

Conducting Volunteer Interviews: A Guide for the Extension Educator



Acknowledgements

The profession of volunteer administration continues to grow and evolve to meet the needs associated with an increasingly complex society. Conducting interviews with potential volunteers can be time consuming; however, the information gained from this process is invaluable to the volunteer administrator in accurately assessing a potential volunteer's "fit" with the organization. To support the efforts of Ohio State University Extension Educators with the interview process, this guide has been developed by:

Ryan J. Schmiesing, Ph.D.
Assistant Professor & Extension Specialist
Ohio State University Extension, 4-H Youth Development
Schmiesing.3@osu.edu

Jeff Soder, M.Ed.
Graduate Research Associate
Ohio State University Extension, 4-H Youth Development

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Harriett Edwards, Ed.D.
Extension Specialist, 4-H Youth Development
North Carolina State University

Janet Fox, Ph.D.
Associate Professor
Louisiana State University

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Keith L. Smith, Associate Vice President for Agricultural Administration and Director, OSU Extension TDD No. 800-589-8292 (Ohio only) or 614-292-1868.

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Objectives of Materials

The following materials have been developed to assist the Extension professional in conducting interviews with potential volunteers. More specifically, the materials have been developed to:

- (1) Provide background information on and share the benefits of conducting interviews;
- (2) Share the specific components of conducting interviews and the procedures necessary for implementation;
- (3) Provide resources to assist with the development and implementation of an volunteer interview process;
- (4) Demonstrate the complexity of conducting volunteer interviews and highlight potential pitfalls and challenges; and
- (5) Increase knowledge of the volunteer interview process.

Why Conduct Interviews

Introduction

The interview is an important component to the comprehensive volunteer selection process and allows both the organization and the potential volunteer to make informed decisions about participation. This resource has been developed to help Extension professionals conduct interviews when selecting volunteers. The resource will help guide the volunteer selection process and serve as a resource for volunteers who will be assisting with or conducting interviews.

Without this significant step in the selection process, many misplaced or inappropriate volunteers may end up serving organizations, ultimately leading both the volunteer and the organization to be dissatisfied (Patterson, 1998). Having the wrong person in a volunteer position causes increased stress and work for paid staff due to poor performance, volunteer dissatisfaction, complaints, and inadequate services delivery. Interviewing allows the applicant and the interviewer to determine if there is a good match between individual's interests, skills, abilities, and the organization's needs.

The interview provides an opportunity for volunteer administrators to:

- Promote the organization to potential volunteers;
- Expand on the information provided in the potential volunteer's application;
- Further investigate the validity of the information provided by potential volunteers;
- Obtain additional verbal and non-verbal information; and
- Look for other positive and negative characteristics.

The interview provides an opportunity for the potential volunteer to:

- Learn more about the organization, individuals, and programs;
- Develop a more complete understanding of volunteer roles and responsibilities;
- Further understand organizational culture, norms and values; and
- Decide if the organization/position is a good fit with their skills, abilities and interests, and time commitments.

Patterson, J. (1998). Staff screening tool kit: Building a strong foundation through careful staffing. Nonprofit Risk Management Center. Washington, D.C.

Before The Interview

Before conducting an interview, a considerable amount of work goes into the volunteer selection process. It is important to know and understand what should have taken place prior to meeting with the potential candidate and conducting the interview. Review the following checklist and descriptions to determine if you are ready to conduct interviews:

_____ **Position Availability** – You have a defined position(s) in your organization that can be filled by a volunteer(s).

_____ **Position Description** – You have written a position description that identifies the volunteer’s responsibilities, area of expertise, minimum commitment, how his/her work will be evaluated, who they report to, and any training components that are required.

_____ **Recruitment Plan** – You have a recruitment plan that will attract people who meet the above qualifications. For example, if you need a specialist, such as a computer programmer, the recruitment process may be very narrowly focused and entail personally asking qualified people if they can donate time to your organization. If you need generalists, such as individuals to help with registration at a one-time event, you may post flyers on community bulletin boards. The recruitment technique will target the population you hope to attract.

_____ **Interview Process** – You have set up an interview process that will be appropriate for the level of candidate you plan to recruit and you have communicated to potential volunteer(s) the details of the interview process. The interview should be conducted by the volunteer administrator and/or the individual in the organization who will be supervising the volunteer. Including the appropriate organizational staff in the interview process helps ensure the selection and placement of qualified volunteers who most closely match the needs of the organization.

_____ **Interview Questions** – Potential questions have been selected for the interview that relate directly to the position responsibilities outlined in the position description. Consideration of employment law will guide the selection of appropriate questions.

Questions to Consider

1. Do you have appropriate volunteer positions available?
2. Have position descriptions been developed & advertised?
3. Is an overall recruitment plan in place?
4. Has an interview process been established and communicated to potential candidates?
5. Who will be involved in the interview and what role do they have?

Types of Interviews

The following should be considered when implementing interviews as part of the selection process for potential volunteers:

One-on-One

This process should only be done by the Extension professional. Ohio State University Extension does not support (or allow) individual volunteers interviewing potential volunteers in a one-on-one setting.

Committee

A small committee (2-3 persons at any one time) of volunteers provides leadership to this process. Ultimately the committee will make recommendations to the Extension professional concerning a potential volunteer's qualifications related to the responsibilities outlined in the position description. The interview committee does not make a final decision; rather they serve in an advisory capacity. It may be necessary for the Extension professional to follow-up with individual candidates to conduct more in-depth interviews or to clarify information.

Group

This process can be effective, although the individual(s) responsible (Extension professional or volunteer interview committee) for conducting group interviews must ensure that all participants have an opportunity to speak. In the group setting, the opportunity exists for an individual to remain silent, and not all participants may share their skills, abilities, and interest level. Additionally, if there is potentially sensitive information that must be discussed, a group interview is not the appropriate place for this to take place.

Follow-Up

Once a final decision is made concerning a potential volunteer's acceptance or non-acceptance to volunteer with O.S.U. Extension, a formal letter (signed by the Extension professional(s)) must be sent to the individual. Included in this letter should be a description of any further requirements (i.e. training, orientation, etc.) and a copy of the signed standards of behavior. Sample acceptance and non-acceptance letters are included on the O.S.U. Extension Volunteer Selection Policy & Procedure Handbook website.

Conducting Group Interviews

It may be appropriate for you to consider implementing group interviews as a component of the overall volunteer selection process. If group interviews are utilized, Extension professionals should consider the following:

1. Group interviews may take either of the following forms:

- a. Extension professional interviews a group of potential volunteers at the same time. It is strongly recommended that the group of potential volunteers does not exceed four (4).
- b. Volunteer Interview Committee (at least two members) interviews a group of potential volunteers. It is strongly recommended that the group of potential volunteers does not exceed four (4).

2. Group interviews may present several challenges to the Extension professional or the Volunteer Interview Committee:

- a. Asking particularly sensitive questions (if necessary) may not be possible in a group setting as potential volunteers will be reluctant to answer;
- b. Potential volunteers may attempt to “hide” and not directly respond to questions, therefore not allowing an informed decision to be made;
- c. The group of potential volunteers may try to redirect the questioning or take over the interview in an attempt to divert attention away from their skills, abilities, or interests;
- d. It may be difficult to fully understand an individuals’ skills, abilities, interests, or motivations due to time constraints, inability to appropriately probe responses, or inability to focus the interview on specific responsibilities; or
- e. The interview has the potential to become unmanageable as many people are responding to questions at the same time; or individuals may want to respond for others, or individuals may take charge of the interview and not allow others to participate fully.

3. Interviewers may employ any of a number of strategies to overcome challenges in the group interview process:

- a. It may be necessary to schedule an additional interview with a potential volunteer to further discuss their skills, abilities, interests, and motivation. If this follow-up interview will include particularly sensitive information being discussed, the appropriate Extension professional should be involved;
- b. Asking direct questions to potential volunteers participating in the group interview will diminish the possibility of an individual “hiding” and not actively participating. Ask each individual to respond and call them by name, if necessary; or

- c. Establish “ground rules” on how the group interview will be conducted. Limit the number of potential volunteers in the group interviews; identify questions to ask prior to the interview; make notes of issues that arise during the interview to be addressed later or in training/education. Allow time for introductions, sharing of background, interests, and goals as a volunteer.

4. There are important reasons to do group interviews:

- a. They provide an opportunity for Extension professional to meet each potential volunteer if there are large numbers of new volunteers being recruited;
- b. They allow individuals who would be very uncomfortable in an individual interview to potentially relax in a group setting with their peers; and
- c. They provide an opportunity for potential volunteers and current volunteers to meet and get to know each other and establish important, informal networks.

Extension professionals who implement group interviews should keep in mind that it may be necessary to conduct one-on-one follow-up interviews with potential volunteers to further investigate an individual’s skills, abilities, interests, and motivation. If there is sensitive information to discuss, we should not expect (nor require) that an individual discuss that information in the presence of other potential volunteers.

Interview Process Specifics

Stage 1: Preparation

- Review position description(s) so that interviewer has a full understanding of what will be expected of the potential volunteer;
- Review the completed application and support materials;
- Select questions to ask from a standardized list. If necessary, identify additional questions that are directly related to the position responsibilities;
- Review interview schedule and ensure that adequate time is allotted for each interview (20-30 minutes);
- Ensure that the interview room is orderly and free from distractions;
- If a committee is used, brief the committee on questions selected, share copies of materials, and review confidentiality; and
- Re-route phone calls to avoid interruptions.

Stage 2: Open the Interview

- Put the applicant at ease with appropriate introductions of everyone in the room; and
- Clarify the purpose of the interview and emphasize that it is intended to be a dialogue between the potential volunteer and the interviewer(s), reminding everyone that this is an opportunity to learn more about one another.

Stage 3: Conduct the Interview

- Provide a brief overview of Ohio State University Extension and the specific program area of interest (Agriculture & Natural Resources, Community Development, Family & Consumer Sciences, 4-H Youth Development);
- Ask the applicants to provide some brief background information about themselves including explaining their interest in O.S.U. Extension programs;
- Ask questions relevant to the position description and the roles and responsibilities of the individual;

- Ask the same core questions to all potential volunteers who will be serving in the same or similar positions. Ask more specific, follow-up questions that are relevant to the individual position responsibilities; and
- Answer questions that the potential volunteer has about the organization, specific responsibilities, or about the position description.

Stage 4: Close the Interview

- Be clear and concise when closing the interview; thank the potential volunteer for participating and for expressing interest in O.S.U. Extension;
- Inform the potential volunteer that the information collected from the interview will be taken into consideration with all other relevant information gained from the overall selection process. A decision will be made and communicated, in writing, with the potential volunteer. If possible, provide a time frame for the individual as to when they may expect a letter; and
- Never tell the potential volunteer that they have been accepted or not accepted. The interview is only one part of the overall selection process and there is information from other components of the selection process that must be considered.

"Keep the significance of the personal interview in perspective. Granted this is an opportunity to obtain more information, and different kinds of information than will have been gathered to date, but remember that the interview is just one element in a much lengthier and more complex screening process. Do not use it as the sole basis for applicant selection" (Graff, 1999; 93)

Merrill, M. (2000). Sharpening your interviewing skills. Merrill Associates, Accessed 2/13/2004: www.merrillassociates.net/topicofthemonth.php?topic=200010_2

National Park Service (2002). Interviewing: National Park Service Volunteers-In-Parks Program. Accessed June 10, 2002; <http://www.nps.gov/volunteer/InterviewingT.pdf>

Potential Interview Pitfalls

While interviewing potential volunteers can be a very positive experience, there are times when it can be problematic for the organization and the applicant. The individual or committee conducting the interview may run into trouble if they are:

1. Asking leading questions that help the potential volunteer anticipate the answer the interviewers are looking for;
2. Making a decision about a potential volunteer before the interview is complete;
3. Following a pattern too strictly, without recognizing and/or compensating for individual differences;
4. Lacking knowledge about the volunteer position;
5. Trying to rush the interview and not allowing for adequate dialogue;
6. Talking too much, rather than listening to the applicant;
7. Not knowing the questions to ask or failing to follow-up with questions;
8. Being influenced by individual factors rather than considering the person as a whole;
9. Failing to adequately describe the organization or position requirements;
10. Being interviewed by the candidate instead of doing the interviewing;
11. Telegraphing responses – interviewers let potential volunteer know too much about they type of response(s) they are seeking;
12. Judging the applicant solely on personality, and overlooking important factors related to their skills, abilities and knowledge;
13. Attempting to answer questions from the applicant without full knowledge or understanding of what is being asked. If interviewers do not know an answer to a question they should let the applicant know they will get back with them with the requested information; and
14. Telling the potential volunteer that they are accepted as a volunteer with O.S.U. Extension without the applicant having completed all the selection procedures.

Forming Good Questions

Asking questions is an important component of the interview process. While Extension Educators have a list of potential questions for use during the interview, it is sometimes necessary to go beyond the pre-developed list. In those cases, Extension Educators should be familiar with both close-ended and open-ended questions and the implications of each.

Close-Ended Questions

Close-ended questions (“Have you ever volunteered before?”) typically do not elicit explanation or opinion. Asking close-ended questions may prevent you from getting the information needed. However, these types of questions do encourage specific answers such as yes or no. Close-ended questions typically begin with such words as ‘is’, ‘do’, ‘has’, ‘can’, ‘will’, or ‘shall’.

Examples

Can you work in the evening?
Do you type?
Do you enjoy working with children?
Will you be attending training sessions?

Open-Ended Questions

Open-ended questions usually require an explanation and are useful in obtaining more detailed information. They typically begin with such words as ‘what’, ‘when’, ‘how’, ‘where’, or ‘which’.

Examples

Tell me more about . . .
How did you . . .
What did you like about . . .
What would you change about . . .

When designing interview questions, make certain that you have a number of open-ended questions such as:

Examples

Why are you interested in this position . . .
What type of supervision do you expect . . .
How would you describe an ideal meeting . . .
What do you hope to gain from volunteering . . .

Sample Interview Questions

Revised: 12/17/91; 2/01/93; 10/07/01

It is important that the individuals conducting the interview are prepared with the appropriate questions. Throughout the interview, consider how well the volunteer and the position complement each other or how the potential volunteer listens and responds to the questions. *Choose one or more appropriate questions from the following areas.* You may choose to ask additional questions based on an individual's response to your initial question(s) and in relationship to position responsibilities outlined in the position description.

Leadership Skills

What experiences have you had in working with adults and/or children in a volunteer or employment setting? What skills and qualifications do you have that will help you in this position?

Describe how children/other adults would view you as a role model.

Describe a time when you had to work as a member of a team to complete a project.

Describe how you would engage other volunteers in programs where you are responsible.

Give an example of how you would involve parents, guardians, or other community members in your programs.

What do you plan on doing as a volunteer?

Describe a leadership role you have held. What made that role challenging? What did you like about serving in a leadership role? What did you dislike?

What kind of rewards do you need to stay motivated?

How do you like to be recognized?

Human Relations Skills

Consider the following scenario: Volunteers are talking behind an agent's back. What do you do?

What kind of people do you most enjoy working with?

Describe a time when you've been involved in a conflict with another individual or group. How did you handle the situation?

How would you work with an upset parent or volunteer?

Describe a situation when you've been criticized. How did you react? What did you learn?

What kind of people do you find hard to work with and how do you handle the situation?

What kind of discipline techniques would you use with: disruptive or irresponsible children; a child who deliberately defies your request for cooperation; or a child who consistently misses meetings without explanations?

Describe a time when you've worked closely with someone from a different background from yourself.

How do you feel about working with people different from yourself? What did you learn? (i.e. different racial/ethnic backgrounds, developmentally disabled, different socio-economic, backgrounds, different sexual orientation, etc.).

Describe your ideal supervisor.

Organizational Skills

Describe a typical day for yourself. Describe a particularly busy day.

What record keeping experience have you had?

How would you organize youth/adults to work together on a project? What techniques/methods have you found to be useful? What does not work well?

Describe how you would help a group of youth/adults reach a decision.

Describe instances when you have planned or conducted meetings.
Describe an “ideal” meeting.

Are you willing to attend orientation/training sessions to assist in your volunteer role?

Adaptability

Describe a situation in which you did not get your way or when you did not agree with a decision made. How did you handle it? What was your reaction?

Describe a particularly stressful situation in which you have been involved. How did you handle this? What made it stressful?

Consider the following scenario: 4-H members are not attending the monthly club meetings. What do you do?

Dependability

Describe one project/activity for which you had total responsibility from the beginning to the end.

How do you handle a situation when you know that you are unable to complete an assignment or commitment?

Do you have available transportation if needed?

Communication Skills

How comfortable do you feel speaking in front of a group?

What public speaking or writing experiences do you have?

What, in your opinion, makes a good listener?

What strategies would you use to communicate with all the families in your club/project area?

What methods could you use to communicate with participants in a program that you are responsible for?

Describe a situation when you were responsible for speaking in front of a group of people.

What strategies do you use to communicate with others in a stressful or tense situation?

General Questions

What do you want to accomplish as a volunteer?

Why do you want to be a volunteer in our organization?

What is your view on competition?

How important is winning to you?

What attracted you to [Organization Name]?

Tell me about your current and past volunteer experiences.

What have you enjoyed most about previous volunteer positions?

How much time would you like to volunteer?

What specific skills do you have to contribute to the program?

Tell me about your work experience.

To Ask or Not To Ask...

All individuals conducting interviews should review the following information prior to conducting interviews. Not only will it help legally, it may also help keep everyone out of potentially embarrassing or sensitive situations:

You may not ask about an applicant's

1. Race, color, religion, gender, national origin, age, sexual orientation, marital status;
2. Height, weight;
3. Number of children, childcare responsibilities;
4. English language skills;
5. Educational achievement;
6. Discharge from the military;
7. Indicators of economic status (social club memberships, etc.);
8. Personal property;
9. Spouse or partner;
10. Physical limitations or disabilities; and
11. Political affiliation.
12. **If you are unsure if it is appropriate to ask a particular question, don't ask the applicant!**

It is legal to ask the applicant:

1. Whether an applicant is a citizen. If not a citizen, whether an applicant's permitted residence will be long enough to fulfill the expected commitment (such as a student visa);
2. An applicant's place of residence and length of residence in the city or state;
3. What languages are read, spoken, or written fluently by the applicant, if the volunteer position requires such skills, and as long as an applicant is not asked to indicate how the skills were acquired;
4. The name and address of a person to notify in the event of an emergency;
5. Whether the applicant has reached a specific age (for example, "Are you 14?" or "Are you 21?"), if minimum age is a criterion for acceptance;
6. Questions about an applicant's employment history;
7. Questions about an applicant's volunteer history;
8. Questions concerning convictions, if relevant to the job functions to be performed (should only be done by a paid Extension professional);
9. Questions about the applicant's experience in the armed services;
10. Questions about the applicant's hobbies and/or interests; and
11. How the applicant was referred to the organization or how they heard about the volunteer opportunity.

Ohio State University Extension

Interview Committee Member

General Description

Ohio State University Extension is a dynamic organization serving youth and adults through Agricultural & Natural Resources, Community Development, Family & Consumer Sciences, and 4-H Youth Development programs. O.S.U. Extension engages thousands of adult volunteers each year to work with youth and adults from diverse backgrounds. Interview committee members will provide overall leadership for interviewing potential volunteers implementing educational programs for youth and adults in a variety of settings.

Specific Responsibilities:

- Participate in orientation and/or training to understand the requirements of conducting interviews and the suggested techniques to use;
- Serve as a committee member to conduct individual interviews of potential volunteers serving one or more of the Extension program areas;
- Hold all information obtained as confidential;
- Review applications of potential volunteers;
- Review position description;
- Identify potential questions from provided list and develop relevant questions from information provided on the application;
- Take notes from interviews, participate in dialogue concerning individual's qualifications, and share information with appropriate Extension professional;
- Answer questions about the organization, program area, and specific volunteer responsibilities; and
- Assist in preparing interview room, materials, and greet potential volunteers prior to the interview.

Time Required

(EXTENSION PROFESSIONAL TO INSERT)

Qualifications

The Interview Committee Member must show enthusiasm for, and knowledge of Ohio State University Extension and the specific program area. He/she must possess good listening skills and have the ability to frame questions in a meaningful manner. He/she must have a positive outlook on volunteering and the specific program area; considerable experience as a volunteer with O.S.U. Extension; demonstrated positive and effective leadership in specific programs and activities; and a sense of fairness and impartial judgment.

Location: Extension Office or other designated locations.

Support Provided

Each interview committee member is required to participate in an orientation/training session presented by O.S.U. Extension prior to conducting an interview. Each committee member will receive the "Conducting Volunteer Interviews: A Guide to Success" handout. Additional training and education will be provided by the Extension professional upon request or when deemed necessary and appropriate.

Mentor

(EXTENSION PROFESSIONAL TO INSERT)

Engaging Volunteers in the Interview Process

The following information is provided in outline form as Extension Educators develop a process to interview potential volunteers utilizing current volunteers. Following these guidelines will provide a strong foundation for effective interviews.

Interview Committee	A local committee should be comprised of no more than 3-6 volunteers that have extensive experience and a broad understanding of the specific program they are representing and are considered leaders within the community and the program (McCurley, 1994). We recommend that no more than 2-3 committee members conduct interviews at a time. Having more committee members may be overwhelming to the potential volunteer. Volunteers must be approved by the Extension professional and complete a training that outlines roles, responsibilities, and expectations.
Interviewer Qualifications	The following are characteristics to consider when identifying current volunteers to serve on the interview committee: <ul style="list-style-type: none"> ☉ Listening skills ☉ Skill at question-framing ☉ Cultural competence ☉ Enthusiasm ☉ Knowledge of the program ☉ Good observation skills ☉ Ability to look at process and content ☉ Sense of responsibility ☉ Sense of fairness
Scheduling Interviews	It is suggested that interviews be scheduled in “blocks” to most efficiently utilize time. It is appropriate to establish dates when interviews will be conducted, and communicate them to potential volunteers. Furthermore, it is expected that Extension professionals will schedule and conduct individual interviews when necessary or appropriate.
Applications	Copies of applications are made available for the committee so each has an application in front of them for the interview. Committee members are not to keep copies of the above mentioned materials; all copies are to be returned to the Extension professional or other designated individual in the Extension office.

Committee Orientation	<p>The Extension Educator utilizes the provided power point presentation to provide an orientation for all committee members. This is a mandatory requirement for all volunteers who will be conducting interviews. At minimum, Extension Educators shall review:</p> <ul style="list-style-type: none"> ☉ Committee member position description; ☉ Process for conducting interviews; ☉ Confidentiality; ☉ Decision-making; ☉ Questioning; and ☉ Effective listening.
Confidentiality	<p>The information shared by interview committee members must remain within that group and only be discussed with other members of the interview committee during the designated discussion period. Interview committee members may also discuss specifics of individual interviews with the appropriate Extension professionals, when necessary.</p> <p>All written materials (including notes from individual interviews, applications, and other provided documentation) shall remain with the appropriate Extension professional and not be kept with individual interview committee members.</p>
Decisions	<p>The appropriate Extension professional will make the final decision concerning an individual's acceptance as a volunteer for OSU Extension. At no time will a volunteer make a decision concerning a potential volunteer's acceptance or non-acceptance. The committee members serve in an advisory capacity for the process and only provide feedback to the appropriate Extension Educator.</p>
Interview Procedure	<ol style="list-style-type: none"> 1. Committee selects questions from the provided list; 2. Committee determines who will ask each question; 3. Introduction of committee members and applicants; 4. Asks questions and responds to applicant questions; 5. Closes the interview; 6. Reviews all those interviewed; 7. Consults with Extension professional, if available; and 8. Designates one committee member to communicate with Extension Educator if he/she is not immediately available.
Conducting Interviews	<ol style="list-style-type: none"> 1. Potential volunteers are told that all new applicants are asked similar questions and that there are no right or wrong answer. This interview is an opportunity for the committee to get to know them individually and provide additional insight into the organization.

	<ol style="list-style-type: none"> 2. Applicants are asked to give background information about their interest in OSU Extension programs, why they would like to volunteer, and also to share information about themselves. 3. The interview committee begins asking the identified questions. Time is given for the applicant to think through their answers and ask for clarification if needed. Occasionally committee members may ask for a more in-depth answer or ask more specific questions, if necessary, to gain a better understanding of a response. 4. At the end of the interview, one of the members asks if there are any questions about the program or role and responsibilities of a volunteer with OSU Extension. All interview committee members may respond or participate in the dialogue. 5. It is explained to the potential volunteer that he/she will receive a letter from the Extension agent once the entire selection process has been completed and all relevant information is obtained. The potential volunteer may also be informed of additional requirements (training/orientation) that they are required to complete, should they be accepted. 6. Applicants are thanked for participating in the interview and for showing an interest in OSU Extension programs.
<p style="text-align: center;">Benefits of Utilizing Volunteers</p>	<ol style="list-style-type: none"> 1. Ownership of the program by committee members. 2. Committee members acquire a greater appreciation for the complexities of the program. 3. Assist adult committee members in developing leadership, communication, and critical thinking skills. 4. New volunteers become familiar with experienced volunteers and can become comfortable enough to utilize them as role models and resource people. 5. Extension professional can obtain additional, unbiased input when questions arise concerning a new volunteer's motives or suitability as a volunteer.

Adapted By: Ryan J. Schmiesing, Ph.D. (2004)

Originally Developed By: Nicola S. Eyre & Carlita Weyrich – Highland County

Testing Your Knowledge About Interviews

Read each question carefully and respond by circling “T” for those statements you believe to be true and “F” for those statements that you believe to be false. Answers are on the reverse side of this page.

- T F (1) Asking leading or closed-ended questions is a good way to get valuable information from potential volunteers during the interview process.
- T F (2) One-on-one interviews are the only option to consider when implementing a selection process.
- T F (3) Telling an individual they are accepted as a volunteer at the end of an interview is an appropriate step.
- T F (4) It is acceptable to ask a potential volunteer about their political affiliation during an interview.
- T F (5) Before beginning an interview it is appropriate to review the position description and identify potential questions to ask the candidate.
- T F (6) All applicants should be asked the same questions during an interview, regardless of the type of position they are seeking.
- T F (7) The interview is a good time for the candidate to ask questions and learn more about the organization they are wishing to serve.
- T F (8) Interview committees can make the final determination if a potential applicant is acceptable or not.
- T F (9) It is acceptable to ask a candidate their place of residence and how long they have lived there.
- T F (10) When conducting group interviews, it is acceptable to ask sensitive questions for all to hear.
- T F (11) It is unnecessary and a waste of time to conduct more than one interview with a potential volunteer.
- T F (12) It is appropriate to have other professionals sit in on an interview with a potential volunteer.

Answers to Interview Quiz Questions

1. F
2. F
3. F
4. F
5. T
6. F
7. T
8. F
9. T
10. F
11. F
12. T

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Conducting Interviews

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Potential Questions

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Overall Handbook

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