

Interview Questions – Finalist Round for NODA Intern 2023

1. Tell us about a time when you helped a colleague or fellow student perform a task that you had more knowledge about or experience with. How did you approach the interaction? How did you help or teach while supporting their agency?
2. What kinds of things make you angry or frustrated at work? Tell us about a time when this happened and how you managed it.
3. We all make mistakes. Tell us about a time when you wish you could have a “do over” on a decision you made. What was the decision and what would you do differently?
4. Tell us about a time when you adapted your style or approach to work effectively with someone who was different from you. What difference did you have and how did you adjust to bridge it?
5. Tell us about a time when you took matters into your own hands to correct a problem or get something done.
6. Think of a time when you were a newcomer (school, work). Talk to us about how you went about meeting and developing relationships with the concentric circles of people involved in your work (co-workers/peers, supervisor(s), students, relevant parties).
7. Tell us about a time when you handled a dissatisfied or challenging student/parent/family member or other “customer”. What did you do and say in that moment? What might you do differently if you met that circumstance again?
8. The Office of Student Orientation believes that every student admitted to OSU belongs here and can succeed here. What are the top 3 specific things you would ask START Leaders to do to help them convey these values when interacting with students?

Scenarios

9. There are many highs and lows throughout the orientation process. Let's imagine that it's Thursday July 13th and our first transfer session. For our START Leader team, this is their third orientation this week and they are showing up with low-energy and sour moods. How would you support and motivate the team to bring their best to this session and these transfer students?

10. A START Leader, Sarah, approaches you to share their frustration that their tour partner, George, consistently takes the stairs with their shared tour group without offering or preferencing the ramps and elevator routes through buildings that they were trained to do. As you begin to dig into this conversation, you learn that George has also misgendered them a few times in front of students, which Sarah corrected once privately with George.

While Sarah is focused on correcting the tour route, what would your approach be to mentoring and connecting with George regarding the tour route and the misgendering? What specific steps would you take to begin the conversation and when would you consult or pull in Annie as their supervisor?

11. It's Wednesday, so we had an in-person START day yesterday and some students and families are on campus today meeting with advisors. You have an email from Housing to reply to with urgent questions about next Tuesday's housing assignments that you sent in on Monday, as well as a parent DM on Instagram with questions on today's advising appointments to respond to. A START Leader walks in and wants to chat with you just as you've sent a Teams message to a campus partner to help them with re-assigning their resource fair location. You'll need to rework all the maps for tomorrow's START if they do want to move to a new table at the fair.

How do you prioritize these tasks? Walk us through what you do on this day and why you've made the choices you did.

12. What questions do you have for us? What are you wondering about or considering that we can elaborate on?