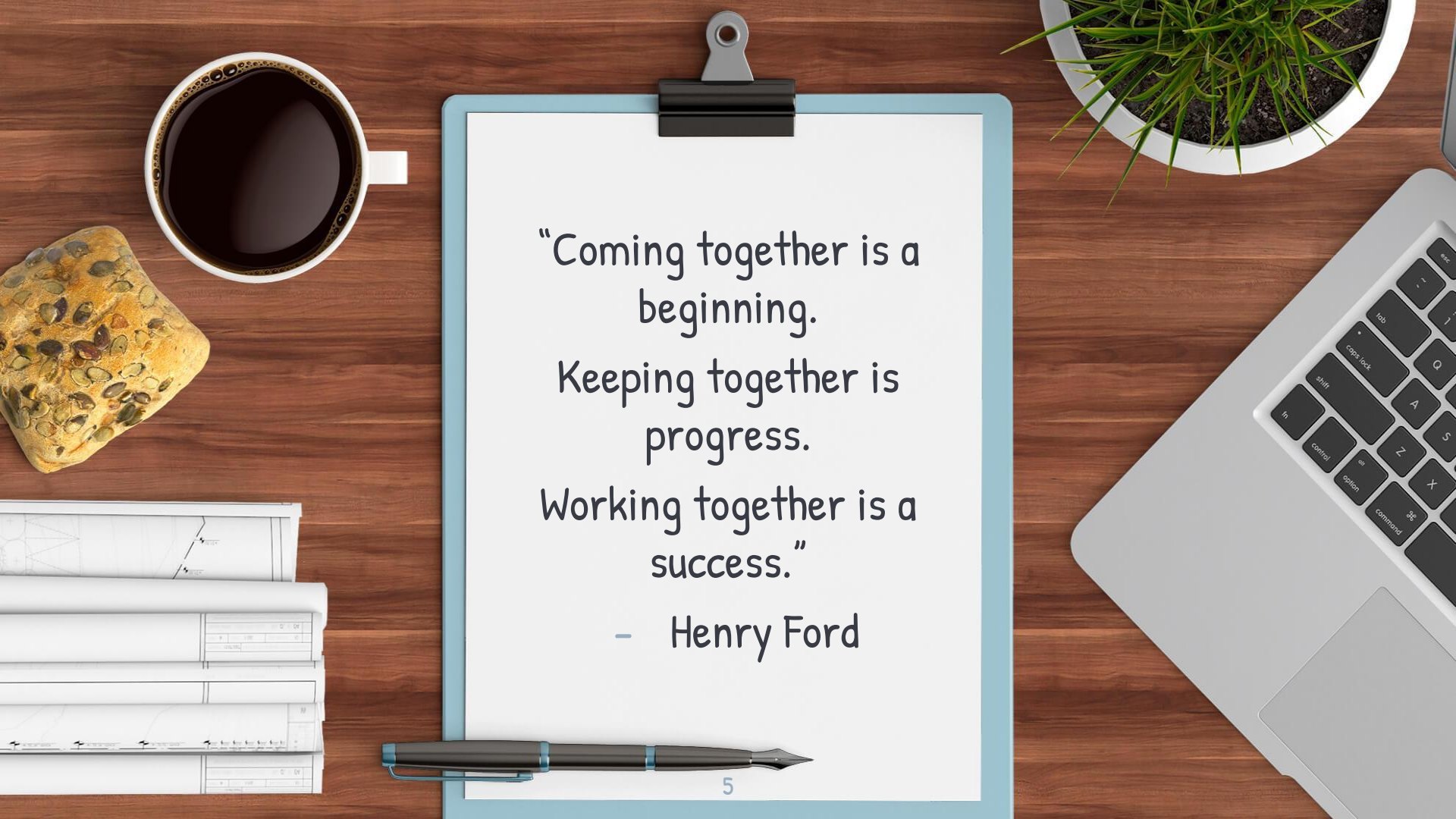
Kevin Waldrop
Assistant Director

Mipha



Kate Balderston
Sr. Strategic Initiatives Mgr

THE "TEAM"



"Coming together is a
beginning.
Keeping together is
progress.
Working together is a
success."

- Henry Ford



COE WEBSITE
L3 Workshops

Lean, Lunch & Learn Workshops

Lean, Lunch & Learn (L3) Workshops featuring a discussion on a best practice in Academic Affairs. The Best Practices group, composed of Academic Affairs Assistant Deans, will prioritize topics for the L3. The goal is to come up with a best practice by the end of each L3 workshop.

Submit your idea for an L3 Workshop - send us an [email](#).

Next L3 Workshop

Topic: **Campus Documentation Best Practices**

When: **October 14, 2022, 11:00 a.m. - 11:45 a.m.**

Recent changes have brought about the need to produce and locate instructions FAQs KBAs tips and policies. Come hear about the latest guidance from Campus Platform Technologies and share your best practices in deciding when to use Blink Collab ServiceNow KBAs or other sources.

Join us for this information workshop on your documentation needs - What goes where?

[REGISTER](#)

Previous L3 Workshops

[+ Expand All](#)

- ▶ [SEP 2022: Staff Team Building](#)
- ▶ [AUG 2022: Fiscal Reporting - Overview & Updates](#)
- ▶ [JUL 2022: Resources to Train HR Contacts](#)
- ▶ [FEB 2022: Student Employee Onboarding Checklist](#)

[+ Expand All](#)



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**Rexanne
Bonilla-Dayes**

**Renaudo
Robinson**

WELCOME OUR GUESTS

Gilda Smith

Sally Morgan



WELCOME OUR GUEST

Rexanne Bonilla-Dayes

ACADEMIC PERSONNEL MANAGER
PHYSICAL SCIENCES DEAN'S OFFICE

Phone Screening

PHONE SCREENS

Many candidates can look great on paper, but a quick call will highlight if they truly have the qualifications needed.

- **Salary Concerns:** We can't ask a candidate's salary, but you can and should go over what the budgeted salary range is for any candidates that salary could be an issue.
- As a reminder, the candidates cannot see the budgeted salary in HireOnline after the post closes
- **Hybrid Concerns:** Hybrid means different things to different people. Reiterate your onsite requirements and make sure it's still a good fit.
- **Location Concerns:** If the candidate is out of the state, are you expecting them to relocate? When? Do they understand how expensive San Diego is?

WELCOME OUR GUEST

Renaudo Robinson

SENIOR HUMAN RESOURCES ANALYST
OFFICE OF VC STUDENT AFFAIRS & CAMPUS LIFE

Kick-Off Meetings

KICK-OFF MEETINGS

- Purpose: ensure all parties are on the same page
- Hiring authority provides overview of the role
- Review interview criteria
- Microsoft Teams: Central location for materials
- Roles & Responsibilities of Committee
 - Professional Conduct: interviews are a two-way street
 - Confidentiality of committee actions
 - Communication w/candidates
 - Conflicts of interest
 - Inappropriate background checks
 - Scoring in HireOnline

WELCOME OUR GUEST

Gilda Smith

HUMAN RESOURCES MANAGER
ACADEMIC AFFAIRS BUSINESS OFFICE

KSAs & Interview Questions

KSAs AND INTERVIEW QUESTIONS

- Knowledge, Skills, and Abilities (KSAs) in the job description should consist of the KSAs you would like to include in the job posting, applicant screening process and interview process.
- Interview questions must be based on the KSAs on the job description
- Ask behavioral, competency, or scenario questions
 - How do you prioritize working on multiple projects?
 - What are some of your best practices for creating and managing a diverse work group?
 - Tell me about a difficult work related problem that you had to solve and describe the approach you took. What was the outcome?

INTERVIEW QUESTIONS

- Do not ask closed ended questions
 - Don't: Have you used Peoplesoft?
 - Do: What HR systems have you used and in what capacity?
- Do not provide the answer you are looking for in the question
 - Don't: Tell me how you resolved a paycheck error by researching the situation and requested an off-cycle check.
 - Do: How have you resolved a payroll error?
- Campus resource: [Interview Questions Library](#)

WELCOME OUR GUEST

Sally Morgan

PRINCIPAL HUMAN RESOURCES ANALYST
AA FINANCE & ADMINISTRATION
AA HR ADVOCACY GROUP

Zoom Prep for Interviewees

Dear **Position Title** Applicant,

Congratulations on making it to the next step in the hiring process, the interview!

Your interview will be conducted remotely via Zoom scheduled for the time specified in the interview confirmation email.

Below are suggestions to assist you in preparing for a successful interview.

1. We have set aside **45 minutes** for your interview which will consist of **10 questions**. Please be prepared to provide thorough, detailed responses to each question.
2. Set up Zoom ahead by testing and familiarizing yourself with it ahead of time.
 - a. Use the strongest, most reliable internet available to you.
 - b. Consider an alternate internet source if your broadband becomes unstable or problematic. One suggestion would be to connect a tablet or computer to a hotspot on a mobile device.
 - c. Find a well-lit and quiet place to participate in the interview.
 - d. Look into the camera while you speak.
 - e. Silence your phone.
 - f. Make certain your tablet or computer is fully charged.
3. To join a Zoom meeting via computer, (Suggested Option):
 - a. Open your interview confirmation email and click the zoom link to join.
 - b. When you join the meeting, a screen will appear asking to "Join with Audio" or "Test Speaker and Microphone."
 - c. Click "Test Speaker and Microphone" and follow the prompts.
 - d. Upon successful testing, click "Join with Computer Audio."
 - e. Consider using a virtual background or background that limits distractions.
 - i. Click Settings → Virtual Background → Select a Virtual Background
4. To join a Zoom meeting via phone, you can download the free Zoom App and create a free zoom account using an email address.
 - a. Sign in to your Zoom account on the app.
 - b. Open your interview confirmation email and click the zoom link to join.
 - c. When you have joined the meeting, it will ask how you want to join with audio.
 - d. Select "Join Audio with Wi-Fi or Cellular Data"
 - e. If you wish to add a background, touch the screen to see the tool bar at the bottom.
 - i. More → Backgrounds & Effects → select a virtual background
5. Dress appropriately for the interview. Business casual is acceptable.
6. You are welcome to take notes during the interview.
7. The Zoom room will be open **10 minutes prior** to the start of the interview so you may arrive and confirm you are not experiencing any technical issues. If you do experience technical issues, please do your best to resolve them. If you are not able to do so, please **email FIRST & LAST NAME at email@ucsd.edu BEFORE** the start of the interview.

We look forward to speaking with you and hearing more about your interest in the position.

Best,
(Insert Name)



ZOOM PREP

- Send PDF with interview confirmation on how to use and test audio/camera
 - Go the extra mile: join 10 minutes before to test & use waiting room.
- Learning Style Inclusion
 - Auditory vs Visual Learner
 - Read questions out loud and type questions in the chat
- Recording
 - State ahead of time and receive permission from candidate
- Camera
 - Best practice: have your camera on and stay on for entirety of the interview. If you were in person....
 - Internet connectivity: announce ahead of time.



Q & A AND SHARE!



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Academic Affairs AI Idea Brainstorming

TUESDAY, APR 2ND, 11:00 A.M.

All faculty and staff in Academic Affairs are invited to join this brainstorming session to gather and explore potential ideas for leveraging Artificial Intelligence in our work in Academic Affairs.

[Register](#)

[Submit Ideas](#)

10-Second Survey

- Link in chat
or
- Opens upon exit in
your browser

Lean, Lunch & Learn (L3) Exit Survey

Anonymous · 4 questions

1. Including today, how many L3s have you attended?

- 1
 2
 3+

2. How relevant was today's topic to your primary role?

- Very
 Somewhat
 Not

3. Do you think you will use any of the information discussed today?

- Yes
 No
 Maybe

4. Comments (optional, anonymous)

Please input

0/200

By responding to this survey, you agree to Zoom's [Privacy Statement](#) and [Terms of Service](#).

Submit



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THANKS!

Ahren Crickard, Kevin Waldrop, Kate Balderston

coe@ucsd.edu