

OSU-Cascades Career Services

Welcome to *InterviewStream* !

You've heard it said so many times. Making an excellent first impression is essential for a strong interview. This includes your appearance, your timeliness, and the strength of your communication—your interview skills! Take a look at what happens to a few students who didn't prepare for their interview: www.interviewstream.com/ummlike. Don't let this happen to you!

Who really gets the job? The best qualified? The smartest candidate? Not necessarily! Most of the time, it's the person who is able to best sell his or her skills to employers in a professional and effective manner.

Before heading into your next interview, spend 30 minutes using our newest technology: *InterviewStream* ! You can use this technology on campus or off.

Off Campus Instructions

- If you are using *InterviewStream* off campus, you will need a webcam for your computer. Also, check the other requirements needed on the technical support page below.
- You will need your ONID email address.
- To get started, just scroll down to **How to Use *InterviewStream*** and follow the steps.

Also, in order to make this experience as helpful as possible, we ask that you:

1. Get feedback from the Career Services Coordinator and then practice a live interview with her—step it up a notch to really get prepared for the big day.
2. Help us out so we can help you—complete a product evaluation form. The company that owns this product is VERY receptive to new ideas. Just leave it with Career Services in room 240.
3. If you get stuck, technologically, we've included a help sheet to assist you with technical support issues.

On Campus Instructions

- Go to Newberry Hall room 113 and sign up for the day and time (30 minutes maximum) on the clip board that you want to use the room. This room has the needed webcam. This room is shared with two other groups so you must schedule time on the clip board.
- When you're ready to use this room, go to the receptionist at Cascades Hall and sign the sign-out sheet to obtain the key to use room 113. The room is available M-F 8-5.
- You will need your ONID email address.
- There are instructions in room 113 as well as listed above in the "Off Campus Instructions" on how to use *InterviewStream* (below).

How to Use *InterviewStream* (Off Campus)

STEP 1: Sign in-Welcome!

1. Go to www.osucascades.interviewstream.com
2. Click on the orange "Create Account" button to establish your account. It will only take your ONID address.
3. Complete sign-up form.
4. **Note: Use your OSU-Cascades ONID email address as your username. Create your own password.**
5. Returning *InterviewStream* user enter username and password in the upper right corner.

STEP 2: Get Ready for an Interview

1. Click on "Conduct Interview."
2. Click on "Choose this interview" for a pre-selected interview, or
3. Click on "Customize Your Own Interview" and select your own questions. Choose questions from appropriate folders and use the arrows to add/remove questions for your interview.
4. Once you're satisfied with the questions, click on the white box "Begin Your Interview."
5. Select the camera and microphone devices you will be using and click on the "Test" button.
6. **Note: The school uses:**
 - i. **Camera: Live! CamOptia Pro (VF0380)**
 - ii. **Mic: VFO 380 Live! Cam Optia Pro**
7. Click on "Allow" and eliminate (X) the gray box that follows.

STEP 3: Conduct an Interview

1. Click "Continue" to begin the interview process.
2. The interviewer will ask you a question. After 3 seconds (there is an orange numbered countdown), the webcam will start recording automatically. You won't see yourself recording your answer.
3. **Note: You are allotted 2 minutes to answer each question.**
4. Look into the camera so you will see yourself as the employer would see you. You may need to move your chair back from the computer screen so the camera can capture your body posture; how you're sitting in the chair, along with your facial response. Click anywhere in the window to end the recording.
5. Click "**Review**" to review your interview, "**Retry**" to retry the same question, or "**Continue**" to go on to the next question.
6. **Note: When you finish your interview, you will receive an email confirmation message.**

STEP 4: Review Your Interview

1. Go to the home page where you logged on and click "Watch Interview."
2. Click on each question to see the response. Record filler words using the "Umm", "Like", "You Know" calculator.

STEP 5: Email Interviews to Career Services, Professors, and Friends for Review and Feedback

1. Go to "Watch Interview" and click on "Send" button on calculator. Enter email address, comments and submit.
2. **Note: Once you email your interview to someone, Career Services no longer has control of who reviews it.**
3. Please complete an *Interview Stream* product evaluation form and turn it in to Career Services, room 240.

InterviewStream

Live Coaching and Product Evaluation

Live Coaching

We ***strongly*** encourage you to obtain feedback from the OSU-Cascades Career Services Coordinator about your interviews. Going “live” with a practice or mock interview is the next important level of preparation for a competitive interview. ***InterviewStream*** research shows that students develop even better interview skills when they kick it up a notch with a real person. So, come on in and let’s talk! Contact Marina at marina.martinez@osucascades.edu or phone (541) 322-3130 to set up an appointment or drop by room 240.

Your Feedback about *InterviewStream* is Important!

Please help us to help you! Career Services would really appreciate it if you could **take a moment to complete the Product Evaluation Form (below)** and give it directly to Career Services. Thanks for your help!

INTERVIEW **STREAM**

Product Use Evaluation

To help us make our product and support services more valuable to your organization, please complete this brief evaluation of your experience using InterviewStream.

University: OSU-Cascades—Bend, Oregon Date: _____

Program: Undergraduate _____ Graduate _____ Major _____

Product:

(Please circle one)

	Poor		Good		Excellent	
Ease of use:	1	2	3	4	5	N/A
Ease of implementation:	1	2	3	4	5	N/A
Layout:	1	2	3	4	5	N/A
InterviewStream Adoption:	1	2	3	4	5	N/A
Pre-made Question Sets:	1	2	3	4	5	N/A
Added Value to Services:	1	2	3	4	5	N/A
Overall Rating:	1	2	3	4	5	

Comments and or Suggestions:

Services:

(Please circle one)

	Poor		Good		Excellent	
Customer Service Availability:	1	2	3	4	5	N/A
Customer Service Helpfulness:	1	2	3	4	5	N/A
Website (F.A.Q.s, Guides):	1	2	3	4	5	N/A
Email Support:	1	2	3	4	5	N/A
Overall Rating:	1	2	3	4	5	

Comments and or Suggestions:

Top 5 Technical Support Issues and Resolutions - *InterviewStream*

1. The webcam isn't working
 - a. Do you have a Mac or PC?
 - b. If PC, make sure all other webcam applications are closed and try again
 - c. If Mac, make sure all other webcam applications are closed and try again.
 - i. On the "Test Settings" screen, hold down CNTRL + Click to bring up the Adobe Settings window
 - ii. Click "Settings"
 - iii. You will now need to click on the webcam tab and activate the USB webcam
 - iv. Click on "Change Settings" and make sure the USB Video Device has been selected
 - v. Click ok and try again
 - d. Ensure you have the latest version of Flash Player www.adobe.com by clicking on "Get Flash Player"
2. The Continue Button Won't Activate
 - a. Make sure the audio level crosses the red line. This is a minimum threshold and will not let you continue until reached.
 - b. If no sound is detected, click "Change Settings" and select a different Audio Device
 - c. Click ok and try again
3. The Screen Turns Gray and I Can't Do Anything
 - a. Do you have a Mac or PC?
 - b. If PC, use Internet Explorer and try again
 - c. If Mac, use Firefox and try again
 - d. Ensure you have the latest version of Flash Player www.adobe.com by clicking on "Get Flash Player"
4. I Can't Hear Any Sound
 - a. You need to go into your control panel and un-mute and/or turn up your speakers volume
5. My Interview Froze and I Need to Record My Last 2 Responses
 - a. Select the interview that you had previously chosen
 - b. Skip through the questions that saved properly
 - c. Answer the questions that you were unable to get to the first time
 - d. Once complete, delete the responses that you skipped over

Requirements

- **PC or Mac**
- **Operating Systems – XP/Vista/OS10**
- **Adobe Flash Player**
- **1.8 GHz processor or better**
- **512 MB ram or better**
- **50mb disk space or better**
- **High-speed internet connection**
- **Webcam/Mouse/Speakers**