

# THE GUIDE TO **YOUR** **CAREER**

*A Career Readiness Handbook for Students*



Career Services at AppState

Career Development Center  
careers.appstate.edu  
careercenter@appstate.edu  
(828) 262- 2180

Drop-In Hours  
Monday - Thursday,  
2 p.m.- 4 p.m.

Walker College of Business/  
BB&T Leadership Center  
businesscareers.appstate.edu  
2140 Peacock Hall

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How We Can Help

Our mission is to encourage students to explore career paths, identify and develop skills, and pursue experiential opportunities. Our vision is that each member of the Appalachian State community will be empowered to achieve lifelong professional success.

CAREER DEVELOPMENT CENTER

**CAREER EXPLORATION:**  
Plemmons Student Union, Room 216  
Mon. - Thurs. 10 a.m. - 5 p.m.  
Fri. 10 a.m. -12 p.m.

Career Exploration helps students to choose a major and find a career that best suits their interests. This office provides a variety of assessments and one on one counseling for students who are still exploring career and major options.

**STUDENT EMPLOYMENT:**  
John E. Thomas Building, Room, 369  
Mon. - Thurs. 10 a.m. -12 p.m. / 2 p.m. - 4 p.m.  
Fri. 10 a.m. - 2 p.m.

The Office of Student Employment can help with identifying on and off-campus part-time jobs, as well as Federal Work-Study and, will process on-campus employment paperwork.

**CAREER COUNSELING:**  
John E. Thomas Building, Room, 369  
Mon. - Thurs. 8 a.m. - 5 p.m.

**INDIVIDUALIZED COUNSELING**  
Career Counselors designated to a specific college are available to meet individually with students.

**DROP-IN HOURS** - Drop in hours are  
Mon. - Thurs. 2 p.m. - 4 p.m.

- Counselors can provide insight on topics including
- Careers in My Major
  - Resume and Cover Letter Writing
  - Interview Preparation
  - Job and Internship Search Strategies
  - Graduate School Preparation
  - LinkedIn
  - Pursing a Gap Year

FOLLOW US

      
appstatecareers

PRO-TIP

USE OUR SOCIAL MEDIA  
ACCOUNTS TO STAY UP-TO-DATE  
WITH EMPLOYERS COMING TO  
CAMPUS, EVENTS, AND TIPS  
ABOUT YOUR OWN CAREER PATH.

## Your Handshake Account

[appstate.joinhandshake.com](http://appstate.joinhandshake.com)

Handshake is our career management system that enables you to set up appointments with your counselor. You can also post your resume, cover letter, and references for employers to see as well as search for full-time, part-time & internships, and sign-up for campus interviews, events & workshops.

### Setting Up Your Handshake Account

1. Go to [appstate.joinhandshake.com](http://appstate.joinhandshake.com)
2. Click on the box labeled "Appalachian State University Sign On"
3. Use your AppalNet username and password to login
4. You are now on your personal dashboard
5. Fill in your personal profile with accurate demographic and academic information



\*Just like LinkedIn and Facebook, the more information you fill in the better! Handshake personalizes searches and suggestions to fit your needs based on your academic, professional, and personal experience. \*

### How to Schedule An Appointment



1. Go to [appstate.joinhandshake.com](http://appstate.joinhandshake.com)
2. Use your AppalNet username and password to login
3. Click on the tab labeled "Career Center" on the top right side
4. Click on "Appointments" in the drop-down menu
6. Click on "Schedule A New Appointment"
7. Choose the "Appointment Category"
8. Choose the "Appointment Type"
9. You can filter your appointment availabilities to your specific career counselor by selecting a specific staff member
10. Choose a date for your appointment and available times will be presented
11. Click on the time you prefer, leave a note for your counselor in the "What can we help you with?" box, and click "Request"

\*Once the counselor approves the appointment Handshake will e-mail you a confirmation

## Your 4-Year Plan

### First Year:

#### Explore and Self-Discover

- **ATTEND** career events
- **JOIN** a club/organization based on interests and identify local volunteer opportunities
- **COMPLETE** a self-assessment in the Career Exploration Office
- **EXPLORE** Careers In My Major on [careerexploration.appstate.edu](http://careerexploration.appstate.edu)
- **RESEARCH** careers on Handshake and O\*Net Online
- **UTILIZE** informational interviews to learn from in-the-field professionals
- **APPLY** for on-campus jobs to expand your skills and help boost your finances

### Second Year:

#### Get Involved and Decide on a Major

- **CONTINUE** to explore and self-discover
- **ATTEND** career events
- **REVIEW** course requirements for majors and minors on [programsofstudy.appstate.edu](http://programsofstudy.appstate.edu)
- **MEET** with your career counselor to discuss internship opportunities and create a LinkedIn profile
- **COMPLETE** informational interviews and job shadowing with professionals
- **PURSUE** summer opportunities such as volunteer, work, and internships

### Third Year:

#### Internship and Career Preparation

- **ATTEND** career events
- **JOIN** a professional organization on the regional or national level in your field of study
- **BUILD** and develop your professional portfolio via A-portfolio
- **MEET** with your career counselor to update and refine your resume, cover letter, and LinkedIn
- **SCHEDULE** a practice interview at the Career Development Center
- **SEARCH** for internship and research opportunities
- **RESEARCH** graduate and professional schools and their requirements

### Fourth Year & Later:

#### Graduation and Post-College

- **ATTEND** conferences and career events
- **MEET** with your career counselor to update and refine your resume, cover letter, and LinkedIn
- **SCHEDULE** a practice interview at the Career Development Center
- **IDENTIFY** references for your reference list
- **COMPLETE** admissions tests and supplemental materials for graduate/professional schools
- **APPLY** to post-graduation opportunities: graduate schools, professional schools, gap year opportunities, and jobs



# Explore

## Career Exploration Office

careerexploration.appstate.edu

Finding your career path is more than just choosing a major. It is about getting to know yourself. Here are some things to think about and explore your options when you are looking for a major or career.

YOUR CAREER					
GOALS	EDUCATION	EXPERIENCE	SKILLS	VALUES	INTERESTS
What are your future goals? What are your current goals? What motivates you?	What level of education are you anticipating? (Technical school, 4-year degree, masters, doctorate?)	What past part-time jobs, teams, and/or organizations have you been a part of? Which would you like to join?	What are you good at? What skills do you have?	What do you value? What is important to you?	What interests you? What are your academic interests? What are your personal interests?

## Conducting Informational Interviews

Informational interviews give you the opportunity to spend time with a professional and see the day-to-day of a career in which you are interested. Informational interviews can help you build your professional network as well as help you uncover the hidden job market and learn about the undisclosed details of a specific job, company, organization or school.

### Preparing for the Informational Interview

1. Identify a professional to contact in your area of interest. Your career counselor can help.
2. Research the professional and their organization or industry.
3. Reach out to the professional via phone or email to schedule an appointment to meet them.
4. Prepare questions to ask the professional. Utilize some of the sample questions on page 28 to get started, and be sure to ask specific questions related to their position, company, or industry.
5. Plan for the interview to take 30 minutes or fewer. Be mindful and respectful of the professional's time. Make sure to stay focused.

\*Need help coming up with questions to ask? Contact the Career Exploration Office.

# Finding Your Path

## Know Your Options

Stop by the Career Exploration Office and meet with our Interns and Career Counselors. They will provide a variety of assessments that you can take to narrow down your career and major options.

Go on Handshake and schedule an appointment with a Career Exploration Counselor, or stop by the Career Exploration office and meet with one of our Interns.

Review the Four-Year Guides, Browse Departmental Websites, and the Bulletin

Visit [appstate.edu/academics/all/](http://appstate.edu/academics/all/) to review majors offered at AppState.

## Explore Your Options

Research careers you are interested in

**O\*Net Online**  
[onetonline.org](http://onetonline.org)

**Occupational Outlook Handbook**  
[bls.gov/oco](http://bls.gov/oco)

**Careers In My Major**  
[careerexploration.appstate.edu/pagesmith/25](http://careerexploration.appstate.edu/pagesmith/25)

**AppState Student Bulletin**  
[bulletin.appstate.edu](http://bulletin.appstate.edu)

**Buzzfile**  
[buzzfile.com/Major/Employers-by-Major](http://buzzfile.com/Major/Employers-by-Major)

You can also explore your options by conducting informational interviews with professionals or faculty member in a major, department or field of work you are interested in.

## PRO-TIP

DONT GET CAUGHT UP IN THE IDEA OF "FINDING YOUR PASSION" LOOK FOR INTERESTS AND FIRST STEPS. PASSION WILL FOLLOW.

## Put Your Options into Action

Gaining experience and discovering interests and skills

**Join a club or organization**  
[campusactivities.appstate.edu](http://campusactivities.appstate.edu)

**Attend the ACT volunteer fair**  
[act.appstate.edu](http://act.appstate.edu)

**Attend Internship Fair**  
[internships.appstate.edu](http://internships.appstate.edu)

**Attend Major Exploration Fair**  
[careerexploration.appstate.edu](http://careerexploration.appstate.edu)

**Get a part-time job**  
[studentemployment.appstate.edu](http://studentemployment.appstate.edu)

## PRO-TIP

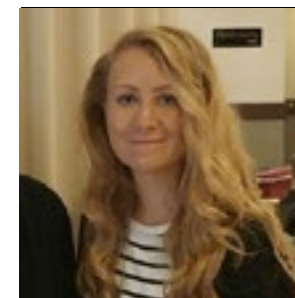
MEET WITH THE FACULTY AND STAFF IN THE MAJORS AND CAREERS YOU ARE INTERESTED IN. ASK THEM ABOUT THEIR FIELD, WHAT OPTIONS YOU HAVE, AND WHAT THEY LIKE MOST ABOUT THEIR WORK.

# Build

## Office of Student Employment

(828) 262-4099 • [studentemployment.appstate.edu](http://studentemployment.appstate.edu)

The Office of Student Employment at Appalachian State University assists students in obtaining part-time job opportunities on and off campus through the Federal Work-Study Program and the Student Temporary Work Program. It also conducts the I-9 and E-verify processing for all student temporary and work-study employees.



### Hollie Dinley

Major in Child Development  
Campus Employment: Appalachian Post Office

#### What have you learned from your student employment experience?

I was able to gain valuable work experience and skills during my five years at the University Post Office. I gained communication, interpersonal, and time management skills that have been useful in other aspects of my life. My work study was flexible around my class schedule and allowed me to study after my tasks were completed. This allowed me to stay on top of school work while earning a paycheck.

#### Advice for Future Student Workers:

I definitely recommend taking advantage of this opportunity during your time at Appalachian. You'll make great friends, gain valuable skills, and have experiences that will prepare you for the rest of your life.



### Jon Garst

Double Major in Finance & Banking and Risk Management & Insurance  
Campus Employment: University Housing

#### What have you learned from your student employment experience?

I have benefited from working as a Resident Assistant in many ways; learning how to communicate in a more effective manner, and being able to cultivate my leadership ability. I have helped [my residents] become more active members of AppState. I now know how to be an effective team member, be a resource for anyone that needs advice, and to truly enjoy my work.

#### Advice for Future Student Workers:

You might have different reasons for wanting to have an on-campus job (location, financial reasons, etc.) but I promise that you will find the true reason why Appalachian is so great: the people. Being employed on campus has opened so many doors (friendship, professional relationships, career opportunities, etc.) for me, and I am sure that it will do the same for you.

### Largest Employers On-Campus

University Housing

Appalachian Food Services

Belk Library

Child Development  
Center

Lucy Brock Child  
Development Laboratory  
Program

UREC

Student Engagement and  
Leadership

Photo by Lynn Patterson



## Finding A Part-Time Job

### Largest Campus Employers

For currently enrolled students looking for on-campus employment, the list of largest campus employers on page 6 is the best place to start.

**Contact departments of interest individually as hiring processes may differ.**

Some departments may require students to fill out an application in person, while others will allow a student to submit electronically.

*Students are invited to apply for multiple departments.*

### Work Study

Gain experience while financing your education through the Federal Work Study Program. The Federal Work-Study Program provides employment opportunities for students demonstrating financial need and is awarded as part of the student's Financial Aid package. Applications are made through the Financial Aid Office by completing a FAFSA (Free Application for the Federal Student Aid) Form.

**Contact a Financial Aid Counselor to find out if you qualify for Work Study.**

### Handshake

To search for local and on-campus part-time job postings log on to [appstate.joinhandshake.com](https://appstate.joinhandshake.com). Use your AppState username and password.

An early start to your job hunt and following up on your applications are key to your success in securing a part-time job.

**Check back often as postings are added daily.**

### Odd Jobs Google Group

Join our Odd Jobs Google Group and receive information on local job opportunities including yard work, moving help, and childcare positions.

As with the Job Board, you must contact the employer directly.

**Be sure to act quickly, as these jobs don't last long.**

## Internship Experience

Seek an internship that will help expand your skills and competencies. The Internship Coordinator for your major/academic department can assist you in determining whether or not an internship will be substantial enough to count for academic credit. As with all academic credit, you will pay AppState tuition and fees

### FAQ About Internships

#### Why should I do an internship?

Employers and graduate schools value hands-on experience. Plus, this is an opportunity for you to get to know the field a little bit better, to see what parts of the industry you like, and the environment of the industry

#### What goals do I want to accomplish in my internship?

Seek an internship that will help expand your skills and competencies. The Internship Coordinator for your major/academic department can assist you in determining whether or not an internship will be substantial enough to count for academic credit. As with all academic credit, you will pay AppState tuition and fees.

#### When should I do my internship?

Consult with your academic advisor to investigate an ideal time for you to do your internship. Take into consideration your projected graduation date, when required courses for your major are offered, and when you can be absent from campus if your internship location is away from Boone.

#### Should I do my internship for academic credit?

Some programs of study/majors at AppState require an internship which means a student will enroll in an internship and pay tuition and fees as with any other course. For other programs of study/majors, doing an internship for academic credit is strongly encouraged but not required.

#### Why choose to do an internship for academic credit if an internship is not required for your program of study/major?

Internship hosts frequently require that you be enrolled in an internship to be eligible for an internship at their site. When enrolled in an internship, you will have professional and general liability insurance coverage while you are on site.

#### If you are experiencing any barriers to your learning or in meeting your goals, you have your site supervisor and your faculty supervisor to support you.

A **faculty supervisor** in your major will be assigned to assist you in completing your agreed upon learning goals and outcomes for your internship. Learning goals will provide structure to ensure you meet your career and skill development goals.

An **on-site supervisor** with experience in your field of study will be assigned to you to assist in your training and to ensure you have assigned tasks and experiences to meet your learning goals and outcomes.

### PRO-TIP

**DID YOU KNOW: EMPLOYERS AT CAREER FEST ARE LOOKING FOR STUDENTS SEEKING FULL-TIME JOBS OR INTERNSHIPS. TAKE THE TIME TO TALK TO EACH EMPLOYER AND SEE WHAT THEY HAVE TO OFFER YOU.**

# Finance Your Internship

Budgeting for tuition, housing, travel, and hours on-site are factors to consider as you plan for your internship.

**Credit:** Consult with your academic advisor and/or internship coordinator to assess how many credit hours you need to satisfy the requirements of your program of study/major. It is important to avoid earning and paying for more academic credit than you need. You will pay for each credit hour you earn as an intern as with any other credit-bearing course.

**Tuition:** AppState tuition costs can be found on the Student Accounts page under Tuition and Fees.

**Financial Aid:** If you are receiving financial aid, managing your financial aid package and maintaining your satisfactory academic progress is critical. Remember to seek the advice from The Office of Student Financial Aid when addressing your Financial Aid package.

**Work:** Take into consideration whether you can maintain part or all of your on/off campus job while you intern.

**Housing:** Think about whether or not you can secure an internship where you have a place to live. Factor in the cost of your housing arrangement.

**Travel:** Examine costs of commuting to your internship. Account for your time and transportation costs (gasoline, mileage, public transportation fees, etc.).

**Pay, stipend, or experience only:** The value of an internship is measured by its ability to provide the opportunity to meet your learning and skill development goals for your career and for the completion of your degree program/major. Academic credit can be considered whether you are paid for your internship or not.

Internship sites vary in their ability to pay or to offer a stipend to their intern. It is likely most interns will secure an unpaid internship.



# Building Your Resume

## HEADING

- Include full name, mailing address, phone number, and email address.
- Your name should be bolded and at minimum two font sizes larger than content.
- You can list current and/or permanent address.
- Use your school or personal email address (NEVER use a work email). Be sure that your email address is appropriate.

SAMPLE RESUME HEADINGS

**YOSEF MOUNTAINEER**  
1004 George Washington Drive, Boone, NC 28607  
828-555-1234  
mountaineery@appstate.edu  
linkedin.com/mountaineery

**YOSEF MOUNTAINEER**

1004 George Washington Dr.  
Boone, NC 28607

828-555-1234  
mountaineery@gmail.edu

**YOSEF MOUNTAINEER**  
123 Stadium Drive, Boone, NC 28608    828-555-1234    mountaineery@appstate.edu

## EDUCATION

- Include degree title (refer to the online catalog for accuracy), school name, city, state or country, and graduation month and year (you do not have to include “anticipated” or “expected”).
- Include GPA if 3.0 or higher. Make sure to include the scale as well. (Ex. 3.4/4.0)
- List education in reverse chronological order.
- You do not need to include high school.

SAMPLE RESUME EDUCATION LISTINGS

Education

Bachelors of Science in Psychology  
Appalachian State University, Boone NC

May 20XX  
3.6/4.0

Education

Bachelors of Science in Child Development, Family and Consumer Sciences  
Appalachian State University, Boone NC

May 20XX

EDUCATION

**Appalachian State University, Boone NC**  
*Bachelors of Sciences in Recreation Management with a minor in Sustainable Development*  
May 20XX  
Member of the Watauga Residential College

EDUCATION

**Appalachian State University, Boone, NC**  
*Bachelors of Science in Communication, Advertising*  
**Caldwell Community College and Technical Institute, Hudson, NC**  
*Associates of Arts*

May 20XX  
December 20XX

Education

**Masters of Public Administration**  
*Appalachian State University, Boone, NC*  
May 20XX  
**Bachelors of Art in Political Science**  
*Appalachian State University, Boone, NC*  
May 20XX

### EXPERIENCE

- Include job title, company name, city state or country, and beginning and ending (month and year).
- List experience in reverse chronological order.
- Use present tense verbs for current positions and past tense verbs for previous positions.
- Use the same format for each position.

• Make sure to use section headings that accurately describe the type of experience (Ex.Volunteer Experience, Work Experience, Leadership Experience, (specific major/ field of study) Experience.

#### SAMPLE RESUME EXPERIENCE LISTINGS

**Appol Corps Leader, Appalachian State University** April 2016 - December 2016  
Boone, NC

- Served as orientation leader during Welcome Weekend hosting prospective students and their families
- Assisted students in their transition to college life through programming, small group talks, and one on one interactions
- Worked on a team on 25 Appol Corps Leaders
- Built a community with the students to make them feel connected to the university
- Attended weekly meetings with my team and monthly training

**Camp Counselor, Camp Chetola**  
Summer 2015, 2016, 2017  
Blowing Rock, NC

- Oversaw a group of 15 5-7-year-olds with a co-counselor
- Provided parents and guardians with excellent customer service during check-in and check-out
- Demonstrated concern for the care, attitudes, and behaviors of campers and the relationships they have with other campers
- Served as a resource, as needed, to campers in any situation
- Planned day time activities for kids including arts and crafts, zip lining, and day hikes

**Research Assistant**  
Appalachian State Univerity, Beaver College of Health Sciences, August 2017 - June 2018

- Assist Primary Investigator and team in evaluating the feasibility of research studies.
- Coordinate trial-related activity of patients on protocols.
- Collaborated with investigators through attendance at Section meetings, conferences, and other meetings.
- Ensure accurate and timely data collection, submission, and query resolution.

### SKILLS

- List skills that are RELEVANT to the job you want.
- Alternate selection titles include Computer Skills, Language Skills, Technical Skills, Core Competencies.
- Keep in Mind: Skills section should not be used to list "soft skills" such as "communication", "teamwork" or "customer service skills". Rather, these skills should be demonstrated in the experience section descriptions.

### HONORS

- List name of organization or award.
- Note leadership roles.
- Include on-campus and community honors and activities.
- Your honors section can include academic awards and scholarships, membership in campus, national or international organizations, leadership positions held, university and community service positions and work-related honors.

### ADDITIONAL RESUME SECTION HEADINGS

- |                        |                               |                                   |
|------------------------|-------------------------------|-----------------------------------|
| • Academic Projects    | • Internship Experience       | • Research                        |
| • Academic Research    | • Memberships                 | • Research Experience             |
| • Activities           | • Other Employment            | • Summary                         |
| • Additional Research  | • Presentations               | • Summary of Qualifications       |
| • Awards/Recognition   | • Professional Affiliation    | • Summary Statement               |
| • Campus Involvement   | • Professional Development    | • Teaching Experience             |
| • Certifications       | • Professional Experience     | • Technical Experience            |
| • Community Activities | • Projects                    | • Volunteer Activities            |
| • Community Service    | • Publications                | • Volunteer Community Involvement |
| • Computer Skills      | • Related Experience          | • Work Experience                 |
| • Employment History   | • Relevant/Related Coursework |                                   |

### REFERENCES

- Your references should be listed on a separate sheet of paper.
- Try to avoid using "References Upon Request" on your resume.
- DO NOT list references on your resume. References are a separate document.
- List 3-5 professional or academic references.
- Use the same heading as your resume on your reference sheet so that your materials look like a well put together a packet.
- Include full name, job title, company, mailing address, phone number, and if possible email address.
- DO NOT use family, friends, church members/religious advisors, or personal references.
- It is recommended that you list in order of who will give you the best reference.
- Ask your references for their permission before listing them.

#### SAMPLE RESUME REFERENCE

##### YOSEF MOUNTAINEER

1004 George Washington Drive, Boone, NC 28607  
828-555-1234 mountaineery@appstate.edu

##### Reference Sheet

**Dr. Joe Smith Jones**  
**Director, Office of Student Research**  
Appalachian State Univerity  
308 University Park St.  
Boone, NC 23608  
(828) 444-4444  
smithjonesj3@appstate.edu

**Briana Williams**  
**Restaurant Manager**  
**Come Back Shack**  
1521 Blowing Rock Rd  
Boone, NC 28607  
(828) 555-555  
williamsb35@gmail.com

### PRO-TIP

**DON'T USE A TEMPLATE.**  
**THEY ARE EASY TO SPOT BY**  
**EMPLOYERS, AND HARD FOR**  
**YOU TO EDIT.**

We suggest starting with a blank document.



# Curriculum Vita or Resume?

It is not uncommon for job seekers and graduates school applicants to become confused by the terms resume and CV, or Curriculum Vita or Vitae (plural). The terms are not synonymous and are occasionally used incorrectly by employers and graduate schools. The three major differences between CVs and resumes are the length, the purpose, and the layout.

## RESUME

- Summarizes qualification, education experience, and skills.
- Often no longer than one page (maybe two depending on the industry).
- Goal is to make an individual stand out from the competition.
- Resumes should be adapted to every position that an individual applies for.
- A resume DOES NOT have to cover your whole career but rather should be customized to match a desired occupation/position.

## CURRICULUM VITA

- In-depth document traditionally used within the academic community covering education, teaching and research experience, publications, presentations, professional memberships, and related involvement.
- CVs CAN and should be longer than one or two pages.
- CV should be organized chronologically to make it easy to get an overview of an individual's full working career.
- A CV is static and does not change for different positions.

## Top 10 Resume Mistakes

1. Typos and Grammatical Errors
2. Lack of Specifics
3. Attempting One Size Fits All
4. Highlighting Duties Instead of Accomplishments
5. Going on Too Long or Cutting Things Too Short
6. Unclear Objective Section
7. No Action Verbs
8. Leaving Off Important Information
9. Visually Too Busy
10. Incorrect Contact Information

# Common Job Descriptions on Resumes

Here are a couple examples of common job descriptions that you can put on your resume.  
KEEP IN MIND: While these job descriptions may be great to use as a resource, it is important to remember that they SHOULD be modified to YOUR experience.

### STUDENT WORKER/INTERN/ PART-TIME WORKER

Try not to use this as your job title. Instead, consider something more descriptive like Office Assistant or Accounting Intern (or one of the other sample job titles)

### TUTOR

- Tutored undergraduate students in \_\_\_\_\_. (List specific subject areas)
- Monitored student progress and provided appropriate feedback
- Utilized clear and concise language to convey complex concepts
- Developed detailed examples and exercises to increase students understanding and retention of subject material

### OFFICE ASSISTANT

- Accurately entered patient information by utilizing Excel
- Exhibited excellent communication skills by managing customers in a cheerful manner
- Maintained an organized office by filing and sorting documents in a timely manner
- Scheduled individual appointments with office personnel

### FOOD SERVICES

- Effectively performed multiple tasks within a fast-paced environment
- Quickly served meals for up to \_ customers each night
- Supervised \_ student workers and provided constructive feedback when necessary
- Focused on proper safety procedures for preparation and storage of food

### HOSTESS

- Greeted parties with a welcoming smile and friendly attitude
- Coordinated seating arrangements and organized parties among wait staff of \_
- Managed reservations list and walk-ins for \_ (location)

### VOLUNTEER

- (If you had a significant role as a volunteer, you could include this under work experience)
- Provided \_+ hours of service to \_ (include organization name and target population with whom you worked)
- Designed publication and materials for marketing for organization or events
- Trained new volunteers in the proper care of, in work done, etc.

### STUDY ABROAD

- Earned \_ academic credit hours by completing \_ cultural linguistics courses
- Developed a global perspective on international issues through daily interactions with local students
- Improved written and verbal communication skills by conducting oral; presentations and writing research reports in (language)
- Traveled independently to (additional countries) to become fully immersed in \_ culture

### CAMP COUNSELOR

- Supervised and cared for \_children per session for \_ sessions throughout the summer
- Led camp activities (list specific activities)
- Mentored a small group of \_
- Reacted calmly and promptly in emergency situations
- Educated campers by turning rule violations into learning experiences

### BARTENDER

- Check identification of customers to verify age requirements for purchase of alcohol
- Attended by bar patrons while simultaneously communicating with servers to fill bar and restaurant drink orders
- Served as private bartender for private parties and functions
- Trained new bartenders and servers on computerized cash register and ordering system

### RESEARCH ASSISTANT

- Tested human subjects in a professional manner
- Regulated control elements for \_ by taking daily measurements of \_
- Recorded results utilizing an Excel spreadsheet
- Presented analysis and results in poster format at regional conference
- Coordinated result analysis with various labs throughout the country
- Conducted additional experimentation to verify initial findings

### STUDENT ORGANIZATION

- Assisted in recruitment for academic/social sorority/fraternity
- Planned and facilitated weekly meetings of members
- Co-managed yearly budget of \_ appropriately, allocating funds to \_
- Ensured all members completed community service hours
- Upheld academic standards and honor code requirements
- Planned and coordinated large scale/small scale events for \_

### RESTAURANT SERVER

- Enhanced ability to multitask within a face-paced environment
- Managed guest relations issues
- Recommended nightly specials for customers to enhance sales
- Handled daily revenue averaging \$
- Maintained approximately \_ hours per week while enrolled as a full-time student

### CLERK/CASHIER

- Completed tasks in a fast-paced environment
- Handled a daily revenue averaging \$
- Communicated extensively with customers
- Effectively utilized company specific point-of-sale system
- Handled returns and purchases with cash, credit cards, and gift cards
- Reconciled cash drawer at the end of each shift

# Power Verbs

Your resume should highlight your tasks, skills, and accomplishments. Resume statements should start with power verbs as descriptors of your experiences. Using power verbs adds variety and accurate descriptions of your experience to your resume. Below are verbs you can use to diversify your resume. To get the full list, visit [studentemployment.appstate.edu/writing-your-resume](http://studentemployment.appstate.edu/writing-your-resume).

<b>Clerical &amp; Detail Skills</b> Arranged Catalogued  <b>Communication Skills</b> Conveyed Formulated  <b>Creative Skills</b> Customized Established  <b>Financial Skills</b> Audited Budgeted  <b>Helping Skills</b> Counseled Educated	Recorded Tabulated  Negotiated Translated  Illustrated Performed  Computed Projected  Facilitated Inspired	<b>Leadership/Management Skills</b> Administered Coordinated  <b>Research Skills</b> Analyzed Critiqued  <b>Teaching skills</b> Advised Coordinated  <b>Technical Skills</b> Assembled Maneuvered  <b>Accomplishments</b> Achieved Improved	Evaluated Increased  Documented Surveyed  Encouraged Trained  Operated Upgraded  Qualified Spearheaded
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# NACE Competencies

Appalachian State provides each student with valuable employment opportunities to gain career readiness skills that will serve them for many years after they leave Appalachian. This year we have worked to align student employee job descriptions and evaluations with the National Association of Colleges and Employers (NACE) Career Readiness Competencies. This is our new standard for student employment excellence.

NACE defines career readiness as the attainment and demonstration of competencies that broadly prepare college graduates for a successful transition into the workplace. Our goal is to develop a common language and expectation that each student job at Appalachian will incorporate these competencies allowing students to identify these skills they are obtaining during their times of employment on campus.



The professional development opportunities through employment our students obtain are:

- Critical Thinking and Problem Solving
- Oral and Written Communication
- Teamwork and Collaboration
- Professionalism and Strong Work Ethic
- Global and Intercultural Fluency
- Career Management
- Digital Technology
- Leadership

# Building Your Cover Letter

The purpose of the cover letter is to interest prospective employers to call you to schedule an interview. To fulfill this purpose, you will need to target each cover letter to a specific company and position showing how your background and abilities fulfill particular organizational needs. Below is a step-by-step process on how to write a great cover letter.

## 1. SENDER ADDRESS

(Your Address)

- Your Name
- Street Address
- City and ZIP Code

## 2. DATE

This should be the date that you are writing the letter.

## 3. EMPLOYER ADDRESS

**DO NOT** assume gender titles when addressing employers. If you do not have the address looking up the company/organization’s website or call and ask.

- Employers name
- Employers title
- Name of the company or organization
- Employers address

## 4. Greeting

**AVOID** phrases like “to whom this may concern” or “Dear hiring board”.

Address the employer by name. Only use gender pronouns in your greeting when you know which are preferred by the employer.

## 5. FIRST PARAGRAPH

- Indicate why you are writing
- Identify specific position and company
- Note if someone referred you
- Why would you be the best candidate

## 6. MIDDLE PARAGRAPHS

Explain interest in working for this employer, why you desire this type of work, and showcase your qualifications.

Highlight any relevant work experience or related education, but **DO NOT** reiterate your resume.

**Tip:** look at the job description of the position for which you are applying and identify the skills and abilities it requires. Then match your skills and abilities to the ones you identified in the job description.

## 7. CLOSING PARAGRAPH

Reiterate your strong interest in this position/ company/organization.

Specify how and when you will follow up.

## 8. SIGNATURE

Close with “**Sincerely**”, a **handwritten signature**, and **typed name below**

## PRO-TIP

**AVOID USING A GENERIC COVER LETTER. EMPLOYERS WILL SEE THIS AS LACK OF GENUINE INTEREST.**

We suggest tailoring your letter to each job you apply for.



# Top 7 Cover Letter Tips

- 1

Your cover letter should be no longer than one page with margins no smaller than .8 inches.
- 2

Address the letter to a specific individual. If you are not sure who to address it, contact the company to get the name of the hiring official. **MAKE SURE TO** verify the spelling of his or her name, the correct title, and/or pronouns.
- 3

Use a matching header for your cover letter, resume, and reference sheet.
- 4

Tailor your cover letter to each position you apply. Mass produced letters are easily detected and show lack of sincere interest. Your letter should reflect the needs of the company and the position requirement.
- 5

The tone of the letter should be positive and confident. Avoid negativity, boasting, exaggeration, and insincerity.
- 6

Make sure that there are no spelling or grammar errors. Stop by the Career Development Center to have one of our counselors review it for you.
- 7

Keep your cover letter short, sweet and to the point. Focus on the information relevant to your career goals.

**COVER LETTERS ARE NOT ALWAYS REQUIRED  
BUT SHOULD ALWAYS BE SENT.**

Providing a cover letter with your application materials shows interest in job and knowledge of company/organization and position.

## EXAMPLE COVER LETTER

Campus PO Box 14456  
Appalachian State University  
Boone, North Carolina 28608  
February 14, 20XX

Ms. Karla Foxx  
Human Resources Manager  
Juvenile Evaluation Center  
741 Old Highway 70  
Jacksonville, North Carolina 28546

Dear Ms. Foxx

Thanks for the time you took to speak with me on Tuesday. Initially, Ms. Mira Branden, who you know from our Government & Justice Studies Department at Appalachian State, recommended I contact you for your updated internship information. After speaking with you, I am even more interested in pursuing a summer 20XX internship at the Juvenile Evaluation Center.

My resume, reference list, application are enclosed for your consideration.

My experience and future career goals match well with your internship opportunity and the mission of the Juvenile Evaluation Center. My experience includes three summer camp jobs in which I was closely involved in the programming, discipline, and daily management of large groups of youth ages 7 through 14. Additionally, I have two semesters of volunteer experience with the Western Youth Network working with at-risk youth ages 10-17. With a team of three other volunteers, we offer activities and after school programs designed to encourage positive group interaction and healthy emotion management. I have become well vested in facilitating group interactive exercises and discussions.

My long-term career goals are to work with at-risk youth populations. Specifically, I am eager to offer my skills to those individuals who are court referred.

Again, thanks for your time in speaking with me and in assessing my qualification. I can be reached on my cellular phone at 828-555-1212 or my land line at 828-555-4567 if you have any questions. I will be in touch with your office within the week to confirm your receipt of my application materials.

Sincerely,

Kelly Student  
Enclosures

EXAMPLE RESUME

Joseph C Carter

Permanent Address:  
2232 Burkemon Lane  
Charlotte, NC 28688  
(555) 223-0099  
jccarter@yahoo.com

Local Address:  
ASU Box 22333  
Boone, NC 28608  
(828) 555-5555

OBJECTIVE

A position where an educational background in Ecology and Environmental Biology coupled with experience working with animals can be utilized.

EDUCATION

Bachelor of Science: Environmental Biology and Ecology  
Minor: Chemistry  
Appalachian State University  
Departmental Honors  
Dean's List, 4 semesters  
Beta Beta Beta: Biology Honor Society

Boone, NC

May 2007

RELATED WORK EXPERIENCE

Internship  
North Carolina Zoological Park

Asheboro, NC

Summer 2006

- Collected and compiled information on the natural assets and resources of North Carolina that are currently being used or could potentially be used to market tourism in the state. {This information is to published by John F. Blair Publishing in the Fall of 200X}.
- Presented educational workshops on conservation to park guests
- Observed black bears and recorded behaviors specifically coded and used for behavior research.

Veterinarian Assistant  
Triad Animal Hospital

Kernersville, NC

Summer 2005

- Cared for animals that were sick or boarded.
- Assisted with vaccinations and various tests and developed x - rays.

Lab Assistant  
Natural Science Center

Greensboro, NC

Summer 2004

- Handles and cared for animals in the sea lab, herpetology lab, and petting zoo.
- Interacted with visitors and answered questions related to the animals.

RELATED VOLUNTEER EXPERIENCE

Watauga County Humane Society

Boone, NC

May 2004-present

- Provide care to animals by walking and grooming them on a weekly basis

WORK EXPERIENCE

Assistant Student Manager  
Cascades Cafe Appalachian State University

Boone, NC

August 2005-present

- Promoted to assistant student manager after 8 months of work.
- Trained 10 students for food service and cashier positions.
- Maintained records of daily business activities.

Professional Involvement

Member, Highland Biology Club Appalachian State University  
Member, Animal Friends Society Appalachian State University

August 2005-present  
August 2005-present

EXAMPLE RESUME

Anita Career

1004 George Washington Drive, Boone, NC 28607 | 828-555-1234 | acareer@appstate.edu | http://www.linkedin.com/in/acareer

OBJECTIVE

Obtain an internship in the field of youth corrections where i can utilize my organizational, interpersonal, and assessment skills

EDUCATION

Appalachian State University, Boone, NC  
Bachelor of Science in Sociology  
Minor: Psychology

Anticipated Graduation May 2020

- Cumulative GPA: 3.5
- Honors: University Honors Program, Dean's List 2010; Chancellor's List 2011 and 2012

Study Abroad - Institute for international Education of Students, La Plata, Argentina  
Completed Coursework in Latin American Culture and Society

May 2015-August 2015

- Demonstrated flexibility by enrolling in spanish speaking only curriculum
- Gained fluency in Spanish
- Conducted independent research study examining the effect of birth control on population growth

RELATED COURSEWORK

Social Problems  
Sociology of Mental Health and Illness  
Sociology of Deviant Behavior

Psychology of exceptional Children  
Psychology of Adjustment  
Introduction to Behavior Modification

RELATED EXPERIENCE

Alexander Youth Network, Charlotte, NC  
Intake Specialist

May 2014-August 2014

- Interviewed and determined eligibility for youth entering residential program
- Promoted Individual Programming and Behavior Modifications
- Participated as co-leader in self-awareness groups

OTHER EXPERIENCE

Mellow Mushroom, Boone, NC  
Server

Spring 2015-Present

- Take and deliver food and drink orders to restaurant patrons
- Work efficiently in fast-paced environment
- Facilitate high-volume customer relations for 50 people per day
- Manage daily revisions exceeding \$1000
- Train 3-5 employees per month

Zumiez, Concord, NC  
Shift Manager

May 2012-July 2014

- Member of opening staff for franchise
- Provided excellent customer service to ensure a pleasant experience
- Recorded/organized inventory
- Trained new employees

ORGANIZATIONS

Lambda Chi Alpha Sorority

Fall 2015-Present

- Participate in local community service and fundraising activities such as Habitat for Humanity and Walk-A-Thon

Participate in local Community Organization and Social Administration (ACOSA)

Spring 2015-Present

LANGUAGES

Fluent Spanish  
Conservational French



EXAMPLE RESUME

Future Grad Student

4545 Movin' On Up Road  
Boone, NC 28608  
fg4545@appstate.edu  
(828-262-5555)

Education

Bachelor of Science: Psychology, concentration: Human Services May 2018  
Appalachian State University Boone, NC  
Minor: Spanish  
Senior Thesis: College Student Drinking: Effects of norm perception on students alcoholic beverage consumption.

Honors and Awards

Dr. Frank R. Terrant, Jr Memorial Scholarship May 2015-May 2016  
• Awarded by Psychology Department  
Chancellor's List, Dean's List Fall 2015 - Spring 2016  
President's Scholar Fall 2016 -Spring 2017

Relevant Experience

*Social Work Intern* Summer 2017  
Department of Social Work Catawba County, NC  
• Completed intake interviews for applicants to Drug and Alcohol Counseling Program  
• Observed group counseling sessions for clients in the program  
• Prepared assessment reports for Drug and Alcohol Counseling Program

*Research Assistant* Summer 2016  
Professor V. Knowledgeable at Appalachian State University Boone, NC  
• Helped develop coding system for behavior assessment of 8-10 year olds  
• Tested 40 research participants for ability to complete various mentor tasks  
• Assisted with data analysis using SPSS  
• Used PSYCUT and JSTOR to research psychological literature on pre-adolescent behavior assessment

*Paraprofessional Counselor* Fall 2015 - present  
Peer Career Center at Appalachian State University Boone, NC  
• Work one-on-One with students to describe their interests, abilities, values, and experiences using a profile rubric to determine possible career and major choices  
• Administer Discover, O\*NET, and Self directed Research Assessments  
• Participate in outreach programs to help students understand the value of self-assessment, career exploration, and decision making assistance offered at Peer Career

Professional Associations

Student Member, American Psychological Association Spring 2010 - Present  
Psi Chi Psychology Honor Society {Treasurer, Fall 2016 - Spring 2017} Fall 2015 - Present

Publications

Knowledgeable, V. and Grad-Student F. {2017}. Comparisons of shoe tying, jump rope, and video games in 10 year olds. *Journal of Behavioral Measurement.* 235, 123-128.

Presentations

Grad-Student, F. {2017, Mar. 4} *Wasting Away: Women and Drinking Patterns in College.* Presented at the Women's Leadership Conference, Appalachian State University, Boone, NC.

Building Your Network

Networking is an important first step in the job search process. The saying, “It’s about who you know, not what you know” has some truth to it. Getting to know employers and first impressions are everything. Entering a room with confidence, professionalism, and greeting people with a firm handshake will make a world of difference in your job search process. Below are tips to follow when attending a networking event.

*Building your network can be challenging. Whether you are connecting with someone over LinkedIn, email, or in person; it is important to remain professional. Below are a couple of things to keep in mind as you are building your network.*

- 1 **Introduce Yourself.** Let the professional you are making a connection with know who you are and what you do.  
*“Hello, my name is \_\_\_\_\_. I am a student at Appalachian State University studying\_\_\_\_\_.”*
- 2 **Tell Them Who You Know.** If you were connected to this person by someone in your current network, let the professional know.  
*“\_\_\_\_\_ is an acquaintance/colleague/friend/etc. of mine. They suggested I speak with you because I am interested in \_\_\_\_\_.”*
- 3 **The “WHAT” and the “WHY”.** Tell the professional what it is that you are interested in and why you are interested in connecting with them.  
*“I am looking into careers in \_\_\_\_\_interested in finding out more about \_\_\_\_\_.”  
“I am interested in finding out more about \_\_\_\_\_ and how I can utilize my skills in \_\_\_\_\_ to \_\_\_\_\_.”*
- 4 **It’s A Date.** Be proactive and respectful in requesting a time and day to meet with the professional.  
*“May I have 10-15 minutes of your time to gain your advice or ideas on \_\_\_\_\_.”  
“May we connect via phone or email to discuss a time that is convenient for your schedule? ”*

PRO-TIP

AN ESTIMATED  
80% OF JOBS ARE  
NEVER ADVERTISED.  
NETWORKING ALLOWS  
YOU TO TAP INTO THIS  
HIDDEN JOB MARKET.

Build a 30 Second Commercial

When meeting with professionals, whether it’s in informal settings, career fairs, professional meetings, or conferences; you should be able to introduce yourself and highlighting your qualifications in 30 seconds. Your “Elevator Pitch” should be all-encompassing but succinct. When crafting your 30-second pitch keep in mind 4 points:

- Who are you** (name, major, etc.)
- What you do/have done** (skills and experiences)
- Why you do it** (motivators, interests)
- What you want to do** (call to action/ future goals)

# Building Your Online Presence

## Utilizing Social Media to Network

Facebook and Instagram have quickly created a presence in the professional realm, if used correctly. Many employers now have fan pages and use social media as part of their strategy to attract and connect with potential hires. LinkedIn, a site dedicated entirely to professional networking provides a guideline for students on how to appropriately utilize the site for their job search at [learn.linkedin.com/students](https://www.linkedin.com/learn/students). Utilize the following strategies to maximize the benefits of social media:

- **Join professional associations** affiliated with your field on both Facebook and LinkedIn
- **Research companies** you are interested in working for and choose "like" on their Facebook page
- **Update your profile** with posts related to your job search, so employers can see that you are serious about your job search
- **Choose a professional headshot photo** on LinkedIn and build your professional profile to include all of the experience on your resume
- **Establish connections** with a personalized message about who you are, why you would like to connect, and whether you have a common connection or affiliate
- **Ask for recommendations** from past work, internship, volunteer or organizational supervisors, and professors on LinkedIn

## Building your Online Presence

Social Media and the internet, in general, are a huge part of your professional presence and networking ability in today's world. Here are a couple of helpful tips on how you can maintain your professional brand and etiquette.

- **Decide which version of your name to use:** (Nickname vs. full name) whichever you choose to be consistent throughout all your media platforms to avoid confusion and allow potential employers to clearly identify you.
- **Choose an appropriate photo:** Dress professional and use a high-quality image. This is the new "first impression" potential employers will get from you. Make it a positive one.
- **Highlight your skills:** You have an opportunity to show potential employers what you can do before they even meet you. Show off your talents and abilities. Connect presentations, research, writing samples, etc. to your social media platforms to give potential employers a little taste of who you are.

### Networking Tips

1. Bring your resume.
2. Be the master of small talk and initiate conversation. Avoid topics like politics, religious issues, personal questions or statements like "I need a job."
3. Practice your elevator pitch.
4. Take breaks. Give your social skills a rest if you need to take a break.
5. Be a good listener.
6. Make sure to send follow up thank you notes.

### PRO-TIP

UP TO 70% OF EMPLOYERS HAVE REJECTED JOB CANDIDATES BECAUSE OF INFORMATION FOUND ABOUT THE PERSON ONLINE.

KEEP YOUR PROFILES PROFESSIONAL AND POSITIVE TO INCREASE YOUR CHANCES OF GETTING THE JOB.

# Pursue

## The Job Search

The Purpose of the interview is to present your qualifications for job or internships to potential employers. Employers are seeking to find the best fit for the position, department, and the organization's mission and values.

Looking for a job can often feel like a full-time job and it can feel overwhelming.

### We can help

Below are a couple of ways to get your job search started.

**1 Friends, Colleagues, Faculty, and Family**  
Utilize your network. Don't be afraid to ask around for potential or current job openings. This is a great way to get insight into positions and organizations/companies that you are interested in applying.

**2 Attend the Career Development Center's Events**  
Throughout the year the Career Development Center at Appalachian State will host a variety of career fairs and networking events. Attending these events is a great opportunity to connect with employers and practice your networking and interviewing skills.

**3 Handshake**  
Handshake is AppState's online Career Management System designed to help students schedule career counseling appointments, search for job and internship opportunities, upcoming on-campus interviews, and practice interviews with employers.

**4 Targeted Job Search**  
Targeted job searches focus on a particular element of the search. Use your network, start with who you know and who they know. Details like job titles, locations, specific industries or companies can help you focus on a targeted job search. Utilize job boards like Indeed, LinkedIn or professional associations you are a part of to look for jobs that interest you.



# Career Fairs

## Making the Most of Career Fairs

**Take the event seriously.** This is not the time to joke around or go with a group of friends who may influence your choice of companies to visit.

**Prepare in advance.** Take time to research and familiarize yourself with companies you have a particular interest in. Bring multiple copies of your resume that has been reviewed by a career counselor.

**Scope out the Scene.** Before you begin speaking with the companies, take a walk around the room to get the lay of the land. If you get there early, go to the more popular tables first. If you have only limited time to spend, budget your time so you meet with companies high on your list.

**Stand a few feet beside the tables that interest you.** Listen to what the company representatives are asking other students. Take company literature and read it. If you don't like what you hear, you have saved yourself time talking to them. If you do, you have given yourself an advantage.

**Read Body Language.** Those that stand in front of the table are probably more outgoing, and you can expect a less formal interaction. Those sitting behind a table would typically prefer a more formal style. Those that smile, less formal. Those that do not - formal.

**Greet the company representatives with enthusiasm.** A firm handshake. A smile. Strong eye contact. Good posture. First impressions, remember?

**Dig deeper.** Even if a company is looking only for sales reps. Ask about how you can get your resume to departments in which you are really interested.

**Think of your dialog with companies as mini-interviews.** Ask questions, answer theirs. As you end the conversation, ask for a business card.

**Leave a good impression.** Before you leave the fair, go back and visit the companies in which you were most interested. Let the company representatives again know you are interested.

**Send Thank you notes.** Make sure you send the company representative a "thank you" note within 48 hours. You can refer to those notes you have kept on the business card. You could also call the company the next day and leave a voicemail message reiterating your interest.

### Career Development Events

- Part-Time Jobs Fair (Fall/Spring):**  
The primary purpose is for on-campus departments and local businesses to hire needed staff. This is a critical opportunity for Federal Work Study Eligible students to secure a work-study position.
- Resume Clinics (Fall/Spring):**  
We provide 5-10 minutes of feedback on resumes, cover letters and sometimes graduate school application materials.
- Internship & Job Fair (Fall/Spring):**  
CDC hosts 100+ employers to campus to connect with students searching for internships and full-time employment.
- Careers for Impact (Fall):**  
This event showcases business and non-profit organizations whose missions are purpose-driven with a focus on creating a sustainable and inclusive economy.
- Education Career Fair (Fall/Spring):**  
Career Development Center hosts 60+ school systems at this fair to connect students with employment.
- Graduate and Professional School Fair (Fall):**  
Career Development Center, in conjunction with the graduate school, hosts 20+ graduate and professional schools.
- Etiquette Dinner (Fall):**  
Dinners are designed to educate students on proper etiquette during an interview or other networking opportunities where eating/food may be involved.

# Initial Interviews

Initial interviews are often phone or video interviews. Employers use these interviews to screen and narrow the pool of applicants. Interviews over the phone or video are often tricky and have many external factors that can make or break your interview. It is imperative that you adequately prepare for a phone or video interview to avoid as many technological pitfalls as possible.

## Tips for Phone Interviews

- When choosing a location to do your phone interview, choose a quiet place free of any distractions. The Career Development Center offers interview rooms to students to rent out for this purpose.
- Contact the people who call or text you the most and ask them to not call or text you while you are in your interview.
- Keep your resume near you.
- Dress for the interview and sit up straight. Even though no one may be watching, your appearance and actions can reflect how you feel or respond to the interview questions.
- Speak clearly and slowly.
- Make sure you have a professional voicemail.

## Types of Interview Questions

**Traditional:** questions that are used to gain information about applicants' background, interest, skills, and reasons for applying. These questions are usually at the beginning of the interview.

**Behavioral:** questions that focus on applicants' personality and behavior. These questions are situation based.

**Case/Situational:** questions or scenarios posed for the applicant to solve. Getting the correct answer is not important here. These questions are designed to understand an applicants problem solving/analysis skills.

## Tips for Video Interviews

- Verify which program you will be using for the interview with the employer. Make sure it is a program that you have access to or can download. (i.e. Skype, Zoom, Google Hangouts, etc.)
- Make sure your username is an identifiable and professional one. Using your first and/or the last name is usually a good choice.
- Avoid cluttered backgrounds for your video interview. Using blank walls in your room or office is the best option.
- Remove distractions. Turn your cell phone on silent, put pets in a separate room, ask friends and roommates to not call or disturb you during your interview.
- Practice video chatting with a friend. Use this time to make sure the microphone and video work. You should also use this time to find a good space to do the interview.
- Make eye contact while interviewing. Look at the screen instead of the camera.
- Dress professionally and make sure they see it. Make sure the camera is adjusted so the employer does not only see your face but your professional dress.
- Keep your phone close in case there are technical difficulties on either end of the interview.

## What an Employer Cannot Ask

Federal and state laws prohibit employers from asking certain questions during an interview. It is important to know that there are some questions that you legally do not have to answer. Review the Resources in the back of this guide to see what topics to avoid and how to respond to them.

## Using the S.T.A.R. Method

The S.T.A.R method is a structured manner of responding to a behavioral-based question by discussing the specific situation, task, action, and result of the situation you are describing.

<b>Situation</b> Describe the situation that you were in or the task that you needed to accomplish. You should describe a specific event or situation, not a generalized description of what you have done in the past.	<b>Task</b> Describe the goal you were working toward. What was the problem? What was your role? What was the assignment?	<b>Action</b> Describe the actions you took to address the situation. Keep the focus on YOU. What specific steps did you take and what was your contribution?	<b>Results</b> Describe the outcome of your actions and don't be shy about taking credit for your behavior.
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# In-Person Interviews

The purpose of the interview is to present your qualifications for job or internships to potential employers. Employers are seeking to find the best fit for the position, department and the organization's mission and values. Always be prepared to address your skills, abilities, experiences, and personality effectively and persuasively.

## Before the interview

- Check out the organization's website.
- Do a web search of the organization and see what others are saying about them.
- Look at promotional materials.
- Talk to knowledgeable people in the field.
- Know the company's mission, focus, and values.
- Anticipate and practice potential questions.
- Prepare questions for the interviewer.
- Prepare and bring extra copies of your resume and references.

## During the interview

- Arrive Early. 10 - 15 minutes ahead of time sets you up for a good first impression.
- Take a deep breath and relax. It is all about being yourself, not who you think they want.
- Be present. Listen closely to the interview questions and ask the interviewer to repeat the question or clarify if you did not hear them or did not understand the question.
- Don't be afraid to ask for a couple seconds to think about the question and formulate your answer.
- Look out for body language. Keep a professional posture.
- Be clear and concise with your answers. Use specific examples to back up your skills and knowledge.

## After the Interview

- Write a thank you note to your interviewers. Always do this whether it is by e-mail or handwritten note, always send a thank you.
- Follow up with a phone call to find out the status of your application.

## Questions for the Interviewer

- Always have questions about the organization prepared for the interview. You, as an applicant, have to judge whether the organization offers the type of opportunity, work environment, and challenge you are seeking.

## Some Example Questions:

- Why is this position vacant?
- What would a typical working day be like?
- What key challenges and/or problems face the person in this position?
- How, when, and by whom would I be evaluated? What are the performance criteria?
- What is the next step in the hiring process?
- How much contact is there with management?

## Practice Makes Perfect

- Practice your interviewing skills. The Career Development Center offers a variety of opportunities for you to practice your interviewing skills. TAKE these opportunities.
- Practice interviews with your career counselor
- Schedule a practice interview with an employer
- Utilize "Big Interview" – our online practice interview system.

## PRO-TIP

**NEVER ASK ABOUT COMPENSATION UNTIL YOU ARE DONE WITH THE INTERVIEW PROCESS AND HAVE BEEN OFFERED A JOB.**

**EVEN THEN, LET THE INTERVIEWER BE THE FIRST TO BRING UP SALARY AND BENEFITS. HAVE A SALARY RANGE IN MIND AND DO SOME RESEARCH INTO STARTING SALARIES IN YOUR FIELD AND COST OF LIVING IN THE EMPLOYERS AREA.**

## EXAMPLE THANK YOU NOTE

ASU Box 03637  
Appalachian State University  
Boone, NC, 28608  
February 14, 20XX

Ms. Shirley Glass  
Internship Coordinator  
All Good Things Association  
XXX Constitution Avenue, NE  
Washington, DC, 20002

Dear Ms. Glass

It was a pleasure to speak with you and Mr. Martin on the phone yesterday. Thank you for the time you took to interview me for a summer 20XX internship.

After speaking with you, I am even more excited about the opportunity to bring my writing skills to All Good Things. I know i could be an asset as you prepare your proposals for the upcoming year. It would also be a pleasure to offer my strong web writing skills to your new website project. You face an ambitious timeline and I would be glad to work diligently to help make that launch date a reality.

Please let me know if I need to provide you with additional information. I can be reached easily on my cellular phone at 828-773-XXXX.

Again, thank you for the interview. I look forward to hearing from you!

Sincerely,

Jack Jefferson



# 25 Popular Behavioral Interview Questions

- Give an example of an occasion when you used logic to solve a problem.
- Give an example of a goal you reached and tell me how you achieved it.
- Give an example of a goal you didn't meet and how you handled it.
- Describe a stressful situation at work and how you handled it.
- Tell me about how you worked effectively under pressure.
- How do you handle a challenge?
- Have you been in a situation where you didn't have enough work to do?
- Have you ever made a mistake? How did you handle it?
- Describe a decision you made that was unpopular and how you handled implementing it.
- Did you ever make a risky decision? Why? How did you handle it?
- Did you ever postpone making a decision? Why?
- Have you ever dealt with company policy you weren't in agreement with? How?
- Have you gone above and beyond the call of duty? If so, how?
- When you worked on multiple projects how did you prioritize?
- How did you handle meeting a tight deadline?
- Give an example of how you set goals and achieve them.
- Did you ever not meet your goals? Why?
- What do you do when your schedule is interrupted? Give an example of how you handle it.
- Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?
- Give an example of how you've worked on a team.
- Have you handled a difficult situation with a co-worker? How?
- What do you do if you disagree with a co-worker?
- Share an example of how you were able to motivate employees or co-workers.
- Do you listen? Give an example of when you did or when you didn't listen.
- Have you handled a difficult situation with a supervisor? How?

## Questions Employers Cannot Ask

Employers are legally restricted from asking you questions on the following topics:

- Age
- Gender
- Religion
- Sexual preference
- Marital/family status
- Country of origin
- Disabilities

If you are asked these questions you have options on how you may answer the employer,

- You may choose to answer the question, but only if you are comfortable with doing so.
- You could change the subject of the conversation to avoid the question. You can ask why they are asking so you can understand how that information is important to the job.
- And of course, because you are not legally required to answer, you can always refuse to answer the question.

# Dress for Success

Workplace attire will vary from industry to industry and office to office. It will be important to note once you get the job. For the interview and career fairs, you should almost always wear business professional attire. Typical professional business attire includes dress shoes, suits, and neutral colors and hues. Dressing professionally will set the right tone for potential employers. When in doubt, air on the side of a more conservative look. Once you are hired you will be able to adopt company or office dress culture.

## GROOMING

- Hair should be trimmed, pulled away from face and or neatly styled.
- Wear daytime, natural-looking makeup.
- Avoid overpowering scents like perfumes or cologne.
- Nails should be clean and manicured.

## SUIT

- Wear a 2 piece, matching suit.
- If you wear a skirt it should be knee length.
- Stick to neutral colors (brown, dark gray, black or navy).

## SHIRT/BLOUSE

- Light colored button-down shirts or blouses are usually appropriate.
- Long sleeve button down shirts should fall ¼ to ½ inch below the suit sleeve.
- Be sure to iron your shirt.
- Cotton is a good fabric to wear because it is very breathable.
- Wear a shirt that you are comfortable in even if you have to take off your jacket.

## ACCESSORIES

- Keep jewelry and accessories simple. Avoid distractions, You want the employer to focus on your qualifications.
- Limit rings and piercings for interviews and job fairs.
- Padfolios, a purse, or professional bag is good.
- Belts should match the color of your shoes.
- Avoid, if possible, visible tattoos.

## SHOES

- Select comfortable shoes.
- Low and closed toed heels or dress shoes.
- For dress shoes wear socks that match the colors in your suit or shirt should be worn.

## ADDITIONAL PIECES

- Consider wearing hosiery or pantyhose to provide a clean look. Make sure that your pantyhose do not have holes or runs in them. Bring an extra pair to fix this problem if this happens.
- Choose a tie that does not have a busy pattern. Your tie should end at mid belt.



# Pursuing Graduate and Professional School

Applying to graduate or professional school can be a time-consuming and tedious process. It is important to consider all the options and factors, from researching schools and programs to submitting your application. There are plenty of people on campus who are ready and willing to help you start and get through this daunting process, like your career counselor, academic advisor and/or professors. As you are getting started, make sure to consider the timeline and notes below.

## Key Steps for Applying to Graduate and Professional School

- Research graduate programs of interest
- Complete volunteer work or internship in intended field
- Grab every opportunity to make conference presentations or to collaborate on publications
- Be active and selective in student organizations
- Write an honors thesis if you have the option
- Join professional organizations in your discipline
- Get research experience with a faculty mentor
- Take the appropriate entrance exam at least six months before you need to apply
- Select references carefully and give them enough time and information
- Make sure that your entire application is NEAT and complete

## Graduate Admissions Test

Tests you need to take vary by the types of programs you are applying to and can vary from school to school.

- GRE – Graduate Record Examination
- GMAT – Graduate Management Admission Test
- MCAT – Medical College Admissions Test
- LSAT – Law School Admission Test
- PCAT – Pharmacy College Admission Test
- MAT – Miller Analogies Test

## The Entrance Essay

The entrance essay provides an opportunity for you to differentiate your qualifications from other candidates. It can have various names such as personal statement, letter of intent, statement of purpose, autobiographical statement and/or objectives of the graduate study.

**Explain what you want to study and what motivates you to pursue an advanced degree in that subject:** What are your academic interests? How did you get interested in the field? What do you hope to gain from graduate school?

**Offer insight into why you are applying to this particular program:** How will this graduate program add to your skill set and knowledge base?

**Outline what experiences you have in the field:** What kinds of relevant research, academic, clinical, personal or field experiences have you had that prepared you for graduate study? What sets you apart from other applicants?

**Expand upon what you plan to do with your degree:** What are your career goals? What do you hope to contribute to your field?

**Address anything that is not flattering in your application:** For example, did you receive a poor grade in a significant class? Are your GRE scores below average? Are there any problems or inconsistencies in your application materials (test scores, grades, background check) that you should explain?

## Structure of Your Essay

Adhere strictly to all content/format guidelines and page/word number limits. If no specific guidelines for format or content are offered, be brief and state your points clearly.

## Style of Your Essay

Engage your reader. Avoid flowery wording. Be compelling and offer an interesting opening paragraph and supporting paragraphs that help the reader understand why you are applying to this type of graduate program. Each paragraph should be focused and have a topic sentence that informs the reader of the paragraph’s emphasis.

## Checklist for Admissions to Graduate/Professional School

Use this checklist to record your actions as you apply to Graduate/Professional Schools

1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	Name of University & Department
										Date Requested Catalog & Application
										Admissions Application Deadline
										Date Application Sent
										Date Transcripts Sent
										Date References Sent
										Date Test Scores Sent
										Financial Aid Application Deadline
										Date Financial Aid Application Sent
										Housing Application Deadline
										Date Housing Application Sent
										Date of Campus Interview
										Expected Date of Decision from University
										Date Notified
										Accepted/Rejected
										Date Deposit Due

YOUR APPLICATION MATERIALS WILL NOT BE PROCESSED UNTIL TEST SCORES ARE RECEIVED. TAKE THE EXAM(S) YOU NEED WITH PLENTY OF TIME BEFORE APPLICATION DEADLINES.



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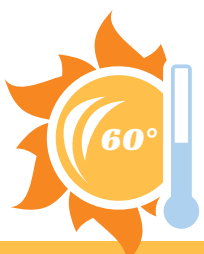
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**FAST FACTS:**

- **Ninth largest school district in Florida** and **33<sup>rd</sup> largest** in the nation with more than **96,000 students** among 123 schools
- **Largest employer in Lee County**, adding more than 500 new teachers and 200 support staff members in the last year
- Employs **5,800 teachers**, 35% of whom possess advanced degrees
- The average teacher salary (for all degree levels and including benefits) is **\$65,139**

**LEARN MORE AND COMPLETE OUR EASY 3-STEP APPLICATION PROCESS TODAY!**  
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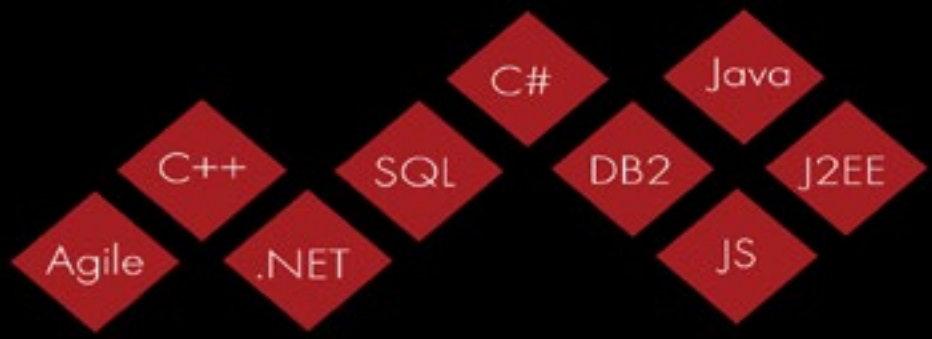
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Peace Corps partnership with Appalachian State extends back many years, and we are thankful for the continued support from Peace Corps in assisting Appalachian community with exploring opportunities to serve and learn from individuals who have served. We have returning Peace Corps volunteers teaching in the classroom and making an impact in the community through continuing their commitment to service in their professional lives.

Peace Corps is committed to helping students become knowledgeable and prepared for all aspects of the Peace Corps process, from applications to interviewing to understanding what it is like to serve in the field. In Fall of 2018 the Career Development Center launched the Peace Corps Prep Program which provides students the education and skills to be successful and competitive in the Peace Corps Prep process. To learn more about the Peace Corps partnership with ASU visit: <https://peacecorps.appstate.edu>.

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