Below are sample questions you may choose from to conduct your student interview. Most of the questions apply to all departments. Select questions relevant to the position and use the same questions for each job applicant.

Communication & Interpersonal Skills

- How would you describe your communication style? Please provide an example of its effectiveness.
- Tell me about a time you had to explain complex information to other people?
- Would you rather do a written presentation or a verbal presentation? Why?
- Tell me about a time you had to adjust your communication style to accommodate the style of another?
- How have you shown that you are a respectful listener? How do you show you care what others have to say?
- Describe a time you had to communicate difficult information to someone. How did you about this?
- What types of interpersonal skills do you possess?
- Describe the types of people you get along with best and why.
- Describe the types of people you have difficulty getting along with and why.

Motivation/Initiative

- What motivates you?
- What have you done that shows initiative and willingness to work?
- Describe a time when you went above and beyond the call of duty.
- How do you stay engaged and passionate about your work responsibilities?
- Not all parts of a job are fun or challenging. What tasks fall into this category for you and how do you motivate yourself to complete these tasks?
- Describe a situation when you demonstrated initiative and took action without waiting for direction. What was the outcome?

Customer Service

- What does great customer service mean to you?
- Give an example of a time you went above and beyond, why did you do it? Any regrets?
- How do you know when you have truly met someone’s needs?
- Tell me about a time when you had to work with a difficult client or customer. How did you make that interaction successful?
- How do you respond when you don’t know the answer to a question?
- Discuss a situation during the past year in which you had to deal with an angry or upset customer, coworker, or classmate. How did you handle this situation?

Accountability/Independent Work

- Tell me about a time you made a mistake on the job. How did you remedy it?
- This position requires the ability to work independently. Tell me about a time you had a project where you were given little supervision and how you accomplished it?
- Tell me about a time you were given a task to complete but you did not have the tools necessary to complete the task. What did you do?
- Give an example of how you have been rewarded with more responsibility in a previous job.
Academic & Career Goals

- Why did you choose to come to Mizzou?
- What made you decide to choose your particular field of study?
- What courses have you liked best? Least? For what reasons?
- What would you like to do once you graduate?

Problem Solving & Coping Skills

- Describe a time when you had been under pressure and felt you handled the situation well.
- Tell me about a time you came up with an innovative solution to a problem.
- Describe a time you felt that a situation was unfair. What did you do?
- How do you handle stress?
- How would you handle an upset student, parent or customer?
- Describe a time on any job that you’ve held in which you were faced with problems or stresses which tested your coping skills.

Teamwork/Leadership

- Give me an example of a time when you had to work closely with people to accomplish a goal. How did it go and what role did you play?
- Have you ever led a committee or group? What was your role as the leader? What challenges did you face?
- Describe a situation when you were part of a team that was not working well together. What did you do? What did you learn from it?
- Do you feel you are a better individual contributor or a team player? Which do you prefer and why?
- Tell me about a team project that you were involved. What did you do to ensure the success of the team?
- Tell me about a time you had to take responsibility for a mistake you made.
- Describe a situation that best exemplifies your leadership skills.
- Describe a time when you had to rely on others to complete a project or solve a problem.

Organization Skills/Time Management

- Tell me how you organize your day.
- Tell me about a time when details were important to a project you were working on. How did you make sure you didn’t miss anything?
- How do you handle projects with short deadlines that require precision? What is your approach?
- Describe a time when you had to multi-task to meet a deadline?
- How do you manage the conflicting demands on your time? Give an example of a time that you had to juggle multiple tasks at once.
- Describe a project you planned and organized. What steps do you take? What was the outcome?

Role & Work Style

- What type of work environment do you prefer?
- What are the top three things that are most important to you when looking for a job?
- Describe your ideal supervisor.
- What challenges might you face in this position?
- What characteristics do you think are important to us in filling this position?
Office Knowledge
- Why are you interested in working on-campus and in our office?
- Are you familiar with the functions of our office?
- What attributes or skills do you think are most important for this position?
- What interests you about our office and the services we provide?

Inclusion and Diversity
- What kinds of experiences have you had working with others with different backgrounds than your own?
- Tell me about a time you had to alter your work style to meet a diversity need or challenge?
- How do you show others that you respect their cultures and beliefs?
- Give us an example of how you can adapt to a wide array of people or environments?
- Please describe how you would work to create an office environment that is welcoming and inclusive.

Technical Skills
- What type of computer experience do you have?
- How computer literate are you, and which software programs are you familiar with?
- How do you go about learning new technology and/or software applications?
- Tell me about the technology you currently use and what you feel your proficiency level is.

Personal Attributes
- How much independence or flexibility do you like?
- Tell me about one thing that is unique or remarkable about you.
- Which one accomplishment are you the most proud of? Why?
- What qualifications do you possess that will make you successful in this position?
- Tell me about any special skills you have that you believe can enhance your performance in this job.
- What are your greatest strengths?
- What is a weakness of yours and how have you learned from it?

Previous Experience
- If we asked your past two supervisors to evaluate your performance, what would they say?
- If I asked your former coworkers to describe you, what would they say?
- Tell us a little about your previous work experience.
- If I were to ask an old boss or teacher what your greatest strengths were, what would he/she say?

Wrap-Up Questions
- What were you prepared to tell us that we didn’t ask?
- What do you like to do in your free time?
- Why should we hire you?
- What questions do you have for us?