Videoconference Interviews

Policies & Procedures

July 2015
About Collaborative Video Technologies (CVT)

Collaborative Video Technologies (CVT) is responsible for providing, promoting, and advancing high-quality, effective videoconferencing, TelePresence, and related real-time media technologies to George Mason University for both academic and administrative purposes.

CVT utilizes specially equipped rooms across Mason’s campuses to connect two or more groups in different locations through different technologies. People are able to join meetings from other standards-based videoconference units by using Jabber Video or Bluejeans on their desktop or by dialing in via an audio line.

CVT is a small unit within the Enterprise Infrastructure group of Information Technology Services managed by Cherie Galantis. All videoconference events that require our spaces and/or bridging services are coordinated by Christina Sanders. CVT’s Engineer Casey Campbell, and Technician, Doug Hallock, set up and monitor the majority of the meetings and tests. They also create and send desktop videoconference clients and instructions for downloading the software. Additionally CVT has two student wages who assist in scheduling and connecting meetings.

About the Desktop Applications

**Jabber Video**

Jabber Video allows desktop videoconferencing to other desktop videoconference clients, TelePresence suites, hardware-based videoconference classrooms and meeting rooms, and all other standards based videoconferencing endpoints. Jabber Video has high definition video and audio, and gives the user the ability to share documents. Jabber Video clients are emailed to users upon request. They are provided as a permanent client to Mason faculty, staff, and students. Guest accounts are created for non-Mason participants.

**Bluejeans**

Bluejeans is a web-based solution, requiring a small plug-in. Bluejeans also has high-definition video and audio, is able to work with other standards based solutions, and allows the user to share content. This is typically used as a back-up if Jabber Video is unable to download.

Interview Preparation Timeline

It is best to start making arrangements with CVT as soon as you have a general idea of when interviews will take place. It is recommended that you contact CVT and request space using 25 Live as early as possible as space can be limited and we can only videoconference one set of interviews per day.

CVT will send the admin or HR representative coordinating the interviews information to include in their initial email to candidates, as well as a spreadsheet to fill out with the candidates’ names, email addresses, phone numbers, and the dates and times of their interviews. This must be completed and given to CVT at least one week prior to the first day of interviews.
Responsibilities

Admin/HR Representative

The admin or HR representative working with the committee has several responsibilities. The first is to begin coordinating with CVT as soon as they are aware of the interviews so that we can begin looking into space, availability, and reserve CVT’s services. Exact times do not need to be set immediately, but rather a time range, that can be narrowed down later.

This person is responsible for keeping CVT up-to-date with information including the candidates’ names, emails, and phone numbers, as well as any cancellations. These details are required and must be delivered to CVT via the spreadsheet (Appendix A) no later than five business days prior to the first day of interviews. The candidates should be notified previously that we will be contacting them with information about the software, a username and password, and the link to download the software. Interview times should be scheduled no later than three business days prior the first day of interviews.

This person is responsible for scheduling the interviews, and contacting any candidates who are unresponsive to CVT’s messages regarding the software and tests. They will also provide the room reservation information to the committee.

Include this in your email to the candidates:

Your interview will be conducted via videoconference from your PC or Mac computer. This will require you to use software called Jabber Video. Our Collaborative Video Technologies office (cvt@gmu.edu) will be sending you an email that includes a link to download the software along with a username and password, and instructions testing audio and video. Please check your junk or spam folder if you think you have not received the email. Once you’ve downloaded the software you will be required to coordinate a test with a CVT technician. The test should occur on the same device and from the same location you plan to interview from. Please email or call CVT at (703) 993-5580. If a live test is not completed prior to the day of the interview the interview will either be conducted over the phone or have to be rescheduled.

Collaborative Video Technologies

CVT will assist in scheduling space, and provide any materials that need to be filled out by the admin or HR representative. Once the candidates have been made aware of their interviews and how they will be held, CVT will create the Jabber clients or Bluejeans links, send them to the candidates, and ask to schedule a test. CVT will keep a record of the tests, update the spreadsheet, and update the admin/HR representative as progress has been made.

On the day of the interviews, a CVT technician will call out to each candidate’s jabber client about 10 minutes prior to the interview to conduct one final test to ensure clear audio and video on both ends. The technician won’t connect the sites together until each has confirmed they are ready, and will announce when they are to be bridged so that there are no surprises.

About Videoconference Interviews:

- The panel will meet in a videoconference or TelePresence room. They may attend from any available room on any Mason campus, or connect using Jabber if they are unable to be on campus.
- Interviews can be recorded upon request. The admin/HR representative must make all parties aware of the recording. Once complete, a password-protected link will be emailed to the admin/HR representative so they can distribute as needed.
- The candidates are responsible for responding to CVT by email or phone to schedule their test time. Tests must be completed within CVT’s business hours, from the same location the candidate plans to interview from, and prior to the date of the interview.
- Jabber clients for non-Mason parties are temporary. All guest accounts and recordings will be deleted three to six months after the interviews have concluded.
Checklist for Admin/HR Representative

☐ Keep the committee chair up-to-date and determine possible dates and times

☐ Schedule space using 25 Live. Select “CVT-Videoconference Event (GMU to off-site)” as the event type. You do not select a space but preferences may be indicated in the comments

☐ Let CVT know if any committee members require a Jabber Video client

☐ Let CVT know if the interviews must be recorded

☐ Send interview information to candidates with information about CVT and coordinate interview times (interviews will need a 10-15 minute break between candidates)

☐ Fill out spreadsheet with candidate information and interview times then send to CVT no later than one week prior to start of the interviews

☐ Follow up with any candidates who are not responding to CVT

☐ Update the spreadsheet with any changes or cancellations

☐ Send recordings to necessary parties

☐ Let CVT know if a second round or presentations require CVT’s services
CVT Checklist

☐ Check to make sure there are no other interviews, major events, or staff shortages on the dates requested

☐ Reserve space and provide materials to the admin/HR representative

☐ Create and send Jabber clients or Bluejeans link

☐ Schedule tests with the candidates on the spreadsheet, VNOC calendar, and 25 Live

☐ Update the spreadsheet with test times, and how each candidate tested

☐ Update the Admin/HR rep on progress of tests

☐ Prep each candidate for the interviews

☐ Dial out to candidates 10 minutes prior to interviews, and work with panel to make sure everyone is prepared.

☐ If recording is requested, send link

☐ Delete Jabber records and recordings
## APPENDIX A

### NOTES:

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<th>Prefix</th>
<th>First Name</th>
<th>Last Name</th>
<th>Email</th>
<th>Phone</th>
<th>VC</th>
<th>Jabber</th>
<th>Interview Date</th>
<th>Interview Time</th>
<th>Test Date</th>
<th>Test Time</th>
<th>Technician</th>
<th>Tested</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr.</td>
<td>Will</td>
<td>Hamm</td>
<td><a href="mailto:whamm2@gmu.edu">whamm2@gmu.edu</a></td>
<td>703-393-5540</td>
<td></td>
<td></td>
<td>July 14th 2015</td>
<td>1:00pm-3:45pm</td>
<td>7/20/19</td>
<td>9:30am</td>
<td>Galantis</td>
<td>384Kbps</td>
<td>Tested fine</td>
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</tbody>
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- Black text indicates sections filled out by the admin or HR rep.
- Blue text indicates sections filled out by CVT.