

## Candidate Experience

The on-campus interview is an opportunity to welcome the candidate and highlight the best Washington State University (WSU) has to offer. Individuals interacting with the candidate play an important role in creating a positive on-campus experience. HRS recommends the Search Chair provide these individuals with the following information to assist in their roles.

- Visit the [Candidate Experience](#) webpage for more information.
- Contact your area [HR Consultant](#), HRS 5-4521, hrs@wsu.edu if you have questions.
- Contact Jaide Wilhelm, HRS Recruitment Specialist, 5-9436, jaide.wilhelm@wsu.edu

## Candidate Ambassador(s)

The Search Chair should identify an individual or individuals who will serve as Candidate Ambassador(s). The CA will remain with the candidate during the assigned portion(s) of the on-campus visit. This is especially important for executive level positions. The CA should remain in the interview event to help guide the process and to step-in if needed, for example, if inappropriate questions or exchanges occur during the interview process. The CA role is not intended to be intrusive to the interview process, but is intended to help the candidate feel welcomed.

### *Tips for the Candidate Ambassador(s)*

- Introduce yourself and your role at WSU.
- Keep the conversation professional. Be mindful that all interactions are considered part of the interview. As a CA it is important to review the [Pre-employment Inquiry Guidelines](#) paying special attention to the unacceptable inquiries section.
- Carry the candidate's agenda with you, in case any questions arise.
- Let the candidate know where you will escort them and provide a brief overview of the group they will meet and an outline of the interview event as follows:
  1. The interview participants will introduce themselves (unless the forum is a large open session)
  2. The candidate will provide a brief summary of their work experience
  3. The interview participants will ask the candidate questions
  4. The candidate will have time to ask the interview participants any questions.
- As you escort the candidate to the interview location, highlight any campus landmarks or buildings along the way (Ferdinand's, museums, stadiums, art installations etc.)
- If the opportunity presents itself, share with the candidate what you like about the university and the area (i.e. attractions, restaurants, events, recreational activities)
- Let the candidate know where the restrooms are located at the interview site. Ask the candidate if they need to take a break before the interview begins.

- If possible ensure water and tissue are provided for the candidate.
- Introduce the candidate to the interview participants, have the interview participants introduce themselves (unless the forum is a large open session).
- After introductions, ask the candidate to provide a brief summary of their work experience (remind them the attendees all have received copies of their resume/CV).
- Generally, after the brief summary the interview participants will ask questions of the candidate.
- Remain in the room/location during the interview event in order to keep it on track. Guide the interview event and interject if inappropriate questions or exchanges occur.
- Let the candidate know you or another ambassador will meet them to take them to their next meeting/location, or if they will be in the same room for an extended period of time.

### Interview Event Participants

The Search Committee Chair should ensure key stakeholders have the opportunity to meet face-to-face with a prospective candidate. This allows key stakeholders to learn more about the candidate's professional experience and their vision for the position. It allows the prospective candidate to meet with potential colleagues and learn more about our university community.

### *Tips for Interview Event Participants*

- Be mindful of acceptable and unacceptable pre-employment inquiries: [Pre-employment Inquiry Guidelines](#) as all interactions with the candidate are part of the interview process.
- A brief overview of the interview event follows:
  1. The interview participants will introduce themselves (unless the interview event is an open session)
  2. The candidate will provide a brief summary of their work experience
  3. The interview participants will ask the candidate questions
  4. The candidate will have time to ask the interview participants any questions.
- Questions asked of the candidate during the interview event should be related to the candidate's professional work experience and the duties of the position.
- If the opportunity arises, share what you enjoy about Washington State University and the surrounding community with the candidate. (What led you to WSU? What do you enjoy most about WSU? About the area?)