The College of St. Scholastica
JOB SEARCH HANDBOOK
presented by Career Services
St. Scholastica Career Services commits to inspire and engage students in exploring, developing and pursuing individual career paths and meaningful work.

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CAREER SERVICES AND RESOURCES

CAREER COUNSELING
Counselors are available to work one-on-one with students and alumni, assisting them in all phases of their career development including: self-assessment, choosing and researching majors and occupations, conducting informational interviews, locating internship opportunities, writing resumes, conducting a job search, preparing for interviews and researching and applying for graduate/professional schools.

CAREER LIBRARY
The career library in Tower 2150 has books and other literature available for checkout on the following topics: career exploration, job search, graduate and professional school, work abroad, corporations, nonprofit and government information.

MINNESOTA CAREER INFORMATION SYSTEM
Minnesota Career Information System (MCIS) is available at MNCIS.intocareers.org (username: scholastica, password: saints). Students can search for information on occupations, graduate programs, scholarships and industries.

HIRESAINTS
Postings for full-time, summer and part-time jobs, volunteer opportunities and internships can be found at hireSAINTS: css.edu/hire saints.

WEBSITE
The Career Services’ website has information on: job fairs and career events, majors and occupations, on-campus recruiting, employment and internship listings, resume writing, online interview practice and much more.

JOB FAIRS
The College of St. Scholastica co-sponsors seven job and internship fairs and one volunteer fair each year:
- **The Minnesota’s Private Colleges Job and Internship Fair**, sponsored by all of the Minnesota private colleges, is held during spring semester in the Twin Cities.
- **The Minnesota Education Job Fair**, sponsored by all Minnesota colleges and universities that grant teaching degrees, is held in the spring in the Twin Cities.
- **The Head of the Lakes Job Fairs** are a joint effort of the University of Minnesota Duluth, St. Scholastica and the University of Wisconsin-Superior. A fall fair is held at the University of Minnesota Duluth and a spring fair is held at the University of Wisconsin-Superior.
- **Government and Nonprofit Job Fair**, sponsored by Minnesota colleges and universities, is held annually in the fall in the Twin Cities.
- **A Virtual Online Job Fair and a Virtual Graduate/Professional School Fair** is held as part of the Minnesota Private Colleges Career Consortium each fall.
- **The Volunteer Fair** is held each fall on the St. Scholastica campus and provides a variety of opportunities for students to spend a year or two working for a non-profit agency as well as local volunteer opportunities.
Saints Career Network
Alumni have offered assistance to current students or other alumni on topics such as occupations, internships, jobs and relocation information. Access to the network is available through hireSAINTS: css.edu/hiresaints.

Internships
Internships provide valuable practical experience in a student’s chosen field as well as enhance the possibilities of future employment. Students in majors that do not require an internship as part of their program may use Career Services to help them locate and apply for internship opportunities.

Mock Interviews
Mock interviews are available for students at any time during the year. A mock interview is an excellent way to learn and practice interviewing skills.

Online Practice Interviewing
InterviewStream® gives you the power to practice, save and conduct your online interview from the comfort of your home. Just click on the InterviewStream® link on the Career Services website.

On-Campus Interviewing
Employers will periodically visit campus to interview prospective candidates. These events are advertised in the appropriate departments, through email and on the Career Services website.
**Career Development Checklist**

Preparing for your future is an individual process. While there is not a prescribed plan that fits all students, the following checklist is designed as a guideline for you to track your progress.

**Ongoing Activities**
- Maintain your grades and seek assistance if needed
- Create LinkedIn and enhance other social media accounts
- Make semester updates to your resume to track all experiences
- Get involved in student organizations and volunteer experiences
- Take advantage of relevant career workshops, programs and events
- Explore and pursue part-time jobs (on/off-campus)

**Career Exploration (First Year and Sophomore Year)**
- Meet with a Career Counselor to begin to identify your interests, skills and values; take assessments as needed
- Clarify your interests and skills through classes, student organizations, part-time and volunteer work
- Research careers and majors online
- Conduct informational interviews regarding your choice of major/career
- Identify potential majors and connect with faculty in departments/majors you are considering
- Meet with faculty and officially declare/apply to your major (typically required by end of sophomore year)
- Develop short-term and long-term goals

**Internships and Experiential Learning (Sophomore and Junior Year)**
- Continue to increase your skills through meaningful extracurricular activities, study abroad and work experiences
- Seek summer positions that will give you direct experience in a field you wish to pursue after graduation
- Pursue internship and research opportunities
- Take on a leadership role in a professional and/or student organization
- Build relationships with faculty and professionals who will serve as references
- Begin to research programs and entrance requirements if graduate/professional school is in your future

**Job/Internship Search* (Junior and Senior Year)**
- Meet with Career Services to review your resume and cover letter
- Improve your interview skills by utilizing InterviewStream or completing a mock interview
- Attend Job/Internship fairs
- Select at least three references for job/internship applications
- Buy interview clothing and bring to campus
- Participate in on- and off-campus recruiting events
- Discuss graduate school, internships, and career opportunities with your career mentor, academic mentor and/or faculty.
- Create your elevator pitch
- Research employers
- Understand and utilize a variety of job/internship search strategies

* Students planning to pursue graduate school should follow time frame on page 45.
**INFORMATIONAL INTERVIEWS**

Part of the career exploration process is gaining an understanding of your interests, skills and values. A second equally valuable part of the process is gaining information on the world of work. One excellent way to increase knowledge of the field is by conducting informational interviews with people who are currently working in professions you are considering.

**WHAT ARE THEY?**

- Informational interviews are a chance for you to interview individuals to gain information about their job.
- This is not a job interview. Your purpose is to gather information and increase your knowledge of a specific occupation or field.
- It is also a chance to build a network of contacts and meet potential employers in a low-stress atmosphere.

**WITH WHOM DO I MEET?**

- Career Services can assist you in finding suitable people and can make the first contact for you when necessary.
- Alumni can be contacted by searching the Saints Career Network: css.edu/hiresaints
- You can also meet with friends of the family, relatives, members of your church, previous employers or colleagues.
- You might also make contacts through professional organizations, conferences you attend or clubs to which you are a member.

**HOW DO I ARRANGE THE MEETING?**

- Contact individuals and introduce yourself (name, major, academic year). Explain how or from whom you received their name. Ask if they would be available to meet and share information about their position and the field in which they work.
- Agree on a time to meet and establish the length of time they would be available (30-60 minutes is reasonable for the first meeting).
- If this person is unable to meet, ask if they can suggest other contacts.

**HOW SHOULD I PREPARE?**

- Research the occupation by utilizing online resources and printed material in the Career Library.
- Research the particular organization for which the person works.
- Write a list of questions to ask (see suggestions on next page).
- Prepare and bring a resume (especially if the objective is to make contact for a future position with that organization).
- Dress appropriately for the interview. Suits are not necessary but wear nice business attire, which may include khaki pants, dress shirt and closed toed shoes.
- Be prepared to answer questions about yourself. Although they are not interviewing you, they will still want to hear about your major, interests and activities.
- Be on time, courteous and professional.
**How Do I Follow Up?**

- Write a thank you letter to the individual(s) for the time given to you.
- Journal about what you learned and how this relates to your interests, skills and values.
- Keep a list of these people for future contacts.
- Contact any individuals to whom you’ve been referred for additional interviews.
- Ask for a business card.

**What Questions Should I Ask?**

- What is your position and title?
- How did you get started in this field?
- Why did you choose this field?
- What education or training do you have?
- What is a typical day like for you?
- What do you like most and least about your work?
- What types of skills and/or personal characteristics would someone need to be successful in this field?
- Are there specific courses/majors/minors you suggest for someone wanting to enter this field?
- What other activities would you suggest I be involved in to prepare for this field?
- What is a typical career path for someone in this occupation?
- What is the employment outlook for people in this field?
- What future do you see for this field/organization?
- What types of opportunities are available for advancement?
- How would you characterize the working conditions?
- What is the average number of hours you work per week?
- Do you work autonomously or in a team?
- How much flexibility do you have in your job?
- Do you take work home with you?
- Do you travel in connection with your work?
- How do people find out about openings in your field?
- What is the entry-level salary range for this kind of position?
- What other benefits are available?
- What are some related occupations?
- What books, websites or professional journals might be useful to read?
- What organizations would be helpful for me to contact for more information?
- Are there opportunities for part-time jobs, summer positions or internships at this organization?
- Is there anyone else with whom you suggest I speak?
- May I contact you in the future should I have more questions?
- If interested in the field, ask if it would be possible to do a job shadow.
- Add other questions that are specific to the position and industry.
Resumes: Frequently Asked Questions

You can ask five different people their opinion on how to write a resume and receive five different answers. In the end, if you answer “yes” to the following four questions you are probably on the right track. 1) Is it error free? 2) Is it easy to read? 3) Is it honest and truthful? 4) Is it informative and descriptive? Beyond that, you will find different opinions on many of the specifics. Career Services states their opinion on some of the most frequently asked questions.

How Long Should it Be?
Typically, for a new graduate, the resume should be no longer than one page. However, if you need to use two pages, this is acceptable, provided the second page is at least one-third text and all the information is relevant to the position for which you’re applying. If you go to two pages, make sure to include your name on the second page.

Should I Include My Grade Point Average (GPA)?
This decision depends on how high the GPA is. Suggested cutoffs range from 2.7-3.7 with most career counselors using 3.0 as a minimum acceptable level to list. If your cumulative GPA is lower but the GPA in your major or your junior/senior year GPA is higher you might consider listing this instead. Make sure you are clear and honest about what you are listing. It is also recommended that you indicate what scale is being used (e.g., 3.5/4.0).

Do I Need to List an Objective?
Recruiters and career counselors seem split on this question. Many recruiters/employers like the objective because it helps them sort and forward the resume to the appropriate person or department. Many career counselors will indicate that it is only necessary to include an objective if your career goals are not obvious from the content in the resume. One thing is clear, if you include an objective, make sure that it is short, clear and to the point.

How Far Back Should I Go?
Traditionally-aged students need only go back four years and should typically only include information from the college experience. Nontraditionally-aged students can go back 10 years but should only include significant and pertinent information.

Should I Include Interests on the Resume?
Unless particularly relevant to the position for which you are applying, listing interests and hobbies is not necessary. Use the limited space on your resume to showcase your education, work experiences and other volunteer/extracurricular experiences.

Is it Better to Use Bullets or a Paragraph Format?
Either format is acceptable. However, given the amount of time an employer initially gives to the resume, bullets help to highlight the information and guide the reader through the resume. Paragraph format takes less space and allows the writer to include more information. In either format, make sure to use action verbs and simple descriptive sentences.

Should I Include Religious or Political Information?
It is best to stay clear of sensitive topics including religion and politics. Exceptions to the rule would be made, of course, if you are applying for positions in either of these fields. Legally, employers cannot use this type of information to make a judgment on your employability, but you never know how the information might bias them in the decision-making process.

Do I List My References on the Resume?
References do not need to be listed on the resume. You should have a separate page using your same contact information at the top (name, address, phone) that lists your references, their relationship to you (instructor, employer, etc.) and contact information. You may want to make this consistent with the “letterhead” used for the resume and cover letter.

Remember that these are general guidelines to follow. Each situation may require adjustment according to the position and application requirements and each individual may need to adjust based on his/her background and experiences.
# Resume Checklist

**Purpose of Resume - To get interviews!**
- Person whose qualifications most closely match those sought by the employer gets the interview.
- Use same skill/keywords in resume as those sought by the employer and provide specific examples.

**Key Items for Consideration**
- Microsoft Word document (.doc). Save as PDF with professional file name (i.e. Anderson Resume)
- One page only – unless significant related employment/experience.
- Use consistent indentation, capitalization, font style, spacing, and margins (1 inch).
- Use a standard font like Helvetica or Times New Roman in 10 pt or larger; 11 pt is best.
- No templates! They may not be compatible with employer’s online systems and are difficult to edit.
- No personal pronouns (I, me, you, etc.).
- Use **boldface** for the most important information.

**Contact Information**
- Should be at the top of your resume.
- Name is bolded and 14-20 pt. font.
- Address information same font size as main body text (11 pt) and include all information in sample.
- Use your St. Scholastica email address. It is more professional than personal accounts and it is active forever.

<table>
<thead>
<tr>
<th>Sally Saint</th>
</tr>
</thead>
<tbody>
<tr>
<td>101 University Avenue • Apartment 12</td>
</tr>
<tr>
<td>Duluth, Minnesota 55811</td>
</tr>
<tr>
<td><a href="mailto:ssaint@css.edu">ssaint@css.edu</a> • (218) 123-4567</td>
</tr>
</tbody>
</table>

**Objective (optional)**
- Can be beneficial if it matches position listed by employer. If included, it should be specific.
- Do not include if you are: A) unsure of position employer has available; B) employer has more than one position for which you would like to be considered; or C) you have limited space.

| Objective | Seeking a social work internship for the summer of 2015 |

**Education**
- Include degree, current/intended major, college/university name with city and state, and expected graduation date.
- List degree first. Can include major on same line to save space.
- Optional components: GPA if above 3.0. Major GPA if above a 3.0 and overall GPA below, semesters on the dean’s list, study abroad experience, previous colleges attended, related coursework, national accreditations, etc.
- Omit high school information unless something exceptional.

<table>
<thead>
<tr>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Arts in Management</td>
</tr>
<tr>
<td>The College of St. Scholastica - Duluth, MN</td>
</tr>
<tr>
<td>• Minor in Marketing</td>
</tr>
<tr>
<td>• Worked 20 hours per week while attending college full time</td>
</tr>
<tr>
<td>• GPA 3.45 / 4.00</td>
</tr>
</tbody>
</table>
**Employment** - Use “Experience” as heading if includes relevant unpaid position(s)

- Consider tailoring your Experience section header to the position you are seeking (i.e., Nursing Experience.)
- Employers want a reverse chronological (most recent first) list of jobs held with dates of employment.
- List position title first, followed by name of employer/organization, location (city and state) and dates.
- Use bullets to list key skills, responsibilities and results. The more relevant the position or key skills used/demonstrated, the more bullet statements.
- Use the same skill/keywords as those used in job listing.
- Give details. Employers want to know exactly what you did and what you accomplished.
- Check to make sure statements are in correct tense. Present tense if currently performing task, past tense if no longer performing task or in position.

**Activities and Achievements**

- Employers want examples of initiative, leadership, teamwork and other job related skills. Demonstrate this by including involvement in extra-curricular activities and other achievements.

**Additional Skills (optional)**

- Skill sections should include relevant skills sought by employers such as proficiency in certain computer programs or languages, job specific certifications, foreign language skills, etc.

***Note: If you must have a two page resume, it should be two separate sheets of paper. Do NOT staple, paper clip, or print back-to-back. Include an abbreviated header on the second page; last name and “page 2” only.

***If your resume is two pages, make the second page more than just a quarter of the page!

“Your application and resume are the first thing that an employer sees. You want to make sure it is professional, accurate and tells them something that will make you stand out from the crowd. If you have a reason for going into your chosen field, tell them.”

- Shannon Rothe ’96, Recruiter, St. Luke’s
Action Words Used in Describing Work Experience

accepted  accomplished  achieved  acted  activated  adapted  addressed  adjusted  administered  adopted  advised  aided  analyzed  anticipated  applied  appraised  apprised  approved  arbitrated  arranged  ascertained  assembled  assessed  assigned  assisted  assumed  attended  audited  authorized  bought  budgeted  built  calculated  catalogued  certified  chaired charted  checked  circulated  clarified  classified  cleansed  cleaned  coached  collected  committed  communicated  compared  competed  compiled  completed  composed  computed  conceived  conceptualized  conducted  conferred

confronted  consolidated  constructed  contacted  contracted  contributed  controlled  coordinated  copied  corrected  correlated  corresponded  counseled  consulted  covered  created  cut  dealt  decided  decorated  defined  delegated  delivered  demonstrated  described  designated  designed  detected  determined  developed  devised  diagnosed  directed  disciplined  discovered  dispensed  displayed  disproved  dissected  disseminated  distributed  diverted  documented  drafted  enforced  engineered  enlarged  enlisted  entertained  equipped  established  estimated  evaluated  examined  exchanged  exhibited  expanded  expedited  experienced  experimented  explained  expressed  extracted  facilitated  familiarized  filed  financed  followed  forecast  formalized  formed  formulated  founded  furnished  gained  gathered  gauged  gave  generated  governed  graded  graphed  grouped  guided  halted  handled  headed  helped  hired  hypothesized  identified  illustrated  imagined  implemented  improved  improvised  improved  increased  increased  influenced  informed  initialized  innovated  inspected  inspired  installed  instructed  interpreted  interviewed  inventored  invented  investigated  issued  kept  launched  learned  lectured  led  lifted  listened  logged  made  maintained  managed  manipulated  measured  mediated  mediated  memorized  mentored  met  modeled  moderated  modified  monitored  monitored

operated  ordered  organized  originated  originated  overcame  oversaw  painted  participated  perceived  performed  persuaded  photograped  piloted  planned  played  predicted  prepared  prescribed  presented  president  prevented  printed  processed  procured  produced  programmed  progressed  projected  promoted

proofread  proposed  protected  proved  provided  publicized  published  purchased  qualified  quantified  questioned  raised  read  realized  received  recommended  reconciled  recorded  recruited  reduced  reevaluated  referred  registered  regulated  reinforced  rendered  renegotiated  reorganized  repaired

reorganized  renegotiated  requested  reported  repaired  reorganized  renegotiated  reported

researched  researched  resolved  responsible for  restored  retrieved  revamped  reviewed  revised  rewritten  revised  revised  revised  revised  revised  revised  revised

risked  risked  risked  sampled  sang  saved  scheduled  scored  searched  selected  sensed  sent  separated  served  serviced  set up  shaped  shared  shorted  shortened  showed  simplified  simulated  sorted  specified  speculated  spoke  standardized  stimulated  streamlined  supplied  symbolized  synergized  synthesized  talked  team built  tended  told  took  traded  trained  transacted  transferred  transformed  translated  transmitted  traveled  treated  tripled  troubleshot  tutored  typed  umpired  understood  undertook  underwrote  unified  united  updated  upgraded  used  utilized  verbalized  verified  visited  volunteered  washed  weighed  won  worked  wrote  wrought

wrote  wrought
**Writing Effective Bulleted Statements**

Effective bulleted statements focus on what was accomplished in a position, not just the job duties. In writing bulleted descriptions, consider the following tips:

- Quantify the results of projects
- Describe the skills most relevant to the position for which you are applying
- Begin bullets with action verbs
- Add adverbs and adjectives that effectively describe your work achievements

**Sample Achievements**

**Athletics**
- Nominated by teammates and coaching staff to serve as senior captain; led team with a strong work ethic and positive attitude on and off the field

**Clubs/Organizations**
- Established, organized and gained support for a new student group to meet the needs of transfer students on campus

**Admissions Tour Guide**
- Utilized verbal and nonverbal communication skills while providing over 50 informative and personalized campus tours

**Residential Advisor**
- Planned and led 10 activities for 35 first-year students to build relationships and create a positive living environment

**Service Learning Trip/Study Abroad**
- Listened to and interacted with individuals from diverse backgrounds to develop a deeper understanding and view of homelessness, gangs, and poverty

**Volunteerism**
- Volunteered as weekly reading partner with elementary school child to encourage reading and to act as a positive adult role model

**Internship**
- Created and implemented a social media kit for the Crow Wing County Human Service Program
- Performed patient assessments and applied advanced nursing skills in Level II Trauma center

**Freshwater Review**
- Read and reviewed 100+ poems and short stories and selected 35 for on-campus literary journal

**Campus Employment**
- Independently managed prompt and thorough cleaning of 10 dorm/apartment rooms per shift according to a detailed plan
- Demonstrated advanced customer service skills while interacting and communicating with all customers at campus bookstore
QUALITIES EMPLOYERS MAY SEEK IN APPLICANTS

Employers know that you will need to be trained on the specifics of the position once you are hired. However, they want to know if you have the transferable skills that indicate that you will fit in the organization and be a positive, contributing and productive employee.

Employers will evaluate these skills by reviewing your cover letter and your resume, and by interviewing you. Therefore, it is crucial that in each of these situations you tell your story and show specific examples of how you have gained these types of skills. Review your resume and cover letter. Do they highlight these skills? Can you describe specific situations in an interview that will display these skills?

EXAMPLES OF TRANSFERABLE SKILLS:

Communication Skills
- Writing effectively
- Public speaking
- Persuasion
- Negotiation
- Ability to listen to others

Leadership Skills
- Leading others
- Supervision
- Project management
- Analytical skills
- Budget management

Human Relations
- Teamwork
- Ability to work with diverse populations
- Flexibility in thought and behavior
- Conflict resolution
- Rapport building

General Work Skills
- Interest in continuous learning
- Creativity
- Coping with deadline pressure
- Tolerance for ambiguity
- Independence
- Thinking critically
- Honesty and integrity
- Initiative
- Strong work ethic
- Research skills
- Sense of humor
- Stress management
- Acceptance of responsibility
- Deadline-oriented
- Attention to detail
- Responsive to feedback
- Innovation
- Goal-oriented

Please visit with a career counselor if you need assistance reviewing your transferable skills or to ensure that these skills are showcased in your resume, cover letter and responses to interview questions.
Jane Scholastica

1200 Kenwood Avenue
Duluth, MN 55811
jscholastica@css.edu
218.555.5555

EDUCATION
The College of St. Scholastica, Duluth, MN
Bachelor of Science in Nursing (May 2015)
Cumulative GPA = 3.2/4.0
•Dean’s list: four semesters
•Certified in CPR, first aid and hearing screening

NURSING EXPERIENCE
St. Luke’s Hospital, September 2013 – May 2015
Clinical Experience, Medical/surgical, orthopedics, pediatrics, psychiatric, OB, geriatric
•Cared for people of various ages and diagnoses by monitoring vital signs, dispensing medications as needed, and offering comfort and compassion.
•Performed head-to-toe physical assessments and prioritized needs and care of multiple patients.

St. Joseph’s Hospital, Brainerd, MN, June - August 2014
Summer Nurse Intern, Surgical services
•Educated pre-operative patients on surgical process to reduce anxiety and facilitate a healthy recovery.
•Closely observed and assessed post-operative patient’s monitored airway and cardiovascular status and pain.
•Evaluated patients’ readiness for discharge and provided instructions for self-care at home.

Lakewood Rehabilitation Center, Baxter, MN, September 2012 – May 2014
Certified Nursing Assistant
•Provided care for patients ranging in age from 35-90, in a hospital setting.
•Performed bedside physical assessments and prioritized needs and care of multiple patients.

LEADERSHIP
Secretary of Management Club Fall 2014
The College of St. Scholastica, Duluth, MN
•Assisted in organizing speakers for bi-weekly meetings.
•Accurately took minutes and distributed in a timely fashion.

Residential Advisor 2012-2014
The College of St. Scholastica, Duluth MN
•Planned floor social events and assisted over 35 freshman-level students in transitioning to college.
•Enforced school rules to help keep campus safe and healthy.

COMPUTER SKILLS
Adobe InDesign, Adobe Photoshop, Microsoft Word, Excel, Power Point

OBJECTIVE
Summer Human Resources internship with Target

Kermit Frog

222 College Street • City, State, 00000 • (800)777-0000 • kfrog@mspiggy.com

OBJECTIVE
Summer Human Resources internship with Target

EDUCATION
The College of St. Scholastica, Duluth, MN
Bachelor of Arts, May 2015
Management major, Psychology minor
Overall GPA: 3.3 / 4.0

Relevant Courses
•Human Resource Management
•Behavior Management
•Staffing and Compensation
•Social Psychology
•Organizational Behavior
•Service Marketing

Study Abroad
Ireland, spring 2013
Gained a deep appreciation for Irish culture and history through a balance of formal education and extensive travel.

RELEVANT EXPERIENCE
Bartender and Server
Joe’s Crab Shack, Duluth, MN
•Named Employee of the Month for October 2013 and May 2014.
•Served people of various demographics on a daily basis.
•Worked well under pressure in a fast-paced environment.

Teller
Wells Fargo, Duluth, MN
Summer 2013
•Effectively assisted potential and existing customers in all aspects of their bank’s offerings.
•Competently answered customer questions on account information and bank products.
•Trusted with handling up to $150,000 in daily cash deposits.

Sales Associate
Gander Mountain, St. Paul, MN
Summer 2012
•Provided excellent customer service by directing customers to appropriate merchandise and answering questions.
•Economically stock and folded retail merchandise to maintain an attractive store.

LEADERSHIP
Secretary of Management Club Fall 2014
The College of St. Scholastica, Duluth, MN
•Assisted in organizing speakers for bi-weekly meetings.
•Accurately took minutes and distributed in a timely fashion.

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Bachelor of Science in Nursing (May 2015)
Cumulative GPA = 3.2/4.0
•Dean’s list: four semesters
•Certified in CPR, first aid and hearing screening

NURSING EXPERIENCE
St. Luke’s Hospital, September 2013 – May 2015
Clinical Experience, Medical/surgical, orthopedics, pediatrics, psychiatric, OB, geriatric
•Cared for people of various ages and diagnoses by monitoring vital signs, dispensing medications as needed, and offering comfort and compassion.
•Performed head-to-toe physical assessments and prioritized needs and care of multiple patients.

St. Joseph’s Hospital, Brainerd, MN, June - August 2014
Summer Nurse Intern, Surgical services
•Educated pre-operative patients on surgical process to reduce anxiety and facilitate a healthy recovery.
•Closely observed and assessed post-operative patient’s monitored airway and cardiovascular status and pain.
•Evaluated patients’ readiness for discharge and provided instructions for self-care at home.

Lakewood Rehabilitation Center, Baxter, MN, September 2012 – May 2014
Certified Nursing Assistant
•Provided care for patients ranging in age from 35-90, in a hospital setting.
•Performed bedside physical assessments and prioritized needs and care of multiple patients.

LEADERSHIP
Secretary of Management Club Fall 2014
The College of St. Scholastica, Duluth, MN
•Assisted in organizing speakers for bi-weekly meetings.
•Accurately took minutes and distributed in a timely fashion.

Residential Advisor 2012-2014
The College of St. Scholastica, Duluth MN
•Planned floor social events and assisted over 35 freshman-level students in transitioning to college.
•Enforced school rules to help keep campus safe and healthy.

COMPUTER SKILLS
Adobe InDesign, Adobe Photoshop, Microsoft Word, Excel, Power Point
**Sample resumes**

**Ben Benedictine**

325 N Aspen Street • Fargo, ND 58103 • (111) 775-2222 • bbenedictine@css.edu

**OBJECTIVE**
To obtain an Resident Advisor position at The College of St. Scholastica.

**EDUCATION**

The College of St. Scholastica, Duluth, MN
Communications major / Spanish minor
Anticipated graduation date – MAY 2018
- GPA: 3.7 / 4.0

Royalton High School, Royalton, MN MAY 2014
- GPA: 3.8 / 4.0
- Scholarship
- Certified in CPR and first aid

**RELEVANT EXPERIENCE**

Library Assistant
Campus Library, The College of St. Scholastica, Duluth MN JAN 2015 - Present
- Assist Librarian by organizing, repairing and shelving books.
- Create artistic decorations to brighten the library atmosphere.

Nanny
Royalton, MN AUG 2014 - FEB 2016
- Maintained a friendly disposition and cared for three children five days a week.
- Organized more than 35 outings and activities to entertain the children.

Home Health Assistant
Riverside Assisted Living, Royalton, MN Seasonal - JUNE 2013 - AUG 2016
- Exhibited a strong ability to make decisions quickly, be flexible and improvise.
- Facilitated a community atmosphere with a diverse array of 30 clients.

Server/Cook
Dairy Queen, Royalton, MN JUNE 2012 - AUG 2015
- Trained and oriented 15 new workers while demonstrating dedication to being a hard worker and flexible team member.
- Provided polite, clear, and positive communication with diverse guests and co-workers to ensure seamless service.

**LEADERSHIP EXPERIENCE**

Secretary of Student Senate, The College of St. Scholastica, Duluth, MN
Member, National Honor Society, Royalton, MN
Captain, Royalton Civic Country Team, Royalton, MN
President of Chemistry Club, Royalton High School, Royalton, MN
Section Leader, Concert Band and Senior Concert Choir, Royalton, MN

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**Miss Piggy**

111 E Driftwood Street | Great Rapids, Minnesota 88413 | (111) 555-3333 | mpiggy@css.edu

**OBJECTIVE**
To obtain a field work opportunity at Amberwing Center for Youth and Family Well-being.

**EDUCATION**

The College of St. Scholastica, Duluth, MN
Bachelor of Arts, Major in Elementary Education, Minor in Biology May 2016
- GPA: 3.80 / 4.00
- Dean’s List - 5 semesters
- Certified in CPR and First Aid

**RELEVANT EXPERIENCE**

Resident Advisor
The College of St. Scholastica, Duluth, Minnesota December 2014 to Present
- Exhibited responsibility, dependability, and punctuality by building programs, organizing meetings, and facilitating an atmosphere of community at all times.
- Demonstrated ability to hold others accountable by managing 30 first-year students.

CNA
Benedictine Health Center, Duluth, Minnesota July 2014 to May 2015
- Maintained a compassionate disposition and loving nature under high-stress situations handling behavioral issues from residents with psychological disorders including dementia, OCD, Alzheimer’s, Parkinson’s and Schizophrenia.
- Cultivated a strong ability to make decisions quickly.

First Responder
Great Rapids Fire Dept, Great Rapids, Minnesota August 2013 to February 2015
- Maintained a calm composure in life-threatening situations where entering burning buildings became necessary.
- Dependably responded to all calls swiftly and efficiently.

Academic Role Model
The College of St. Scholastica, Duluth, Minnesota August 2014 to December 2014
- Communicated efficiently with students through one-on-one appointments focused on enriching educational experience.
- Exemplified a willingness to learn new abilities to accommodate changing student needs.

**LEADERSHIP EXPERIENCE**

Vice President of Student Senate
The College of St. Scholastica, Duluth, Minnesota September 2012 to Present
- Represented the wants and needs of the student body.
- Conducted Senate Meetings in a fair and orderly fashion.

Cable Journalist
The College of St. Scholastica, Duluth, Minnesota September 2013 to May 2015
- Researched diverse topics, conducted interviews and wrote professional articles for the campus paper.

Volunteer Classroom Mentor
The Vineyard, Duluth, Minnesota August 2014 to May 2015
- Taught each class with passion, creating an inspiring and uplifting classroom atmosphere.
- Organized 25 lesson plans and further devised 25 activities, two for each week.
### Tech Expert

**Present:** 1200 Kenwood Avenue, Box 001, Duluth, MN 55811
**Permanent:** 10 Winding Drive, Maplewood, MN 55119

**Contact:**
- Phone: (555) 555-5555
- Email: techexpert1@cos.edu

**Objective**
A full-time, summer internship in the field of Information Technology/Computer Science

**Education**
The College of St. Scholastica, Duluth, MN
- **Major:** Computer Science/Information Systems with a concentration in Management
- **Anticipated Graduation Date:** May 2015
  - Minor: American Indian Studies
  - Major GPA: 3.5/4.0, Cumulative GPA: 3.1/4.0

**Relevant Courses**
- Java I & II
- Human Resource Management
- Database Modeling
- Web Design
- Client-Side Web Development
- Strategic Management

**Technical Experience**

**Technological Assistant – Computer Support Help Desk** (December 2013-Present)
- The College of St. Scholastica, Duluth, MN
- Use extensive knowledge of computers to provide solutions to technology questions or refer to appropriate resources.
- Accurately check-out and deliver equipment to faculty and staff.
- Help solve software problems on student computers and repair virus-infected computers.

**Research Project** (Spring 2012)
- Computer One Consulting, Duluth, MN
- Successfully worked with student team to develop time entry system called Project Tracker to assist employer in improving efficiency in project management.
- Organized team meetings and completed weekly progress reports.
- Presented final project to employer; provided rationale for system selected; fit for company, cost and system limitations.

**President, Computer Club** (2012-2013)
- The College of St. Scholastica, Duluth, MN
- Organized and planned meetings and events for 35-member club.
- Increased membership 25 percent by recruiting new members at activity fair, sending campus emails and providing classroom announcements.
- Volunteer weekly at assisted living center to solve resident computer problems.

**Other Experience**
- **Waiter:** Sammy’s Pizza, Duluth, MN 2011-2013
- **Cashier:** June’s Hallmark, Maplewood, MN Summer 2012
- **Laborer:** Hilltop Landscape and Gardens, White Bear, MN Summer 2011

### Saint Scholastica

**Present:** 100 Smart Lane, Duluth MN 55804
**Contact:**
- Phone: (218) 555-5555, (612) 555-5555
- Email: A+Teacher@css.edu

**Objective**
A full-time summer internship in the field of Information Technology/Computer Science

**Education**
The College of St. Scholastica, Duluth, MN
- **Major:** History/Secondary Education Social Science
- **Licensure:** 5-12 Social Sciences (in process)
- **Cumulative GPA:** 3.5/4.0, Dean’s List - 4 semesters

**Experience**

**Student Teacher,** Jefferson Middle School, Duluth MN, January 2014 – present
- Teach 25, 6th grade students in diverse, urban school.
- Plan developmentally appropriate activities following weekly themes and organized material for thematic units.
- Quickly built rapport with students and implemented positive classroom management strategies.
- Motivate students through active learning environment.
- Successfully communicate with parents during conferences, over the phone and via email.
- Developed comprehensive student workbook and study guide to complement Geography unit.

**Program Leader,** Summer Reading Program, Alexandria, MN, Summer 2012
- Developed summer reading program for 30 children ages 6-10.
- Incorporated reading incentive program with rewards donated by local businesses.
- Trained 10 community volunteers to read with students on a weekly basis.
- Successful summer program led to a $1000 increase in budget for following year.

**Boys JV Basketball Coach,** Duluth High School, Duluth MN, 2011-2013
- Used high energy and organizational skills to manage a team of 18 boys ages 14-18.
- Designed and coordinated practices to meet ability level.
- Responsible for the health, safety, and motivation of team players.

**Tutor,** The College of St. Scholastica, Duluth, MN, 2010-2011
- Explained challenging concepts using hands-on, conceptual and other approaches to learning.
- Informed students of effective study/organizational methods to improve classroom performance.

**Special Skills**
- Languages: Conversational French, Basic Sign Language, Intermediate Spanish
- Certifications: CPR, First Aid, Basic Life Support
- Technology: Basic knowledge and use of SmartBoard and Infinite Campus

**Activities**
- Sports writer, Campus Newspaper (Cable) 2012-present
- Intramural Basketball and Soccer, 2011-2015
- Planning Committee for St. Scholastica Fall Festival, 2013
- Habitat for Humanity Volunteer, 2012
Cover Letter Basics

The most acceptable format is business style, often called block style. The text is flush left, single spaced, with a space between paragraphs.

**Them.**
Their contact info
Write your contact's name, title, the name of the organization and address on the left margin at the top of the letter.

**Me.**
Your contact info
Put your contact information - name, email, address, phone number and LinkedIn URL (if updated) in a prominent position at the top of the page. Use the name letterhead you created for your resume or align the information top left.

**Hi!**
A salutation
Personally address the letter. If there is no contact listed it is worth your while to research to find the right contact. This shows initiative and that you are serious about the job. If you are unable to find a contact, addressing generically to the Hiring Manager is also acceptable.

**Why?**
A statement of purpose
Begin with the basics: explain your purpose in writing the cover letter and how you heard of the opening - especially if you were referred to the position.

**About me.**
Tell your story
Every cover letter should tell a story, your story. Insert a captivating sentence early on in your letter, which will distinguish you from your competitors. Show your passion and describe concrete in-depth experiences you have had through your education, internship, previous jobs, and activities - circling back to the position for which you are applying.

**I pick you.**
Why them
It is easy for an employer to spot a generic cover letter. Tailor your cover letter to each job. Pay attention to the position description and keywords in the advertisement. Explain why you want to work for that specific organization.

**Thanks!**
Gratitude
Conclude by summarizing your interest and thanking the reader for their consideration. Let them know that you are looking forward to their response.

**Short and Sweet.**
Concise
Keep it concise, sincere, honest and work-centered/employer-center, not self-centered. The letter is one page, 2-4 paragraphs and 10-12 sentences in length. It must be well written and error free.
SAMPLE COVER LETTERS

1200 Kenwood Ave
Duluth, MN 55811

November 16, 2014

Mr. Dmitri Povac
Human Resources Representative
St. Luke’s Hospital
915 E 1st St
Duluth, MN 55805

Dear Mr. Povac:

It is with enthusiasm that I apply for the pediatric nurse position recently advertised through the job posting site at The College of St. Scholastica. I will graduate May 2014 with a Bachelor of Science in Nursing, and am particularly drawn towards pediatric nursing. It takes a special type of person to reach children on this level, and I am confident I can fulfill this role through the open nursing opportunities with St. Luke’s Pediatric Associates.

After completing a pediatrics rotation during my clinical experience right here in Duluth, I realized that the dynamic setting encouraged me to contribute to the staff on both a professional and an emotional level. I believe that my education at The College of St. Scholastica led to this comprehensive devotion, since our programs concentrate heavily on a holistic approach to treatment. I am further thankful that I have continued to babysit regularly and to supervise youth groups over the past four years. The problem-solving skills I developed as a result have strengthened my abilities to help children through stressful situations.

Due to this familiarity with the environment, I would very much appreciate being considered for future openings in pediatrics at St. Luke’s. I can be reached at (218) 555-6794 or sjenkins@css.edu; please feel free to contact me as soon as it becomes possible to schedule an interview or to complete a formal application.

Thank you for your time.

Sincerely,

Sally Jenkins

1200 Kenwood Ave
Duluth, MN 55811

April 4, 2014

Ms. Sophia Nguyen
Director of Human Resources
Minnesota Power
30 W Superior St
Duluth, MN 55802

Dear Ms. Nguyen:

Based on our experiences working together during the past seven months, Beth Schwartzman, Associate Director of Marketing at Minnesota Power, suggested that I pursue opportunities within your organization as I near the completion of my management degree at The College of St. Scholastica (CSS). I feel that the business awareness I’ve gained from Beth has made me a valuable asset to the industry, and I would like to be considered for the Account Specialist position open at Minnesota Power.

I had the advantage of participating in a research-based internship during my entire senior year at CSS, and this has given me an extensive, hands-on background in management and organization. The communication skills I have built while gathering information from businesses across the community can help me bring insight and confidence to this position. Along with this experience, my opportunity to study abroad for a semester in Australia enriched my personal abilities as an “open-minded, outgoing and motivated individual,” the very qualities that Minnesota Power is seeking in an Account Specialist. I hope to have the chance to represent Minnesota Power’s values of conservation, stewardship and reliability through this position, since these ideals are closely tied to my own sense of professionalism.

I want to thank you for your time and consideration. I can be contacted through the information listed on my enclosed resume to schedule an interview for a mutually convenient time.

Sincerely,

Iván Santiago

1200 Kenwood Ave
Duluth, MN 55811

November 16, 2014

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Human Resources Representative
St. Luke’s Hospital
915 E 1st St
Duluth, MN 55805

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I want to thank you for your time and consideration. I can be contacted through the information listed on my enclosed resume to schedule an interview for a mutually convenient time.

Sincerely,

Iván Santiago
Sample Cover Letters

Jane Scholastica
1200 Kenwood Avenue
Duluth, MN 55811
jscholastica@css.edu 218.555.5555

May 15, 2014
Mr. Nurse Recruiter
Nursing Recruiter
St. Jude’s Hospital
000 Medical Street
Santa Ana, CA 00000

Dear Mr. Recruiter:

During my internship I was honored to care for a young man who was preparing for a major surgery. At first, having the “student nurse” status posed a challenge for me in establishing trust and rapport with the young man. With a calm, confident approach, I broke through the student nurse stereotype and developed a therapeutic nurse-patient relationship. Furthermore, I worked side-by-side with fellow nurses to care for post-surgery patients by repositioning them, changing their bed linens, and providing a soothing presence in their room.

This is only one of many experiences that reinforced my passion to work as a nurse. I am proud of the reputation that my school has developed for the Nursing Program and am eager to apply the Benedictine values learned at St. Scholastica to a Catholic-based hospital. I believe that my desire to provide excellent nursing care along with compassion and support to all types of patients will make me an ideal candidate for a registered nurse position with St. Jude’s Hospital.

I will be graduating this May with a Bachelor of Science degree in Nursing from The College of St. Scholastica in Duluth, MN. I am very confident that the experience and knowledge obtained through my nursing major, my internship and CNA positions will enable me to make immediate contributions to your hospital.

I would welcome the opportunity to interview with you and to share more about how my qualifications could contribute to the success of the patient-centered environment at St. Jude’s Hospital.

Sincerely,

Jane Scholastica

Enclosure

Kermit Frog

November 15, 2014
Ms. Sally Important, Store Manager
Target
19 Roadrunner Highway
Las Cruces, NM 00000

Dear Ms. Important:

I am writing at the suggestion of Mr. John Retail, store manager of Target in Duluth, Minnesota, to inquire about a summer internship with Target in Las Cruces. I had the opportunity to meet with Mr. Retail at a local job fair and we discussed opportunities at Target. I was impressed with Target’s commitment to community, diversity and protecting the environment. I am particularly impressed with the programs to encourage employee growth and your leadership promotion track. I feel that your focus on a fast, fun and friendly culture would match well with my work style.

My interest in retail management started the summer of 2010 when I worked as a sales associate for Gander Mountain. I enjoyed the fast-paced work setting, provided excellent customer service and was a positive, enthusiastic member of the sales team. In my other paid positions – bartender, bank teller, residential advisor – I interacted daily with people from diverse backgrounds and developed strong interpersonal skills. Each of these confirmed my interest in pursuing an internship experience working directly with customers and products in the retail field.

Please consider my request for a personal interview to discuss further my qualifications and to learn more about this opportunity. You can contact me at (888) 777-6666 or kfrog@mspiggy.com. Thank you for your consideration. I look forward to talking with you.

Sincerely,

Kermit Frog

Enclosure
CURRICULUM VITA

WHAT IS A CV?
Curriculum Vita (CV) means “Course of Life” in Latin. It is a summary of your education, experiences and skills. It is typically used for positions in academia, scientific fields, research positions, grants, fellowships and awards.

WHAT IS THE DIFFERENCE BETWEEN A CV AND A RESUME?
A resume is a general introduction of your education, experiences and education while a CV is a more detailed overview of these as well as academic accomplishments. These accomplishments should be related to academics and your field and might include teaching, research and professional involvement.

HOW LONG IS A CV?
A typical CV for those in college/grad school should be 2-3 pages long. A CV may be longer for those who have continuous research experience in their career. Focus on relevant information for your CV and present in a concise manner. Content is more important than length for this document. The CV norms can vary from field to field so request advice and samples from your department and advisor.

GENERAL OUTLINE OF A CV (SEE RESUME EXAMPLES FOR FURTHER DETAILS ABOUT FORMATTING)
- Name, address, email, phone number, LinkedIn account URL
- Academic background
  - postgraduate work
  - graduate work/degree(s), major/minors, thesis/dissertation titles, honors
  - undergraduate degree(s), majors/minors, honors
- Professional Licenses/Certifications
- Academic/Teaching Experience
  - courses taught, courses introduced
  - innovations in teaching
  - teaching evaluations
- Technical and Specialized Skills
- Professional/Academic Honors and Awards
- Professional Development
  - conferences/workshops attended, other activities
- Research/Scholarly Activities
  - journal articles
  - conference proceedings
  - books, chapters in books
  - magazine articles
  - papers presented/workshops
  - work in progress or currently under submission
  - work in progress
- Grant Writing or Oversight
- Service/Leadership– academic, professional, community
- Consulting Experience

ADDITIONAL RESOURCES
Like all application documents you want to leave time for several drafts and to request feedback from multiple sources. There are many valuable on-line resources to review. A few recommended sites:
  - owl.english.purdue.edu/owl
  - http://www.slideshare.net/DukeCareers/tag/samplecv
  - https://career.berkeley.edu/PhDs/PhDCV
Asking for References

Graduate/professional schools and potential employers will usually request names of references as part of the application process. Following are tips to assist you in deciding who to ask and how to ask them.

Follow the Instructions Regarding Number and Type of References

- In general, between three and five references will be requested.
- Employers typically want a list of reference names including your relationship to the person (i.e. instructor, employer, supervisor) and contact information for the reference.
- Use specified forms and directions as requested by employer or graduate school.
- Graduate/professional schools typically want written letters of recommendation.

Choose a Good Balance of People Who Can Speak Highly of You as a Potential Candidate

- References may include instructors, department heads, work supervisors, coworkers, internship supervisors, volunteer site coordinators, academic advisors or club/organization advisors.
- Choose references who can comment on your academic ability based on your classroom performance, your ability as an employee based on work experience, or on your ability to lead, participate in and coordinate activities based on club, organization or volunteer sites.
- Consider the site for which you are applying and select references accordingly. For example, graduate/professional schools are generally more interested in faculty references and employers are generally more interested in work supervisors. Or, if you are applying to a nonprofit institution and you have been a volunteer at a related site, you may want to include the volunteer site coordinator on your reference list.
- Unless requested specifically, do not use relatives or friends for references.

Making the Request

- Always ask for permission from the reference before including his/her name.
- For situations requiring a letter of reference, make sure to ask well in advance of the due date.
- Make sure to provide references with any supporting material they request, including a copy of your resume, transcript or personal statement. Share information on your career goals and aspirations. If letters need to be mailed, provide envelopes and stamps. Make the task as easy as possible!
- Provide your graduate/professional school references with the directions and program specific requirements for each letter of recommendation.

Follow up

- Keep your references informed of any changes in application sites, additional qualifications you may have added during the application process or new contact information if you change residence.
- Always send a thank you note to those who have agreed to be a reference.
- Follow up to inform references of the status of your search process.
Professionalism During the Job Search Process

Your resume may land you the interview, but lack of professionalism may eliminate you from consideration. Following are tips and strategies to help you avoid a costly mistake.

• Make sure your e-mail address is not something that will cause you embarrassment. Perhaps it is time to change partygirl@xwz.edu to something more appropriate. Use your css.edu account for all correspondence. This is a lifetime account.
• Listen to your outgoing voicemail greeting from the perspective of an employer. Take time to update if your current message includes screaming music, swearing, giggling or an incoherent/inappropriate message.
• Review your social media profiles and ensure you are represented professionally across all media. What do employers see when they Google you?
• Practice a firm, comfortable handshake, but also understand that variations in cultures and individuals may require you to adjust your approach.
• Dressing professionally for an interview includes clean, ironed and simple clothes. Avoid short skirts, large jewelry, overpowering cologne/perfume, hair falling in the face, scuffed shoes or torn nylons.
• Always write a thank you note to those who have been part of your job search process: including the interview participants, your references, and anyone who provided an informational interview or those who provided contact/networking information.
• Try to avoid slang and local vernacular such as, “like,” “anyway,” “you betcha,” “ain’t,” “cool,” “whatever,” “ya know,” “and stuff,” “y’all” and “that rocks.”
• If you are corresponding via e-mail, make sure it is well written: address the individual formally; include your name and contact information; spell check the document and have a second party read through to provide feedback. Take writing an e-mail as seriously as you would writing a formal letter.
• If you are corresponding via phone, always begin by asking if this is a good time to talk. Always be prepared to leave a message on voicemail or with another staff member and leave an articulate, concise message. Avoid having a noise in the background. Avoid using a cell phone in a public place outdoors or if the connection is poor.
• Be polite, courteous and formal with everyone you meet. You never know who this person is or what role they will play in your future.
• Keep positive and upbeat at each stage of the process. An immediate red flag goes up when someone begins by complaining, talking negatively or putting down other people.
• If sharing a meal is part of the process, brush up on your formal eating etiquette. Wait to eat until everyone is served, use your napkin, take small bites, keep your mouth closed while chewing, request that food be passed, and say “please,” “thank you” and “excuse me” when appropriate.
TIPS FOR INTERVIEWING SUCCESS

Practice, Practice, Practice!
Think, organize, write and practice. Interviewing is a skill. The more you practice the better you become! Use Interview Stream© to record and listen to yourself answer questions. Practice with a friend or stop in and sign up for a mock interview in Career Services.

Research the Organization
Employers consistently report that students who come unprepared for interviews are eliminated from the applicant pool because they know little or nothing about the organization to which they are applying. Do your homework so you can talk more intelligently about why you want to work for the organization and how your skills and experiences will fit the organization.

Tell Your Story
Stress achievements which make you uniquely qualified for the job. Prepare a summary of your qualifications for the job. Back up these statements with specific concrete examples. Draw on your academic, volunteer, extracurricular and work experiences to show your skills and abilities.

Prepare Questions for the Interviewers
Interviewers will often ask you, “What questions do you have for us?” Rather than stumble to think of relevant questions, take time before the interview to prepare several questions. At this stage in the process, stay away from questions on salary, benefits and vacation.

Odors and other Distracting Items
Some noses are more sensitive than others, so stay safe and avoid garlic, onions, strong perfumes and colognes, or smelling of cigarette smoke. Check to make sure you have no other items that will distract from you as a candidate. Avoid big earrings, low cut shirts, short skirts, snags in your nylons, hair in your face or white socks with your dress pants. Turn off your cell phone before the interview and wear a watch to keep time.

Stay Positive
Employers will view negative talk as an indication that you have a pessimistic or blaming attitude. Discuss negatives in terms of what you learned from these experiences.

Non-Verbals
Maintain good eye contact with the interviewer(s). Sit up straight, use hand gestures, smile and make sure you have a nice firm handshake. Watch for nervous habits – fidgeting, playing with your hair or clicking your pen.

Mind Your Manners
Be polite to everyone you meet. If you are sharing a meal, watch your manners. Don’t forget the basics... please, thank you and excuse me!

Thank you Notes
Send a thank you note to all people who participated in the interview. Send these within 48 hours after the interview. Thank them for the opportunity, restate your interest and highlight your fit for the organization. Make it brief, professional and error free.
TIPS FOR A SUCCESSFUL PHONE INTERVIEW

Phone interviews are used frequently by employers as a method of screening candidates before a person-to-person interview. They also offer employers a chance to interview a potential candidate when distance may be an issue.

Phone interviews are just as important as personal interviews because interviewers can determine a candidate’s ability to think on their feet and communicate effectively.

Many employers assess the candidates based upon the results of phone interviews, so don’t take this process lightly! Listed below are several tips that will help prepare you for that conversation.

- Dress as you would for a person-to-person interview. Don’t wear your pajamas! Dressing professionally will boost your confidence and ability to respond well.
- Remove all distractions. Focus your complete attention on the individual you are conversing with and make sure that your call will not be interrupted.
- Place a mirror in front of you. Even though you may not be face-to-face, your non-verbals will still be conveyed.
- Don’t chew gum.
- Place a glass of water in front of you.
- Smile throughout the interview. Your enthusiasm will be communicated by the way you answer. Remember to speak clearly and answer slowly so none of your responses are misinterpreted.
- Throughout the interview, make sure your answers are clear by asking questions like, “Did I address that question effectively?” or “Do you need any more details?” Because you are not face-to-face, it’s important to make sure your interviewer is receiving the information he or she needs.
- Place a resume in front of you so you can quickly refer to it when asked a question.
- Have a list of your accomplishments accessible. This will ensure quick and effective responses.
- Have a pen and paper handy. Taking notes will prevent you from missing or forgetting any vital information your prospective employer may provide you.
- Always address your interviewer professionally. Use the title, Mr., Ms., etc. Even though the interview may seem informal, you must remain professional.
- Never interrupt. Wait until questions have been posed before answering.
- Avoid conversations fillers such as, “um” or “uh.” Take a moment to gather yourself instead of just filling the silence.
- Always thank your interviewer for his/her time and send a thank you note. Expressing gratitude for opportunities presented to you is an important aspect in the job search process.
INTERVIEWSTREAM™

INSTRUCTIONS
Interviewing is a skill everyone needs to develop through practice. InterviewStream© is an online technology provided by Career Services that allows you to practice at your convenience.

FOLLOW THESE STEPS TO START YOUR INTERVIEW:

1. Access the InterviewStream website by first visiting the Career Services webpage: css.edu/career
2. Click on the InterviewStream link
3. Select “Create an Account.” If you are already registered, login at this time
4. Select “Conduct Interview,” select questions, set up your webcam and start the interview.

The interviewer will ask a question and you will be recorded as you provide your response. When you’ve finished your response, click on the mouse to stop recording.

After you’ve answered a question, select “review,” “retry” or “continue.” When finished, you have the option to review your interview. Correct those mistakes now so you’ll be confident in your live interview.

Don’t have a webcam? The library classroom at the CSS Library (Duluth campus) is equipped with computers and webcams. Make sure to reserve the room in advance. Webcams are also available at each of the extended campuses.

If you would like to practice in person, set up an appointment for a mock interview with a career counselor. Call (218) 723-6085 or stop by Tower 2150 to arrange a time.

“When interviewing, if the employer asks you to describe a past situation, consider that in addition to describing what you DID or how you responded in a situation, it is just as important to include the outcome including the results and learning. This is called Behavior-based interviewing and the response style is called Situation, Behavior, Outcome. Google those terms for more info!”

- Andy Westlund ’09, Merchandise Planning Manager, Target
Typical Interview Questions

Although there is no way to prepare for all questions that might be asked of you, it is helpful to understand that the questions generally fall in certain categories. Be prepared to discuss past achievements and give concrete examples. Consider interviews as your chance to tell many stories about yourself that highlight interests, skills and abilities.

General Questions
Tell me a little about yourself.
What are your strengths?
What are your weaknesses and what are you doing to improve them?
Where do you see yourself in five years? In 10 years?
What will you do best for us if we hire you?
Why are you interested in this position?
Why do you want to work for us?
What do you know about this organization?

Personal
Who are your role models? Why?
Describe an ideal job.
How much initiative do you take?
With what types of people do you prefer working?
How creative/analytical/tactful/empathetic/independent/motivated are you?
How do you plan and organize a major project?

Education
How and why did you choose your major?
Do you think you received a good education? Why or why not?
Which classes did you like best? Least?
What leadership positions did you hold?
What activities were you involved in? What did you learn from these?
If you were to start over, what would you change about your education?
Why were your grades so low? So high?
Did you do the best you could in school? Why or why not?

Work Experience
What did you enjoy most or least about your last position?
How do you think a former supervisor would describe your work?
What were your major achievements in each of your past jobs?
How do you think your experience as ______ will make you a good employee for us?
What did you like or dislike about your boss?
Which tasks did you enjoy the most or like least? Why?
Why did you leave your former position?

Behavioral-Based Questions
Tell me about a time when you had to work as part of a team. What role did you take?
Give me an example of a time that you had to work with a very difficult person.
Tell me about how you were able to balance numerous responsibilities during the last year.
Tell about a time when you made a mistake. What did you learn from the experience?
Define successful communication. Give me an example of when you communicated successfully.
Tell me about an accomplishment of which you are particularly proud.
Give an example of when you had to work under pressure.
Give me an example of a time when you gained the support of others who had differing points of view.
**Legal and Illegal Interview Questions**

There are questions which are legal and illegal to ask as part of the job search process. Here is a list of what can and cannot be asked, based upon current laws. You may always volunteer this information if you think it is in your best interest.

<table>
<thead>
<tr>
<th>Inquiry Area</th>
<th>Illegal Questions</th>
<th>Legal Questions</th>
</tr>
</thead>
</table>
| **Age**                       | • May not require an applicant’s age, date of birth, or for records to prove his/her age.  
                                  • Year of graduation from high school.                                                                 | • An employer may ask whether an individual meets the minimum age requirements set by law. “Are you over the age of 18?” is an appropriate question. |
| **National Origin/Citizenship** | • Are you a U.S. Citizen?  
                                  • Where were you/your parents born?  
                                  • What is your “native tongue?”                                                                 | • Are you authorized to work in the United States? |
| **Race/Color**                | • All questions regarding a person’s race/color will be deemed illegal under state and federal laws. | None.                                                                            |
| **Religion**                  | • Any question with regard to an applicant’s religious beliefs, denomination, or any questions that indicate religious customs or holidays observed. | • After an individual is hired, an employer may inquire about religious accommodations. |
| **Marital/Family Status**      | • Are you married?  
                                  • With whom do you live?  
                                  • Do you plan to have a family?  
                                  • What are your child-care arrangements?                                                                 | • Would you be willing to relocate if necessary?  
                                                                                                                                             • Would you be able and willing to work overtime as necessary? |
| **Personal**                  | • How tall are you?  
                                  • How much do you weigh?                                                                 | • Are you able to lift a 50-pound weight and carry it 100 yards, as that is part of the job? |
| **Disabilities**              | • Do you have any disabilities?  
                                  • Please complete the following medical history.  
                                  • How’s your family’s health?                                                                 | • Are you able to perform the essential job functions?  
                                                                                                                                             • Can you demonstrate how you would perform the following job-related functions? |
| **Arrest Record**             | • Any inquiry in relation to arrests. Questions related to convictions prior to an applicant being offered a job interview or a conditional offer of employment. | • Inquiries into actual convictions which related reasonably to ability to perform a particular job can be made once an applicant has been offered a job interview or a conditional offer of employment. |
| **Military**                  | • If you’ve been in the military, were you honorably discharged? | • In what branch of the Armed Forces did you serve?  
                                                                                                                                             • What type of training or education did you receive in the military? |
How Should I Respond to an Illegal Question?

Illegal questions may be asked of you during an interview. If this happens, you will need to make a decision about the intent of the question and how you wish to respond. Some interviewers may simply be ignorant of the laws and unintentionally ask an illegal question. In other instances, you may feel that the interviewer is purposefully asking an illegal question. Based on the circumstance, there are four ways you might respond:

1. You Can Answer the Question.
   If you determine that responding to the question and providing the information will not have a negative effect on you and your application, you can choose to answer the question.

2. You Can Refuse to Answer the Question.
   This is within your rights. However, depending on how you phrase your refusal, and if the question was asked out of ignorance of the laws rather than in a misleading way, you run the risk of appearing uncooperative or confrontational. This may leave a negative impression with the employer. That being said, if you decide that you are not interested in working for an organization that would ask that type of question, you can refuse to answer knowing that the refusal may eliminate you from the applicant pool.

3. You Can Respond in a Way to Address Their Actual Concern.
   Often illegal questions are being asked to address a deeper concern or worry. If you can determine what the real issue is you can respond in a way that addresses this concern. For example, if an employer asks questions about whether you have children, or plan to have children, s/he may really be concerned about your commitment to the job. You might respond by saying something like, “If you are concerned about my ability to be here on a regular basis, let me assure you I would be dedicated to my job and am a consistent, reliable worker. I can meet the travel and work schedule that this job requires.” Or, if an employer asks, “Are you a U.S. citizen?” or “What country are you from?” you could respond with what is actually legal for them to ask, “I am authorized to work in the United States.”

4. You Can Respond by Redirecting Your Answer to Try to Understand the Relevance of the Question.
   Rather than answering the question directly, you might provide a general response and then turn the question back to the employer for clarification. For example, if an interviewer presses you to reveal your religious affiliation you can respond, “I am a spiritual person. Can you tell me how my religious beliefs will be related to this position?”
Preparing Questions for Employers

During the interview process you will most likely hear the following: “What questions do you have for us?” Employers want to see that you are engaged and interested in the interview process. They expect that you have done your research and have prepared questions for them. Remember that the interview is a time for you to gain information on the employer and the position to determine whether you feel this will be a good fit for your interests, skills and values. Use the following as a guide for possible questions and tailor to meet your needs and the specific position.

Job Description
What duties and responsibilities does the job entail?
Where does this position fit into the organization?
Could you describe what a typical day would be like in this position?
Who will be my direct supervisors? What is the chain of command for this position?
How will I be evaluated in my job? How often will I be evaluated?
What problems might I expect to encounter on this job?
What would you anticipate as the most challenging/rewarding parts of this job?
Is this a new position or am I replacing someone?
May I talk with the last person who held this position?
Has there been much turnover in this position?
What kind of person are you looking for?
What is the best experience and background for this position?
What qualities or skills are you looking for in the candidate to fill this position?
How much travel is required in this position?
Do you offer flextime?
Are there opportunities for creativity and individuality for employees?
What type of training is provided for new employees?
What opportunities are available for professional development?
Does your organization encourage further education?

Future Trends
What significant changes has the organization experienced in the past year?
What are the short- and long-term goals for the organization?
What is the greatest challenge, from your perspective, that the organization faces during the next year(s)?
What have been the organizations greatest successes and/or failures?
Who do you see as your competitors?
In reviewing your Web site, I noted ______. How is that project progressing?

Work Environment
How would you describe the working culture?
What do you like best about working here?
Will I be on a team or in a group?
How much freedom am I given to solve problems on my own?
How would you describe the most successful employees in your organization?

Next Step
Can you tell me what the next step is in the process?
What is your time frame? When should I expect to hear from you?
Sample Thank You Letter

1200 Kenwood Ave.
Duluth, MN 55811

February 20, 2014

Ms. Mandy Long
Public Relations Director
Klein and Associates
1709 Wallace Ave.
St. Paul, MN 55555

Dear Ms. Long:

I want to thank you for offering me the opportunity to interview yesterday for the position of public relations assistant. I enjoyed meeting you and learning more about Klein and Associates.

My interest and enthusiasm for the position were strengthened as a result of the interview. I am impressed with your client list, your cooperative team environment and your mission to develop creative promotional strategies for businesses big and small. I think that my relevant education, my event planning internship and experience with Adobe Creative Suite programs such as Photoshop and InDesign would allow me to make significant contributions to the organization.

I would like to reiterate my enthusiasm for the position and in working with you and your staff. Please feel free to contact me at 555-111-2222 or at student@css.edu if I can provide you with any additional information.

Again, thank you for providing the opportunity for me to interview.

Sincerely,

St. Scholastica Student

St. Scholastica Student
The Ultimate Personal Branding and Social Media Guide

Did you know that 94 percent of recruiters use social media to source potential candidates? Which means that your social media profiles – and, specifically, what you say and how you behave on them – have never been more important.

It is crucial that you manage your personal brand and optimize your LinkedIn, Facebook, Twitter, and Instagram profiles to boost your chances of securing internships and employment.

Today, it is not whether or not you use social media. It is about how well you use it.

What are hiring managers looking for on your social media profiles?

- If you’ll fit in with the corporate culture.
- To learn about your qualifications.
- To see if you’re creative; what you’re like.

LinkedIn

Step 1: Use LinkedIn’s Profile Checklist (p. 30-31) to create a professional and engaging profile.

- Don’t skip the headshot! A lot of recruiters will not connect with you if you are missing one.

Step 2: Connect

- Connect with as many students, faculty, staff, recruiters, mentors, supervisors you can.
- The more connections the better. And don’t be afraid to ask for recommendations from those who can testify to your work ethic and performance.
- Join groups and follow people and companies.

Step 3: Personalize your LinkedIn url (e.g. www.linkedin.com/in/dinaclabaugh)

- Add it to your resume, email signature and other social media profiles.

Facebook

Step 1: Clean up your profile.

- Delete inappropriate statuses and photos.
- Post a professional profile and cover photo; consistent with your other social media profiles.
- Become neutral: make your political party and religion private.

Step 2: Connect

- Connect to employers, college friends and coworkers.
- Interact with your network on a regular basis.
- Join groups that align with your professional interests.

Step 3: Interact

- Like company pages.
- Talk to headhunters and recruiters within groups and on pages.
- Think before you post!
**Twitter**

Step 1: Create a “business card-like” profile.
- Describe your professional interests.
- Use specific key words.
- Link to your personal website or LinkedIn profile.

Step 2: Share and comment.
- Share articles about companies or organizations you’d like to work for.
- Write a brief comment about those articles.
- Private message industry leaders with professional content.

Step 3: Networking
- Follow prospective companies.
- Utilize hashtags those companies are using.
- Engage with other industry leaders.

---

**Instagram**

Step 1: Create a profile.
- Create a username that combines your name and profession if possible (e.g. Marketing_by_Mike)
- Write a profile using targeted keywords.
- Link to a personal website or LinkedIn profile.

Step 2: Content generation.
- Include photos of companies you’ve worked for or volunteer opportunities you’ve participated in.
- Photos of meetings, events, and conferences.
- Create videos demonstrating your abilities.

Step 3: Networking
- Follow prospective companies.
- Utilize hashtags those companies are using.
- Engage with other industry leaders.

*Adapted from CIPHR @CiphrHRSoftware*
LinkedIn Profile Checklist

☐ PHOTO: It doesn’t have to be fancy - just use your cellphone camera in front of a plain background. Wear a nice shirt and don’t forget to smile!

☐ HEADLINE: Tell people what you’re excited about now and the cool things you want to do in the future.

☐ SUMMARY: Describe what motivates you, what you’re skilled at, and what’s next.

☐ EXPERIENCE: List the jobs you held, even if they were part-time, along with what you accomplished at each. Even include photos and videos from your work.

☐ ORGANIZATIONS: Have you joined any clubs at school or outside? Be sure to describe what you did with each organization.

Used with permission from LinkedIn.
EDUCATION: Starting with college, list all the educational experiences you’ve had - including summer programs.

VOLUNTEER EXPERIENCE & CAUSES: Even if you weren’t paid for a job, be sure to list it. Admissions officers and employers often see volunteer experience as just as valuable as paid work.

SKILLS & EXPERTISE: Add at least 5 key skills - and then your connections can endorse you for the things you’re best at.

HONORS & AWARDS: If you earned a prize in or out of school, don’t be shy. Let the world know about it!

COURSES: List the classes that show off the skills and interests you’re most excited about.

PROJECTS: Whether you led a team assignment in school or built an app on your own, talk about what you did and how you did it.

RECOMMENDATIONS: Ask managers, professors, or classmates who’ve worked with you closely to write a recommendation. This gives extra credibility to your strengths and skills.
Dress for Success
Look professional - first impressions count

Grooming.
Have a well groomed hairstyle, clean fingernails, and light colored nail polish, minimal and natural-looking makeup.

Suit.
Wear a conservative two piece suit and dress in black, navy, dark grey. For business casual, khaki’s work. Skirt length should fall to the knee and pants hemmed to skim the top of your shoes.

Shirt.
Pair your suit with a light colored tailored shirt, blouse or a sweater.

Hosiery and Shoes.
Hosiery should be plain or neutral, shoes should be a closed-toe pump or low-heeled to match your suit. Ties should be conservative- small pattern or stripes, polished dress shoes, dark socks, and a belt to match your shoes.

Accessories.
Wear a minimum amount of jewelry - a watch, a ring, and small earrings.

What NOT to wear.
Short skirts, shorts, see-through or low-cut shirts, sandals, clanking and large jewelry, jeans, wild tie, or a t-shirt.
Internships

Aside from gaining valuable industry and career-related experience, internships are now more likely than ever to lead to a full-time job offer. In fact, 64% of former interns were offered full-time positions.

Why intern?
• Gain relevant and valuable work experience
• Add industry-specific and translational skills to resume
• Make new professional contacts/network
• Evaluate industries/positions for future full-time employment

Internship experiences can vary greatly. They can be:
• Paid / Unpaid
• Full-time / Part-time
• For-credit / No credit
• Academic year / Summer / Multiple semesters

In addition to the strategies listed on Job/Internship Search Methods (p 36), consider these additional resources:
• Faculty in major/minor
• On-campus recruiting/information sessions
• Employer websites
# Job/Internship Search Methods

There are many ways to look for jobs. The most successful job search plan is one in which a variety of search strategies are used. Following are some of the most popular strategies as well as benefits, challenges and tips.

<table>
<thead>
<tr>
<th>Strategy/Tools</th>
<th>Benefits</th>
<th>Challenges</th>
<th>Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>hireSAINTS</td>
<td>Targeted postings for jobs, internships and part-time jobs.</td>
<td>Not all industries, locations and majors are equally represented.</td>
<td>Create an account and check weekly. Keep search criteria broad.</td>
</tr>
<tr>
<td>Job/Internship Fairs</td>
<td>Meet with a number of recruiters in person and in one location; build networking contacts.</td>
<td>Not all industries, locations and majors are equally represented.</td>
<td>Plan ahead and research companies attending; follow up to learn about opportunities in your area of interest.</td>
</tr>
<tr>
<td>On-Campus Recruiting</td>
<td>Employers are specifically seeking CSS students to fill employment openings.</td>
<td>Not all industries use on-campus interviewing as a recruitment strategy.</td>
<td>Check Career Services event listings weekly paying close attention to deadlines.</td>
</tr>
<tr>
<td>Networking</td>
<td>One of the top job search strategies to identify potential job opportunities and learn more about a position, company or industry.</td>
<td>Takes time and effort to build your network; requires skill in organizing contacts and following through on recommendations received.</td>
<td>Join online networking programs such as Saints Career Network and Career Services LinkedIn group; check with your college/department for contacts.</td>
</tr>
<tr>
<td>Targeted Search</td>
<td>Allows you to be more proactive and take charge of your search, instead of waiting for companies to post positions.</td>
<td>Takes time to research and tailor your resume/cover letter to the organization and the position.</td>
<td>Use resources such as the Chamber of Commerce and employer directories.</td>
</tr>
<tr>
<td>Posting Sites</td>
<td>May help you identify types of positions available.</td>
<td>Overwhelming number of sites and positions to sift through; may not receive responses.</td>
<td>Check listing of recommended sites on Career Services website.</td>
</tr>
<tr>
<td>Professional Associations</td>
<td>A source of networking; information and career opportunities; builds contacts with individuals who share your professional interests.</td>
<td>Entry-level positions may be limited; may need to belong to association to access job postings.</td>
<td>Ask faculty to suggest professional associations to research.</td>
</tr>
<tr>
<td>Employment Agencies</td>
<td>Helpful in identifying local businesses and employment opportunities.</td>
<td>May have fees associated with the employment services.</td>
<td>Research each agency before signing any contract; talk to others who have used employment agencies.</td>
</tr>
</tbody>
</table>
Networking

Networking is the ongoing process of building professional connections. Career professionals report that up to 75 percent of job openings are never advertised, therefore, networking is a crucial element to job searching.

Plain and simple, networking is building relationships, learning from others and marketing yourself. It is talking with people about their job, future openings, the company they are employed by, as well as discussing how your background and skills might fit the career field or company. Networking can happen in a casual environment, a professional setting or at formally-structured networking events.

Opportunities to Network include:

- LinkedIn and other social media sites
- Saints Career Network (css.edu/hireSAINTS)
- Informational interviews
- Job shadowing
- Chamber of Commerce events
- Professional organization meetings and conferences
- Classroom speakers
- Current employers, supervisors, advisors and colleagues
- Job and internship fairs
- Anyone, anywhere!

Networking Tips:

- The more you network, the better your chances of hearing about job openings.
- Present yourself professionally in appearance, language and interactions.
- Prepare a personal introduction or elevator pitch which includes your name, major, year in school, interest areas and general career goals.
- Develop a list of general questions to ask about an individual’s job, career path and place of employment.
- Maintain an organized lists of contacts.
- Send a thank you note to those who provide information and referrals.
RESEARCHING EMPLOYERS

WHY?
Employers consistently report that students who come unprepared for interviews are eliminated from the applicant pool because they know little or nothing about the organization to which they are applying. Research is a key component to your successful job/internship search. If you do your homework, you can talk more intelligently about how your skills and experiences will fit the organization. You will also be able to tailor your resume and cover letter to the specific positions for which you are applying. Finally, research will help you as the applicant determine if the position and company fit your skills, values and goals.

EMPLOYER RESEARCH CHECKLIST

BASIC FACTS
- Number of plants, stores, outlets, employees
- Complete product line or service
- Geographic locations and location of corporate headquarters
- Parent or subsidiary company information
- When and how the organization was established

EMPLOYER HISTORY/REPUTATION
- Organization’s national and local reputation, awards, other recognition, etc.
- Any recent news stories about the organization
- Major competitors

FINANCIAL INFORMATION
- Size of firm and industry
- How the organization is funded
- Stock prices (if relevant)
- Growth, decline or recent changes in structure or products

PHILOSOPHY/GOALS
- Mission, vision, philosophy of the organization
- Biographical information on the CEO or managers including education, background, salaries
- Employee morale
- Organization structure, training programs, typical career paths
- Employer’s review or evaluation process

WHERE CAN I FIND THIS INFORMATION?
- Specific company’s website
- Social media (including company pages on LinkedIn)
- Chambers of commerce
- Trade journals, business magazines
- Business Source Premier (available through CSS Library)
- RileyGuide.com
- QuintCareers.com
- CollegeGrad.com
- Wetfeet.com
- Glassdoor.com
- Hoovers.com
- Networking
Working for Nonprofit Organizations

Have you considered working for a nonprofit organization? Did you know that over 10 million people work for over 1,000,000 nonprofit organizations? Read on to learn more about these organizations.

What Does it Mean to be a Nonprofit Organization?

“A nonprofit is a private, self-governing organization that exists to provide a service. It does not declare a profit but uses all revenue available after normal operating expenses in service to the public interest. It can be voluntary, community-based, functional or charitable; and involved in human services, cultural programs, healthcare, education, recreation, scientific research, public policy and numerous other activities.”

What Are Some Examples of Nonprofit Organizations?

- Boys and Girls Clubs
- The College of St. Scholastica
- American Red Cross
- Department of Natural Resources
- American Chemical Society
- Essentia Health
- Habitat for Humanity
- University Day Care
- Sierra Club
- Men as Peacemakers
- American Cancer Society
- U.S. Chamber of Commerce
- American Film Institute
- Rockefeller Institute
- National Public Radio
- Catholic Aid Association
- Department of Natural Resources
- Men as Peacemakers
- National Public Radio
- American Chemical Society
- American Cancer Society

What Types of Positions Would be Available?

As with any organization, a variety of positions are available. Accountants, marketing specialists, lobbyists, scientists, managers, educators, health professionals, editors, computer programmers, counselors and communication specialists are all jobs you would find in these organizations. Almost every position you can think of in a for-profit organization would be found in a nonprofit organization.

What Type of Major is Needed to Work in These Organizations?

Although a particular position may require a certain major, there is no one specific major needed to work in these organizations. In addition to the expertise gained in your major, many organizations will also look for liberal arts skills such as critical thinking, communication ability, teamwork and leadership experience, time management and organizational skills, as well as a commitment to their organization.

Am I Paid For Working in These Organizations?

Yes! This is the biggest misunderstanding of these organizations. “Nonprofit” is a description of the organization’s financial policy not a description of the pay for the employees. Those employed at nonprofit organization earn salaries just like those who work at for-profit organizations.

Why Should I Consider Working For a Nonprofit Organization?

Positions with these organizations can be interesting, challenging, rewarding, offer opportunities for advancement and provide personal satisfaction. Many people who work for nonprofits comment that they enjoy this setting because they can work for a certain cause, for an area they feel passionate about, and in a way that they can make a difference.

Where Can I Find More Information on Nonprofit Organizations?

- Books and pamphlets are available in Career Services (T2150)
- Visit specific organization Web sites or general Web sites. Following are a select few to get you started: nonprofitjobs.org, snpo.org, idealist.org, minnesotanonprofits.org.

Tips for a Successful Job Fair

Job fairs can be an excellent tool to use as part of your job/internship search. However, they can also be overwhelming and unproductive if you haven’t prepared and developed a strategy. Following are tips to help you succeed at a job fair.

Preparation

1. **Resume** – Have your resume updated and reviewed so that it is ready for distribution. Make sure you don’t leave this until the night before the fair because it takes several drafts to make a resume informative, eye-catching and error free.

2. **One-Minute Introduction (Elevator Pitch)** – Create a one-minute introduction to use when you meet employers. This should include your name, major, college, year in school and a few selling points about your skills and interests. Practice a firm handshake and an articulate, enthusiastic introduction.

3. **Supporting Documents** – Prepare and bring copies of your resume, reference list, transcripts and any additional supporting materials to distribute to employers. Keep the material in a nice folder or portfolio.

4. **Research Organizations** – Most job fairs will list the organizations that plan to participate in the job fair. Research those that sound interesting or those that you don’t know much about. Prioritize the organizations you would like to visit and write questions that you would like to ask of these organizations.

5. **Preparing for an Interview** – Some companies will choose to interview you on the spot or during the job fair so you will want to practice your interview skills ahead of time. Consider participating in a mock interview through Career Services.

Strategies for the Day of the Fair

1. **Dress Appropriately** – Dress simply and professionally. Navy, black, grey or tan suits are the most acceptable. Avoid any distracting items including large jewelry or overpowering cologne/perfume. Leave coats, bags or bulky purses in the car and bring in only a folder with your supporting documents.

2. **Develop Your Game Plan** – Arrive early and pick up a map with the layout of the organizations. Use your prioritized list and begin by visiting with a few that are lower on your list as a way to warm up and familiarize yourself with the environment.

3. **Keep Notes** – You will meet with many people and it is easy to confuse the information. Take a minute after each meeting to jot down some basic notes including the name of the person you talked with and the items which you discussed. Are you still interested in them or will you drop them from your list? Is there any follow-up work you need to do?

The best feature of a job fair is that it provides the chance for you to make contact with dozens of employers in a few hours. Remember that this is not only an opportunity for you to sell yourself but it is a chance for you to screen potential employers.
PRE-SELECT/PRE-ARRANGED INTERVIEWS

During job fairs you may be selected to complete an interview as part of the fair. While many recruiters select who they wish to interview based on interactions at the fair, some will select students for interviews prior to the job fair. These are called pre-select or pre-arranged interviews.

To determine if the employer is setting up pre-select interviews review the additional information section of the employer listings on the job fair website.

More than half the employers preselect 30 percent of the candidates for interviews before the fair. Therefore, it is worth your time to contact employers to request a pre-arranged interview for the fair.

Following is a sample email you could send to request a pre-select interview.

SAMPLE E-MAIL REQUEST FOR A PRE-SELECT INTERVIEW

Dear Ms. Long:

My name is St. Scholastica Student and I am a senior at The College of St. Scholastica in Duluth, MN. I am majoring in management with a minor in psychology. I will be attending the Minnesota’s Private Colleges Job and Internship Fair on February 21 and 22. I am very interested in being considered for a pre-select interview for \textit{xyz position} with \textit{name of organization}. My resume is attached and provides a summary of my education, relevant internships and leadership experiences.

My goal is to pursue a career in retail management. As the leader of retail sales and management in the nation, \textit{name of organization} is where I want to start my career. I have had a chance to review your website and feel confident I would be a great asset to your organization.

I look forward to meeting with you in person to discuss opportunities available with \textit{name of organization} and to share more details about my background and qualifications.

Sincerely,

\textit{St. Scholastica Student}

St. Scholastica Student
Playing Fair: Your Rights and Responsibilities as a Job Seeker

By the National Association of Colleges and Employers, Principles for Professional Practice Committee

Choosing and attaining meaningful post-graduation employment is an important challenge for college students. To aid this process, your career center and employers develop connections and programs, such as on-campus recruiting, resume referral services, and job fairs, in which you and your fellow students are active participants. In order for this process to be successful, everyone involved must work together. NACE’s Principles for Professional Practice provides guidelines for that process in order to guarantee:

• that students can openly, freely, and objectively select employment opportunities, making these choices based on their assessment of the best use of their abilities, their personal goals, and other pertinent facts;
• a recruitment process that is fair and equitable to students and employers alike;
• support for informed and responsible decision making by students.

Here’s What You Can Reasonably Expect From Your Career Center…

1. Confidentiality.
   Career staff are expected to exercise sound judgment and fairness in maintaining the confidentiality of student information, regardless of the source, including written records, reports, and computer databases. Disclosure of student information outside the college/university should only be made with your prior consent unless health and safety considerations necessitate the distribution of such information.

2. Freedom of choice.
   You’re entitled to be assisted by the career staff in developing a career plan and making career decisions without having staff members’ biases or personal values imposed upon you.

3. Access to all services and events.
   Career centers may charge students for registering or taking part in certain services or events. Such fees should be sufficiently nominal so as not to hinder you from participating.

4. Access to career information.
   All students, regardless of personal or educational background, should be provided by career staffs with equal and full access to information on career opportunities and types of employing organizations. Career staffs are also expected to inform you how and where to obtain information which may influence your decisions about an employing organization.

5. Testing information.
   Career staff should inform you of the availability of testing, the purpose of the tests, and the disclosure policies regarding test results.
...AND FROM EMPLOYERS

1. Confidentiality.
   Employers are expected to maintain the confidentiality of student information, regardless of the source, including personal knowledge, written records/reports, and computer databases. An employer shouldn’t disclose information about you to another organization without your prior written consent, unless necessitated by health and/or safety considerations.

2. Accurate information.
   Employers are expected to provide accurate information about their organizations and employment opportunities. This includes, but is not limited to, positions available, responsibilities, career advancement opportunities, and benefits.

3. Freedom from undue pressure.
   Employers are expected to provide you with a reasonable amount of time to make a decision about accepting an employment offer. They are also expected to provide you with a reasonable process for making your decision. An unreasonable process, for example, is one in which the student is told that the offer is good for a set amount of time; unbeknownst to the student, the same offer has been made to others and the student who accepts first gets the job. In addition, it is improper for employers to pressure you to revoke your acceptance of another job offer.

4. Timely communication.
   Employers are expected to inform you of your status in the hiring process and communicate hiring decisions within the agreed-upon time frame.

   If an employer is required by changing conditions to revoke a job offer that you’ve accepted, you’re entitled to a fair and equitable course of action. That can include, but is not limited to, financial assistance and outplacement service.

   Employers should inform you in advance of any testing, the purpose of the tests, and their policies regarding disclosure of test results.

7. Nondiscrimination.
   Employers are expected to avoid discrimination in their recruitment activities and to follow equal employment opportunity and affirmative action principles.

WHAT’S YOUR PART IN THIS?

1. Provide accurate information about your academic work and records, including courses taken, grades, positions held, and duties performed.
   You can, however, refuse to provide an employer with specific information about any job offers you may have received from other employers. You do not have to name the organizations that have made you offers, nor do you have to provide specific information about what salaries you’ve discussed with those organizations. Instead, you can give broad responses to such questions, naming types of employers — “I’ve interviewed with employers in the retail industry” — and offering salary ranges rather than specific dollar amounts — “The salary offers I’ve received have been in the $25,000 to $30,000 range.” Incidentally, it’s in your best interest to research salaries and to let employers know that you have done so.

2. Be honest.
   Conduct your job search with honesty and integrity. Do not lie or stretch the truth on your resume, applications, or during any part of the interview process.
3. **Interview genuinely.**
   Interview only with employers you’re sincerely interested in working for and whose eligibility requirements you meet. “Practice” interviewing is misleading to employers—wasting both their time and money—and prevents sincerely interested candidates from using those interview slots.

4. **Adhere to schedules.**
   Appear for all interviews, on campus and elsewhere, unless unforeseeable events prevent you from doing so. And, if you can’t make the interview because of an unforeseeable event, notify your career center or the employer at the earliest possible moment.

5. **Don’t keep employers hanging.**
   Communicate your acceptance or refusal of a job offer to employers as promptly as possible, so they can notify other candidates that they are still being considered or that the position is filled.

6. **Accept a job offer in good faith.**
   When you accept an offer, you should have every intention of honoring that commitment. Accepting an offer only as a precautionary measure is misleading to the employer and may restrict opportunities for others who are genuinely interested in that employer.

7. **Withdraw from recruiting when your job search is completed.**
   If you accept an offer or decide that full-time graduate or professional studies are for you, notify your career center and withdraw from the on-campus recruiting process immediately. And, let employers that are actively considering you for a job know that you are now out of the running. By informing everyone that you’ve got a job or are headed to graduate school, you not only get the chance to brag but also to help your friends who are trying to get on interview schedules or who are being considered for positions.

8. **Claim fair reimbursement.**
   If an employer has agreed to reimburse you for expenses you incur in its recruitment process, your request should be only for reasonable and legitimate expenses.

9. **Obtain the career information you need to make an informed choice about your future.**
   It’s up to you to acquire the information about career opportunities, organizations, and any other information that might influence your decisions about an employing organization.

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**Quick Tip: E-mail Communication**

While sending and receiving e-mail can be fun and casual, when you use it to communicate with a potential employer it should have a professional tone. Take it as seriously as other written correspondence. Some advice to consider as you write your e-mails:

- Use a meaningful subject header for your e-mail.
- Address the recipient in a professional manner – Mr. or Ms.
- Be brief and to the point.
- Avoid using slang or emoticons often used in e-mails (y or LOL).
- Sign the e-mail with your full name.
- Spell check and check for errors more than once before sending!
GEARING UP FOR GRADUATE/PROFESSIONAL SCHOOL

The timetable below provides a general guideline to follow as you complete the application process. These are only approximate dates. Consult with each individual program you are considering to verify the application requirements and deadlines for that institution and program.

SPRING OF JUNIOR YEAR
- Browse through college bulletins, departmental brochures, program web pages and discuss possible programs with faculty members and Career Services.
- Develop your top 10 list of possible programs.
- Research application requirements for the various programs including GPA, standardized tests, prerequisite courses, work experience requirements and application deadlines.

SUMMER
- Determine which programs you are going to apply to and request fellowship, scholarship and application materials.
- Develop a personalized timeframe and tracking system to organize materials and deadlines.
- Prepare for and take necessary standardized tests.
- Identify potential references and inquire if they would be willing to provide a letter of reference.
- Develop ideas and an outline for your personal statement to meet each program’s requirements.

SEPTEMBER
- Provide your reference with the directions and program specific requirements for letters of recommendation. Provide reference with supporting material they request including a copy of your resume and personal statements.
- Meet with faculty members and/or Career Services staff to discuss drafts of your personal statements; make revisions based on this feedback.
- Set up times to visit the programs you are considering.

OCTOBER
- Review, edit and finalize your personal statement.
- Complete application forms.
- Order transcripts from all colleges and universities attended.

NOVEMBER/DECEMBER
- Mail applications. Many graduate schools operate on a rolling admission (acceptance as they receive applications) and others give first priority to early applicants for financial awards including fellowship and assistantships. Therefore, even if deadlines are later, the sooner you can submit your application the better.
- Check in with your references to verify completion of letters of recommendations.

FEBRUARY
- Contact programs to verify that applications were received.

APRIL
- Complete federal income tax return and required financial aid paperwork.

MAY
- Complete your undergraduate degree and send final transcripts.
- Send thank you letters to references and update on your acceptances.

At times this application process can feel overwhelming. We are here to assist. Whether you need guidance in researching graduate schools, assistance finding resources to study for standardized tests, feedback on your personal statements or suggestions on how to approach possible references, we have resources and counselors available to help.

Information for timetable suggestions were drawn from the Council of Graduate Schools (cgsnet.org), GradSource (gradsource.com) and The College of St. Scholastica Graduate Guidebook.
GAP YEAR/POST-COLLEGE SERVICE EXPERIENCES

A gap year is intentionally taking time off before starting graduate school or entering your career to pursue a short-term opportunity. Also called post-college service or post-graduate volunteering, these opportunities provide time for traveling, volunteering, learning a new language, or experiencing any number of other activities for personal growth. These positions typically require between a three month and three year commitment.

WHY SHOULD I CONSIDER THIS OPTION?
Preparing students for responsible living and meaningful work is part of the mission of The College of St. Scholastica. Gap year experiences are a perfect way to put the language of our mission into action. Additional benefits include:
• Living out the Catholic Benedictine call to service and community
• Examining interests and developing skills before you enter your career or graduate school
• Exploring the country and world
• Meeting new people and connecting with future career contacts
• Learning about your skills and interests through hands-on work
• Walk with those in need and come to a better understanding of the world around you
• Build communication, organizational, networking and team skills

WHAT WOULD I DO?
• These opportunities exist in numerous settings: health, arts, sciences, environment, education and social action.
• Activities generally take place with nonprofit institutions such as schools, hospitals or foundations.
• Placements are all over the U.S., in other countries and include different faith traditions as well as secular organizations.
• Potential work includes preventing water supply contamination, mentoring and educating youth, working for prevention, treatment or cure for specific diseases, organizing voter registration, or fighting for relief and support for the poor or disadvantaged.

HOW CAN I AFFORD THIS?
• Many opportunities will provide room or board, or a combination of the two.
• Often the organization will also provide a financial stipend for basic living expenses.
• Some sites provide basic health insurance and in many cases you may also be able to defer your loans so repayment does not begin until after the service is complete.

WHAT IS MY NEXT STEP?
• Attend the Volunteer Fair held each fall on campus – watch for details.
• Visit our website at css.edu/career and research resources on the Volunteer page.
• Visit specific organization websites or general volunteer websites including: idealist.org, americorps.gov, CNVS.org, peacecorps.gov, teachforamerica.org, jesuitvolunteers.org, and lutheranvolunteercorps.org.
**PERSONAL STATEMENTS**

**Objective**
Personal statements must be memorable. This is one of your strongest tools in convincing the admissions committee that you are a qualified candidate and possess strong communication skills. It also creates a sense of who you are as an individual, a student, and a future professional. A good personal statement demonstrates that you understand specifically how the schools to which you apply will help prepare you to accomplish your professional and academic goals.

**Content**
The most acceptable format is to begin with an engaging opening, follow through with an effective theme, and then wrap up with a conclusive ending. All graduate schools require a personal statement, and while the length and topic will vary, they are mainly looking for the same elements. It must be a cohesive, personal narrative with supporting evidence as to what you want to study, why you want to study this academic topic, and why you are applying to their school.

**Drafting**
When writing personal statements, it is best to have your draft edited by a minimum of five people. This will get you many varying opinions on what you should change, strengthen, throw out, or expand upon. Rather than feeling overwhelmed or personally attacked, take advice and criticism with gratitude as it will only help you to enhance your statement. A strong personal statement is never made on the first try; you will end up writing 5-10 different drafts before achieving your finalized product. As you draft, you may need to correct small details, such as grammatical errors, or make big changes to your content or voice. Do not be discouraged or afraid to toss out paragraphs, or perhaps the entire statement, as this a healthy part of the writing process.

**What to include:**
- Establish what's special, unique, distinctive, and/or impressive about you or your life story
- Share what details of your life (personal history, people or events that have shaped you or influenced your goals) that might help the committee better understand you or help set you apart from other applicants.
- Specify how you became interested in this field and what has reinforced your conviction that you are well suited for this career
- Discuss the issues/problems in your field of study; show your passion and vision for the future.
- Demonstrate what you know about the problem/topic and its impact on society.
- Describe how you have worked to improve this issue, this could be through volunteer organizations, related work experiences, specific courses taken and related skills or knowledge developed.

**General Tips**
1. Answer all of the questions asked
   - If you are applying to several schools, you may find questions in each application that are somewhat similar, however, do not use the same statement for all applications. It is critical to answer each question being asked. If slightly different answers are needed, you should write separate statements.
2. Tell a story
   - In order to be a memorable candidate, you need to engage the admissions committee. Your statement must be fresh, lively, and different in order to stand out from other applicants. If you distinguish yourself through your story, you will make an impact. However, remember that this is not a creative piece. It is an academic essay that will require you to support your statements with evidence.
   - Use perfect grammar and avoid the passive voice.
3. Be specific
   - For example, if you state that you would make an excellent doctor, there must be specific reasons to back up this conclusion. Your desire to become a lawyer, engineer, etc. should be logical, the result of specific experience that is described in your statement. Your application should emerge as a cogent conclusion to your story. Do not make broad sweeping statements that you cannot back up.
4. Find an angle
   - If you’re like most people, your life story lacks drama, so figuring out a way to make it interesting becomes the big challenge. Finding an angle or a “hook” is vital.
   - Write your statement with passion, but do not try to sound more scholarly by incorporating big words to sound impressive.
5. Do some research
   - Research to find out what sets your choice apart from other universities or programs as you will be asked to explain why you are applying to it rather than another school. Learn all you can about the graduate program and the professors teaching there. If needed, look more deeply into your field of interest in order to write about it with true insight.