

Users:

- (December 2017 participants) Follow job seekers who have RSVP'd to a hiring event. Interview them before and after the event.
- (September 2018 participants) Interview job seekers who attended a hiring event in the last week.

Goal: Understand if events are meeting their expectations, how long they have to wait, what could be done to improve their experience.

Method: Conduct moderated user interviews with job seekers across different job types pre and post hiring event, and 7 moderated interviews with job seekers post hiring event. I addressed the following questions/concerns:

1. How long are they waiting to be interviewed?
 - a. 11/12 event attendees waited 10 minutes or less for their interview
 - b. 1 event attendee ([Volt]<https://events.indeed.com/event/2574/>) waited 45 min - 1 hour for his interview
2. What are they being asked during the interview?
 - a. Questions varied by job and were not unexpected. Some responses included:
 - i. "Do you get along with people?" (Call center position)
 - ii. "How would you handle a difficult customer?" (Call center position)
 - iii. "How would you feel about working in a call center?" (Call center position)
 - iv. "Can you come to work in bad weather?" (Call center position)
 - v. "Talk about a time that you did something really well in your last position" (OSU Medical Event)
 - vi. "What do you know about Dish?"
 - vii. "What can you add to the company?" (OSU Medical Event)
 - viii. "Describe an experience that patient satisfaction was high" (OSU Medical Event)
3. Do they have other interviews lined up?
 - a. 2/12 did have another interview scheduled
4. Did the hiring event match their expectations going in?
 - a. 8/12 said the event matched their expectations
 - b. 4/12 said the event did not match their expectation. Responses included:
 - i. No, expected it to take longer (1)
 - ii. No, expected there to be more candidates (1)
 - iii. No, expected offers on the spot (1)
 - iv. No, did not expect to interview onsite (1)
5. Did they want to do anything post RSVP that they could not?
 - a. 2/12 would have liked to do the online assessment and fill out the application before arriving at the event.
6. Would they change anything about their experience?

- a. 12/12 attendees were happy with their experience. They felt it was fairly fast and it's a good opportunity to meet a hiring manager in person.
- 7. Is there anything the employer could have done to make their experience smoother?
 - a. Clarifying when they will follow up with the candidate and/or be upfront about if the candidate will be moving forward.