



Guide: Logging Text-based Informational Interviews

If you are a Job Guarantee or Deferred Tuition student, your Springboard Job Guarantee agreement specifies that you need to complete at least 2 informational interviews per month to retain your Job Guarantee eligibility. Informational interviews are an essential component of your job search, allowing you to gain insight into a career and build professional relationships with individuals in that field.

For an informational interview to count towards your monthly requirement, it should be conducted via video chat, phone, or in person. However, we understand that this is not always feasible.

This is why we are giving students the option to log substantial text-based conversations as a substitute for synchronous informational interviews, provided they meet the requirements detailed below.

What are the requirements for logging text-based informational interviews?

There are two requirements for a text-based conversation to qualify as an informational interview.

The first is evidence demonstrating why a phone, video chat or in person conversation cannot be achieved. This can be a screenshot or transcript of an email or text message documenting that the person you're wishing to connect with indicated that they weren't available for a synchronous informational interview. See examples in the Appendix below.

The second is documentation that demonstrates substantial messaging took place. This can be a screenshot, or transcript of a communication exchange via email or text, showing questions and answers provided. See examples in the Appendix below.

How do you submit the above required documentation?

Follow these steps:

1. Create a new Google Doc or similar online word processor
2. Paste onto the document screenshots demonstrating why a synchronous conversation cannot be achieved and that substantial messaging took place
3. Set the share permissions to “Anyone with the link” can view
4. Log informational interviews as you normally would on either the springboard.com Career Dashboard or on the [JobTracker Chrome extension](#), but make sure you select the “This is a text-based informational interview” checkbox.
5. Paste your Google Doc url into the “Link to document containing supporting evidence” field
 - a. If you are logging your informational interview onto the springboard.com career dashboard, this is where you paste the url

The screenshot shows a web form for logging an informational interview. At the top are tabs for 'Jobs' and 'Contacts'. The form fields include: 'Date of networking activity' (Today), 'Name of contact' (Pablo Stanley), 'Job title/profession (optional)' (Design Lead), 'Company (optional)' (Amazon), 'Link to your contact's LinkedIn profile (if applicable)' (https://www.linkedin.com/in/pablostanley/), 'How did you make the contact?' (We had an informational interview), and a section titled 'Tell us about your experience' with a text area containing a sample response. A modal window is open at the bottom, showing a checked checkbox for 'This is a text-based informational interview', a label for 'Link to document containing supporting evidence' with a 'View guide' link, and a text input field containing a Google Docs URL. A 'Save Contact' button is visible at the bottom of the form.

Jobs Contacts

Date of networking activity Today

Name of contact Pablo Stanley

Job title/profession (optional) Design Lead

Company (optional) Amazon

Link to your contact's LinkedIn profile (if applicable) https://www.linkedin.com/in/pablostanley/

How did you make the contact? We had an informational interview

☒ Log as informational interview requirement [What qualifies?](#)

Tell us about your experience
Detail the purpose of the informational interview and what you learned. Minimum 3-5 sentences.

I reached out to Pablo because I applied to a position on his team. I wanted to understand what they look for in a good candidate so that I can prepare for my behavioral interview next week.

☒ This is a text-based informational interview

Link to document containing supporting evidence [View guide](#)

https://docs.google.com/document/d/1LBV0fmIZ_nRVsUQW6dx4u9zqqcBzZCbUGKhwlchH5DY/edit?usp=sharing

Save Contact

- b. If you are logging on the JobTracker Chrome extension, this is where you paste the url

The screenshot shows the 'New Contact' form in the Springboard Career Services interface. At the top, there are tabs for 'Jobs' and 'Network'. The form is for a contact named 'Pablo Stanley', who is a 'Design Lead at Amazon'. The form includes a dropdown menu for 'Had info interview', a checkbox for 'Log as informational interview requirement', a 'Notes' section with a text area containing a sample note, a checkbox for 'This is a text-based informational interview', a link to a supporting evidence document, and a 'Save contact' button.

6. To submit, click “Save contact” on the form

How often can I do this?

To ensure you are not missing out on the value that synchronous conversations afford, you may log up to 25% of your informational interviews throughout your job guarantee period as text-based conversations. For example, if your job guarantee period is 6 months long and you are expected to take 12 informational interviews in total, 3 of those can be text-based.

Questions?

We’re here to help. Please contact your career services manager or email careerservices@springboard.com for more information.

Appendix

Examples of evidence demonstrating why a phone, video chat, or in person conversation cannot be achieved

- Recipient is busy and has limited time to meet/speak
- Recipient specifically requests an async “meeting”
- Scheduling cannot align

Examples of documentation that demonstrates substantial messaging took place

- A personal tracker/spreadsheet used to document informational interviews, outcomes, and learnings.
- Notes from the call/conversation that detail with whom was met with, the details of their role, an overview of the conversation, and details on next steps (if available)
- Records of followup/thank you emails sent after the meeting concluded
- If async, screenshots of the conversation in full
- If async, copied transcripts of the conversation