Student Readiness for Technology- and AI-Mediated Interviews

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Abstract

Students increasingly face interview systems that are neither face-to-face nor conducted in real time. Using a mixed-methods design, this study aims to develop and evaluate simulated interview interventions to analyze student readiness, emotional responses, and coping strategies for technology- and AI-mediated interviews.

Theoretically, this research builds upon stress and coping frameworks in the context of technology- and AI-mediated interviews. Practically, this research contributes to the emerging literature on digital and AI-enabled talent selection and informs educators, career services, and industry partners, ultimately enhancing student career readiness and employability.

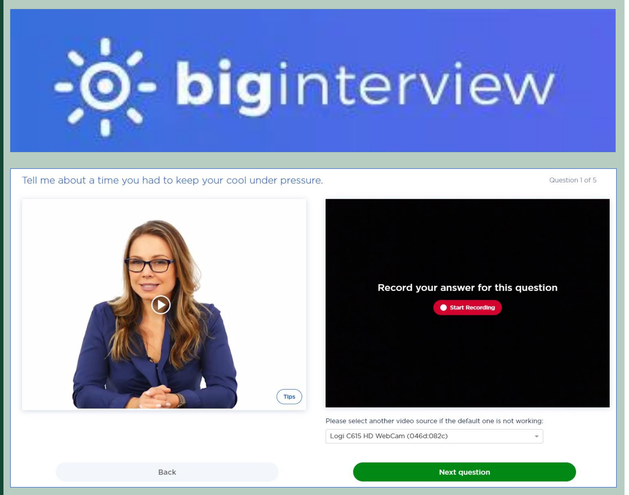
Introduction

The study focused on current technology- and AI-enabled talent recruit systems in EIM, as well as student readiness, emotional responses, and coping strategies when facing new interview processes. We aim to improve students' familiarity and confidence with the emerging interview systems, as they may not feel confident or prepared in their abilities.

Literature Review

Everson's coping framework (2026) forms the theoretical basis. The framework was based on the theory of two coping strategies that participants use when facing AI adoption across industries.

- The first is "problem-focused coping", when applicants use self-learning, training, and experimentation with AI tools to manage mixed feelings about AI integration.
- The second is "emotion-focused coping", when the applicant copes using various emotions, such as anxiety and avoidance, in response to AI integration.
- Research emphasizes these personal feelings are the result of AI-mediated interview systems lacking communication and transparency.
- Possible solutions involve prepping students through mock interviews, or that organizations use AI systems in transparent and communicative processes.



Stage 1: Content Analysis Results

Most common practice: AI platforms used as a support tool during the interview process.

- AI interview platforms can utilize quick-time analysis to create more interview questions, prompting deeper, more complex answers from interview candidates.
- Final decisions are often made with real people and real management, not AI.

Commonly-used platforms in Experience industries: HireVue and VidCruiter

Stage 2: Methods & Proposed Experiments

- Use of Shimmer GSR devices (physiological data trackers)
- Mock interview/experiment: conditions (voices being consistent)
  1. Human recorded
  2. AI avatar
  3. Voice-only

Platform: *Big Interview & HeyGen*

- **Post-interview/experiment survey on Qualtrics:** Selected Scales
  - ✓ Psychological & Emotional responses
  - ✓ Coping strategies
  - ✓ Perceived Importance of Performance
  - ✓ Organizational support
  - ✓ Perceived social support
  - ✓ AI-Tech Self-efficacy
  - ✓ Perceived Readiness for AI-mediated interviews
  - ✓ Company perceptions/Organizational attractiveness
  - ✓ Self-Reported Behavioral Adaptations
- Post-interview qualitative interviews
  - **Reactions to the experience, emotions felt, coping strategies, perception of personal preparedness, and perception of the hiring organization.**





References & Acknowledgements

This research is a faculty–student collaboration at the Cal Poly **Experience Innovation Lab**. Our mission is: *"To empower students, professionals, and organizations to create, measure, and deliver innovative experiences through collaborative data-driven design."*

Everson, B. (2026). *Adapting or Avoiding AI: A Coping Theory Approach to Employee Responses in the Future of Work*