

# **Virtual WIL: phase 1 - interviews**



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# Objective of exercise

- Targeting graduate attributes
- Interview skills
- To develop or enhance IT students verbal communication skills
- Sourcing examples from student's experiences
- Provide an opportunity to experience interviews and practice interview techniques

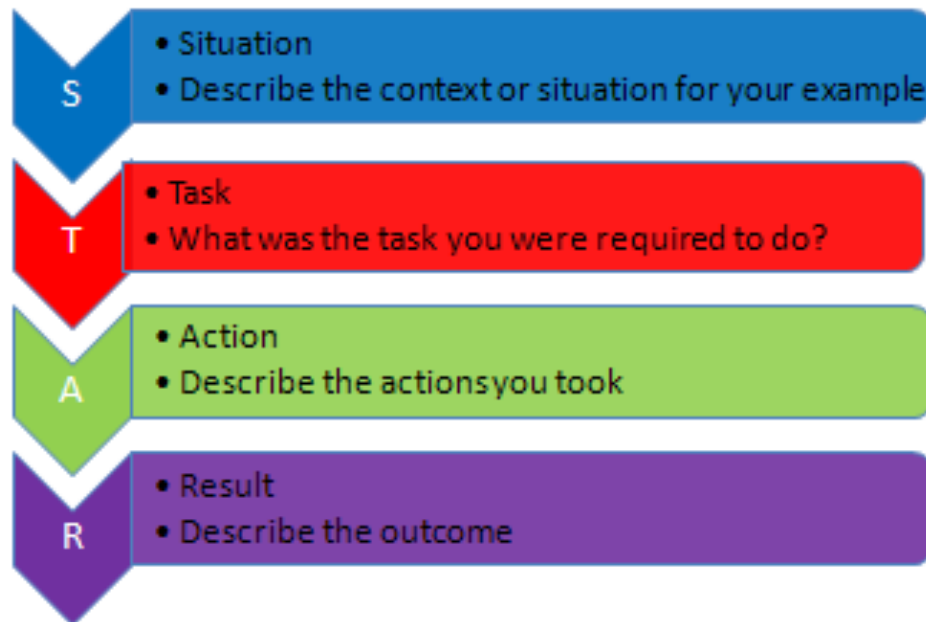
# Setting (SIT301 and UE)

- SIT301 – IT Practice
  - Wholly online
  - 4 module targeting careers and job seeking, team work and communication skills, project management and professional practice and ethics
  - 100 students in T2 2010 (pilot) and 160 students in T1-2011
- United Enterprises (UE)
  - Virtual telecom
  - Students apply for a job in module 1
  - Commence working for UE in module 2
  - Transition from 1 to 2 via an online job interview.

# Implementation

- Students apply for a position (help desk)
- Students opt in to an eLive group interview session (max 9 applicants)
- Students have access to resources on interviews and interview techniques (provided by DSL) via DSO
- Each session run by a Career's Advisor (interviewer) and moderated by a me/tutor (technical support).
- Session lasts for 60 minutes
- Marking guide (very simple) prepared by unit chair and completed by interviewer

# Use the STAR technique for behavioural interviews



# Outcomes

- Students
  - Anecdotal evidence suggests interviews were well received
  - Many students ill prepared for interview despite instruction and resources
  - Those that were prepared performed very well
- Staffing
  - Demanding!
  - Academic staffing - tutors
  - DSL staff – volunteered and trained
- Interviewers and interviewees suggested that follow up sessions would have been beneficial

# Outcomes

- Career staff prospective
  - Authentic exercise (telephone screening)
  - New approach to interview practise
  - Refine preparation of student by increasing more extensive interview resources (model an eLive session – partially implemented for T1 2011)
  - Staff enjoyed the experience and entry of results easy

# Challenges

- Technical
  - Equipment - head sets etc.
  - Using eLive
- Academic
  - Job Description-generic, broad based, generic skills
  - Student preparation
    - Appropriate resources?
    - Fully engaged?
- Administrative
  - Timetabling – T1, 16 sessions in 3 days early start 8am, late finish 8pm!
  - Scalability
  - Resourcing –careers staff don't usually work out of hours
  - Training to use eLive



- Hi Everyone

Attached is the schedule for the interviews commencing tomorrow morning (Wednesday 8am).

Please remember that you need to come to your interview 5-10 minutes before the start time and be prepared. What does this entail? Three things at a bare minimum:

1. Know what the position is that you are applying for;
2. Check out your audio (microphone and speakers) **before** the start of your interview session; and
3. Know how to use the STAR technique to respond to behavioural style questions

Regards Jo

- I learnt a few things.

First off i was happy that I didn't get overly nervous and what nerves I had didn't affect the way I went about answering questions and being involved in the discussions.

I learnt that the STAR model can be quite useful if you utilise it the correct way, by being specific in examples and explaining exactly what you did and how it worked out. In saying that i don't think I would be visualising the STAR model in my head while in a real world interview, it's not how I personally would go about things.

It made me reassess my skills, strengths and weaknesses too. The creation of a resume got me to look at what I actually am capable of, since if I were to lie on a resume or an application, my knowledge or ability could be tested quite easily.

The interview was a good way to practice for a real world situation, but the technical problems that occurred with eLive caused me unnecessary frustration and put me off the idea of using this as an assessment tool.

- I took a lot from the whole interview process as it taught new skills and refreshed existing ones, and given how important this is in working life, is a life skill that everyone should have.

United  
enterprises

- I was very happy with how i went with my interview, but i believe i could've done better. The reason being is because i have not done an interview in over a year, so i felt really scared and nervous at the start. But as the interview went on, i felt more relaxed and comfortable when i was talking. I agree with Paul, the Star technique was very useful and i beleive the reason why i did okay was due to the Star technique. And also the feedback that i got back from i think it was Jo and Marcia, it was also very useful and now i know which area i have to improve in. Thank you so much for the interview and feedbacks. :)