CSE 440 Section D
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interview.io: **Final Report**

track & manage job interviews

Contents

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Problem and Solution Overview

In recent years, the job interview process has become lengthy and complicated, especially in the tech industry. Job seekers typically apply for dozens of positions and wait for weeks or even months to hear back from the companies. Some companies do not send rejection emails so candidates are unaware of their application status for a long time. If candidates are not rejected, they might enter a multi-stage job interview process. The interview process can last for weeks or months, depending on companies' timeliness in getting back to their candidates. Candidates experience stress and anxiety due to long wait times and in anticipation of impending interviews. Job interview process management can be complicated when candidates receive multiple interview invitations. We propose a product called interview.io that helps job seekers track and manage their job interviews and provides strategies for coping with interview anxiety. Overall, we hope that interview.io can help job seekers organize their job search and interview process and find helpful coping strategies for interview anxiety.

Design Research Goals, Stakeholders, and Participants

Research Goals
- To understand how job seekers track and manage multiple interview process
- To earn about interview preparation techniques
- To understand companies' involvement in the interview process
- To identify pain points associated with interview process management

Stakeholders
The primary stakeholders for our problem space are job seekers. Other stakeholders include recruiters and career advisors.

Method
We posted a Google Form survey on tech-related Facebook groups for University of Washington students to recruit participants for semi-structured interviews. The survey

gathered data on the participant's class level, desired type of employment, previous interview experience, and interview process tracking method. Responses helped us identify target participants for interviews: graduating seniors in tech majors who are looking for full-time post-graduation jobs. The interviews were semi-structured. We designed a set of questions that we used with every participant and added more questions during the interviews if participants said something that warranted further exploration. This interview method ensured that we address the topics that we identified as important as well as allowed us to explore particular themes that arise during interviews.

Participants

	Participant 1 (P1)	Participant 2 (P2)	Participant 3 (P3)
Background	Senior in Computer Science and Engineering (CSE)	Senior in Human Centered Design and Engineering (HCDE)	Senior in Human Centered Design and Engineering (HCDE)
Interests	Communication between front-end & back-end	A variety of fields, from engineering to UX design to economics	Full-time design position
Method of tracking job interviews	-Gmail -Google Calendar	-Gmail -Google Calendar -Wunderlist	-Google Calendar -Android calendar
Interview preparation techniques	-Practice technical problems -Ask peers about their interview experience -Review course materials from CSE interview class	-Use Google search	- Use Yelp to gauge company culture

Design Research Results and Themes

Lack of Resources From Companies
Our interviewees confirmed that few companies provide resources to help candidates prepare for the interviews. P3 mentioned that for uncommon job titles, companies will

provide some guides. P2 had never had any information provided through companies. Although we cannot directly ask for these resources from companies, it is still a task worth designing for. P1 mentioned he often seek advice from others, which suggest that there are ways to exchange these resources.

Non-disclosure of Applicant's Status

Many of our interviewees expressed their concerns over the lack of communication about their application status. In rare occurrences, one of the interviewee had to wait for six months to hear back about his current status. Another interviewee noted that it takes around 1-2 months to get an initial response after the initial application and 1-2 weeks in between interview stages. The interviewees altogether did suggest that the transparency of the applicant's status is needed.

Tracking Tools and Interview Preparation

We observed a trend in the use of online calendars and email services to track job interviews and applications. Interviewees reported that they track the positions they apply for and their application status by retaining emails from the companies. When they receive interview requests, interviewees would add the date and location to an online calendar. One interviewee mentioned that he uses Wunderlist to keep track of follow-ups to recruiters if he does not hear back from them.

Interviewees reported various interview preparation strategies: doing coding exercises from Cracking the Code Interview, reading about the company's interview style and frequently-asked questions, practicing in front of a mirror or with other people, and going to more job interviews.

Task Analysis

1. **Who is going to use the design?**
   Job seekers in general would benefit from using this design. However, we are specifically targeting graduating seniors from tech majors (e.g. CSE and HCDE) because the interview process for these majors tends to be lengthy and complicated.

2. **What tasks do they now perform?**
   Currently, our interviewees use online calendars and email services to track job interviews and applications. Online calendars such as Google Calendar are used to track interview dates and locations while email services such as Gmail are used to

maintain records of email communications with companies. Additionally, to-do list apps like Wunderlist are used to track follow-ups with recruiters.

3. **What tasks are desired?**

   Generally, our interviewees want updates of their application status. They also want more information on the interview's format and style. Even general information about the company's interview style is useful in preparing for the actual interview.

4. **How are the tasks learned?**

   Most of our candidates already have their own system/habit of tracking interviews. However, many did express concerns about the lack of communication in regards to feedback on their interview performance and their application status.

5. **Where are the tasks performed?**

   Our interviewees use different approaches to research and prepare for job interviews. In general, they need Internet access to search for online materials on interview preparation. Otherwise, where the tasks are performed would depend on each individual.

6. **What is the relationship between the person and data?**

   There will be a data exchange component to our design. Job candidates can share data related to their interview experience and any resources provided by companies. Detailed information about job interviews can be kept private.

7. **What other tools does the person have?**

   Current tracking tools being used include online calendars (Google Calendar), email services (Gmail), and to-do list apps (Wunderlist). Materials used/tasks done for interview preparation include company review sites (Glassdoor), interview prep books (Cracking the Coding Interview), mock interviews, and tips from friends and family.

8. **How do people communicate with each other?**

   Job seekers can share their experience with each other through data tracking as well as discussion on focused topics.

9. **How often are the tasks performed?**

   There is no set schedule for when tasks are performed. It depends on when companies contact candidates about their status such as rejection, progression to the next interview, or acceptance for the position.

10. **What are the time constraints on the tasks?**

There are no strict time constraint other than the time of the candidate's next interview. The candidates would want to learn general information about their upcoming interview before it takes place.

11. **What happens when things go wrong?**

If people rely too much on the resources provided, they may have trouble when companies change their interview strategies. In addition, even if we manage to collect enough data, there will always be outliers in specific situations. Thus, we should remind them that our product only provides a general representation of job interview process.

Proposed Design Sketches

Smart Mirror

Smart mirror (see Figure 1) to practice interviews with yourself. This mirror is connected to a set of webcam and speakers to provide instant feedback about your speech, facial expression, body language. Providing practice to lessen stress during the real interview. The mirror will also serve as a platform to show information regarding upcoming interviews and the current statuses of those interview. Questions used in the practice interview will be pulled from existing resources (Glassdoor, Quora, etc.). From these sources, the mirror will also suggest new job openings based on previous job application patterns.
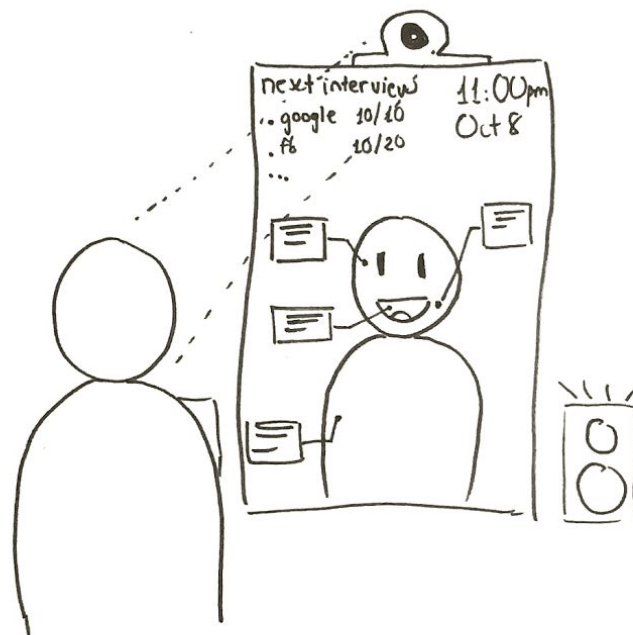

Figure 1: Smart Mirror

Wearable Device

The wearable (see Figure 2) detects anxiety by monitoring the interviewee's heart rate few hours prior to the interview. If the beats per minute seem high, the wearable displays a screen that allows the interviewee to view tips that may help relieve anxiety. In addition, the wearable reminds the interviewee to prepare for the interview few weeks before the interview date to assure the interviewee knows of the upcoming interviews and the status of the interview. After the interview, the interviewees can share their experience to allow the wearable to learn the interviewees' best time interval for preparation and to provide future interviewees' tips for the interview.
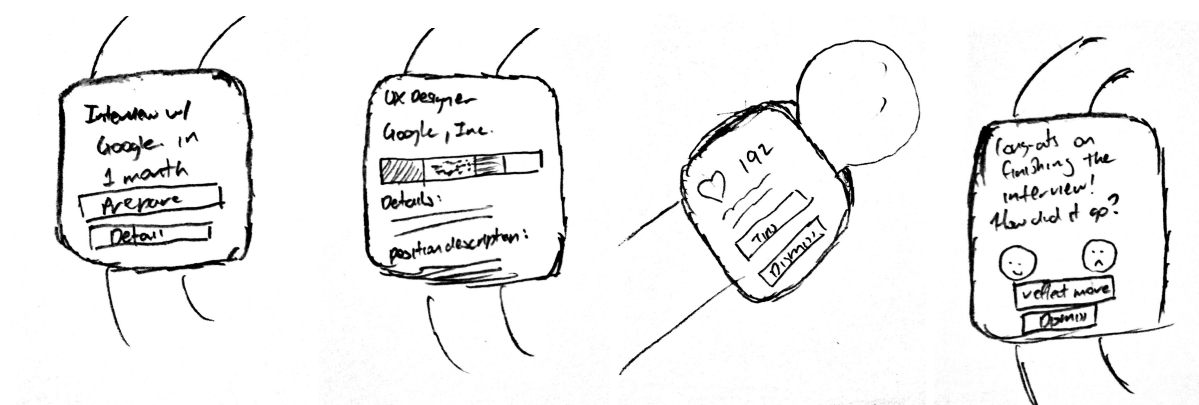

Figure 2: Wearable Device

Mobile Application

The app (see Figure 3) provides a screen where the interviewee can see all of its upcoming interview and summary description of each interview. The app foreshadows the difficulty of the interview by displaying the difficulty level of a particular interview stage using text analysis on past interviewees' shared data regarding tips and experiences. The interviewee can learn more by clicking on a interview stage. The screen with the interview stages also shows their current interview status for the particular company and possible future round based on past interviewee's experience. Lastly, on the day of the interview, the interviewee is presented with the "Today" screen that puts relieving pre-interview anxiety as a priority and provide important details regarding their interview that day.

Figure 3: Mobile Application

Choice of Design & Tasks

Preparation is key to many of the interviews, especially in the tech industry. With so many interviews interviewees need to handle at once, it is difficult to know what and when to prepare. We believe that tracking jobs and their interview status is pertinent to helping interviewees manage their time efficiently for interview preparation. Another key point in success in an interview is being able to cope with interview anxiety. The long hard work of preparation can be lost when the interviewee is not confident and starts to worry during interviews. To help prepare the interviewee, we will be tackling these two tasks. We are planning on using an app as a platform to handle these tasks since tracking job interview and their statuses will require large screen real-estate for best consumption of the large collection of interview data.

Written Scenarios

Scenario 1: providing strategies for coping with interview anxiety

Background

> Jonny is a recent Computer Science and Engineering graduate. He is currently at the final onsite stage with Facebook for a Software Engineer position. Facebook is Jonny's dream company, so he is excited but also nervous at the same time.

Scenario

> On the day of the final onsite interview, Jonny gets nervous (see Figure 4). He opens interview.io to receive a variety of tips on how to stay calm, an overview of Facebook and the team that he is interview with, and a breathing exercise. Jonny feels a lot better and proceeds to ace his interview.

Scenario 2: tracking jobs applied for and their interview status

Background

Billy is a graduating senior in Human Centered Design and Engineering. He is
actively applying for post-graduation user experience design jobs. Billy has applied
for over 60 positions at big names like Google and promising startups like Slack.
Figure 5 illustrates a scenario in which Billy forgets about a company that he
applied to because he is unfamiliar with the company itself and several months
have passed since he submitted the application.

Scenario

Billy is eating breakfast when he receives an unexpected phone call from an
unknown phone number. He answers the phone and the caller introduces himself as
a recruiter from Concur Technologies. Billy feels panicked because he does not
remember the company or whether he applied for a job there. He does not want the
recruiter to know that he forgot and knows very little about the company. Billy puts
his phone on speaker and opens interview.io to check if he even applied to Concur.
Interview.io shows that Billy did apply to Concur five months ago and has not heard
from the company since then. Billy reviews the job description and other relevant
information so that he can confidently pitch himself to the Concur recruiter.

Storyboards of the Selected Design

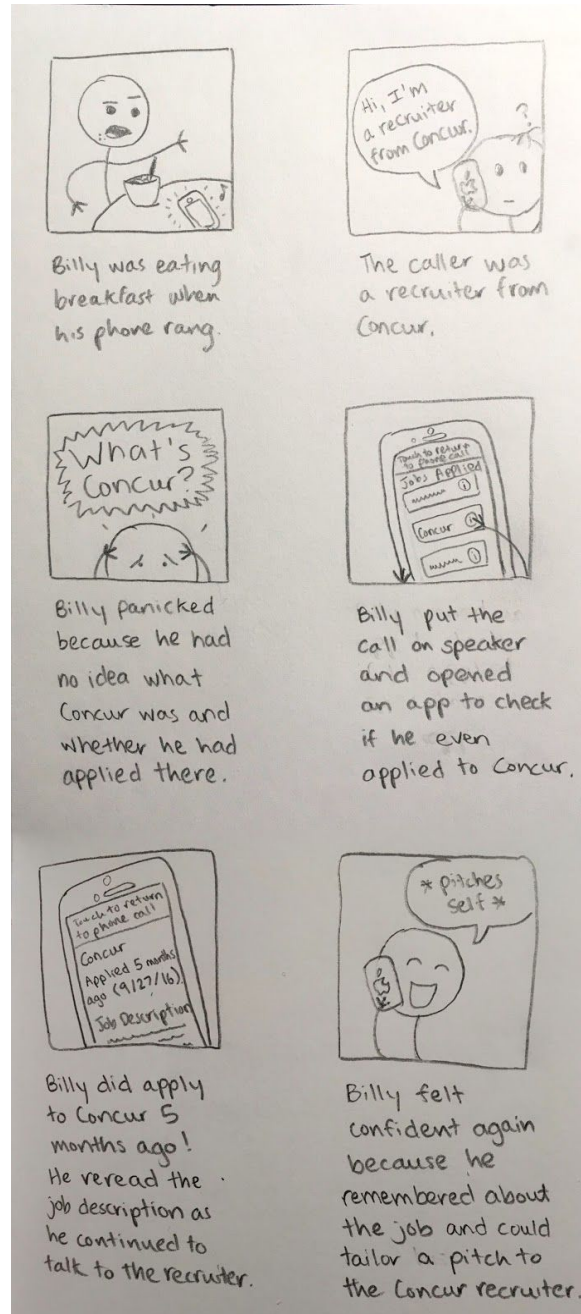**Figure 4:** interview.io provides tips to cope with interview anxiety.

Figure 5: interview.io tracks jobs applied for and their interview status.