

# VIRTUAL INTERVIEW GUIDE

## For programs and faculty

Providing all residency application interviews virtually this year, for both the medicine subspecialty match and the CaRMS match, provides an important opportunity to rethink our interview processes and consider potential for bias in our previous processes. This guide provides some suggestions and things to consider as you are establishing your plans for virtual interviews for the coming year.

- **Consider your interview format** - will you continue with MMI or use a panel interview? Whichever you choose, ensure there are multiple interviewers and use standard questions, even in virtual interviews.
- **Be mindful of who is selected to interview candidates**, how they are oriented to the process and how interview teams are made up.
- **Build in frequent breaks** and limit the number of interviews any one interviewer does in a row - repeated virtual calls may lead to fatigue and excessive cognitive load, making it harder to counteract bias.
- **Consider ensuring the same flow of each virtual interview** (i.e welcome, introductions, standard questions).
- **Prepare your scoring guide** in advance and reviewed with all interviewers.
- **Consider if your interviewers** will be together in one room or participating virtually.
- **Consider having a moderator** separate from the interviewer/interviewers that will manage the technology - admitting interviewee etc.
- **Allow time for technical issues** - don't book interviews back to back.
- **Have a back up plan** - if there are connectivity issues is a conference call an option?
- **Optimize your system** before the interview - restart your computer, only have the software open for the interview.
- **Consider turning off your camera** so you don't look at yourself - this can help make the interaction more natural and less exhausting.
- **Do a trial run of your process** - this will aim to minimize potential technological issues which may contribute to interviewee anxiety.
- **Provide a welcome statement** aimed at putting the applicant at ease.
- **Consider designating a meeting lead or chair** to introduce the panel, outline the format, and address potential concerns.
- **Clarify that interruptions** such as connectivity issues, pets, children etc. will not affect scoring. Do not dock marks for technical issues.
- **Remind interviewees** that interviews will NOT be recorded.

For more information, contact

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