2013-2014
CAREER DEVELOPMENT GUIDE

Office of Career Services
Division of Student Affairs
www.ncat.edu/careerservices
336-334-7755 • ocs@ncat.edu
“I saw Shell as an opportunity to develop my strengths in a stable company that has great benefits and treats its people well.”

– Ana Flenoy, Drilling Engineer

A WORLD-CLASS COMPANY NEEDS WORLD-CLASS TALENT

Working at Shell, you could be helping us tackle one of the great challenges facing our world today – meeting the energy demands of a fast growing global population.

Shell is a company of firsts, so we’re looking for fine minds that thrive on innovation. We need people who want to get involved and make an impact in today’s society.

We are hiring students for internships as well as full-time careers after graduation. Our Shell Graduate Program is designed to allow you to use your talents to the fullest on a range of major projects in the technical and commercial fields. You will work across different businesses and be given responsibilities that will help you develop your strengths, grow through experience, and achieve your potential.

Become part of our team and apply today at www.shell.us/careers.

Let’s deliver better energy solutions together.
Greetings A&T AGGIE!

Welcome to your Office of Career Services (OCS). We are eager to assist you in your career development process. The Office has developed programs and services to give you the competitive edge and to raise your awareness so that you will be on the cutting edge in today’s economic environment.

The staff is here to assist you in accomplishing your career goals. Research shows that you must give serious consideration and time to your role in your career development process. You are at a crucial stage and your post-graduation success—what you will do, how far you will go—depends on your efforts. This Office takes your process seriously and encourages you to begin the moment you enter the University. Registration with the OCS and actively taking advantage of the services offered make it possible to better align yourself with the tools necessary to enter the world of work. It also puts you first to receive information regarding current trends and national career development opportunities.

Summer internships and co-op experiences are vital to your success. These opportunities provide an entrée to successful full-time employment after graduation as well as what is needed to excel beyond your entry-level position.

Visit the Office of Career Services soon and often in Suite 101 Murphy Hall or on the website (www.ncat.edu/careerservices). The online service provides a plethora of resources that will aid you in your career search and development, and is a complement to the services available during the regular work week.

Your ability to choose a path that is most beneficial to you is a lifetime endeavor that can offer continuous rewards. Take a chance on yourself and realize you have an innate ability to exceed beyond what is wanted and needed. So, be a deliberate creator, a critical thinker, and at all times keep the end results in mind.

Sincerely,

Joyce P. Edwards
Executive Director of Career Services
& Experiential Learning
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*CAREER DEVELOPMENT GUIDE*  
2013-2014  
North Carolina A&T State University  
Office of Career Services

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*CRM*  
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Office of Career Services

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Location
Murphy Hall, Suite 101, Phone: (336) 334-7755

Hours of Operation
Monday-Friday, 8 a.m. – 5 p.m.

Mission
The mission of the Office of Career Services (OCS) is to provide centralized, comprehensive and progressive programs, services and resources to prepare A&T students for career and professional development. Other clients include: graduates, employers, faculty, administrators and staff.

Vision Statement: To be recognized as a premier career services office

Services Provided to Students
- Online AggieLink Account
- Access to sign up for on-campus interviews online
- Access to summer internship, co-op, full-time and part-time off-campus positions
- Access to InterviewStream, the leading practice interview system that allows job seekers the opportunity to see and hear themselves online.
- 24/7 Career Counselor
- Cooperative Education Information Packet
- Free copies of Career Development Guide and magazines
- Average Salary Offers and Cost of Living Index

- Job Search Handbook for Education Majors
- Listing of on-campus interview schedules and information sessions
- Career Days (Healthcare, Graduate & Professional), Education/Arts & Sciences Expo (EASE), Fall and Spring Career Fairs
- Resume Referrals
- Scholarship Information
- Online Services (24/7 Counselor, Videos, Interviewing Bulletins, job opportunities and career-related resources)
- The Competitive Edge Newsletter
- Employer resource materials
- Other career-related resources...

Workshops, Seminars and Individual Counseling on:
- Career Planning
- Resume Writing
- Interviewing Techniques (mock interviews and videotaping of interviews)
BUILD YOUR CAREER

We Design, Engineer, Build, Maintain, and Deliver
Nuclear-Powered Aircraft Carriers and Submarines
For the U.S. Navy.

New graduate opportunities are available in:
- Accounting/Business Management/Finance
- Computer Science/Information Technology
- Engineering
- Supply Chain Management

Our summer internship program opportunities are available online starting in late November through early February.

Newport News Shipbuilding
A Division of Huntington Ingalls Industries

www.huntingtoningalls.com/careers

Scan the QR code to search our careers today

MillerCoors™

MillerCoors is a company where our people are as excellent and diverse as our products. We want to build a true team of highly talented people—dedicated, creative, inclusive and passionate.

We love to win, and we love to learn.
We’re highly entrepreneurial. And we are very passionate about the beer business.

MillerCoors offers careers in every discipline from brewing beer to finance to marketing to community affairs. With headquarters in Chicago, IL and brewery locations in 8 different cities around the country MillerCoors presents a variety of career opportunities.

To learn more, visit our website at www.millercoors.com.

BUILD THIS...

• Dressing for Success
• Self-Directed Job Search Techniques
• Communication Skills
• Cover Letters
• What to Do with Your Major
• Financial Planning
• Transition from School to Work
• Navigating Career Fairs
• Applying to Graduate School
• Evaluating Salary Offers
• How to Apply for Summer Internships and Co-ops
• Employer Panels
• Career Development Conference
• Phone Interview Access

Frequently Asked Questions
✓ Does a student have to be registered with OCS to attend a career fair? (Answer: No)
✓ How early should I start using Career Services? (Answer: Freshman Year)
✓ Is a summer internship or co-op experience important? (Answer: Yes)
✓ If my major is not engineering or business, can Career Services assist me? (Answer: Yes)
✓ Does a student have to be registered with OCS to participate in on-campus interviews? (Answer: Yes)

The OCS is available to students 24/7, either by visiting the office in Murphy Hall, Suite 101 or online at http://www.ncat.edu/careerservices.
Rules, Regulations and Policies

Student/Graduate Eligibility

Students are individuals who are enrolled and seeking a degree from North Carolina A&T State University or enrolled in a dual degree program at A&T. Graduates are individuals who have been awarded a degree from North Carolina A&T State University. Students and graduates are eligible to use the facilities, programs and services of the Office of Career Services (OCS).

Truth in Disclosure

All data submitted to the Office of Career Services or an employer must be factual. It is the registrant’s responsibility to review registration information for accuracy and completeness prior to submission to the Office of Career Services.

Consent

Consent must be given for records (i.e., profile data, resume, and other information) to be submitted for recruiting activities.

Attendance/Cancellation

Cancellations/changes for interviews/special programs for which an RSVP was submitted can be made:
1) online by 11:59 p.m. the working day prior to a scheduled activity; or 2) by completion of the appropriate form in Career Services until 9 a.m. the working day prior to the scheduled activity; or 3) by telephone until 9 a.m. the working day prior to the scheduled activity and followed up with an email within 48 hours.

- If an interview cancellation does not occur as stated above, all interviewing privileges will automatically be suspended and online access blocked.
- If a confirmed special program (i.e., etiquette dinner, banquet, career development conference, etc.) cancellation does not occur as stated above, a reimbursement fee may be assessed.

For reinstatement, the procedures outlined below MUST be followed.

Interviews

1. Upon receipt of a notification letter/email from OCS, an appointment must be made with an OCS administrator, who will review the student’s status.
2. A letter of apology must be written to the recruiter and brought to the OCS along with a stamped, addressed envelope at the time of the scheduled OCS appointment. A copy of the letter is to remain in the Office of Career Services.
3. If interviewing privileges are reinstated, the student must reapply online for any interview(s) requested and confirmed prior to suspension.

Additional attendance violations after the second offense in the same academic year will result in the loss of special program attendance privileges for the remainder of the academic year. Students can appeal to the Executive Director of Career Services and Experiential Learning.

Special Programs

1. Upon receipt of a notification letter/email from OCS, make an appointment with an OCS administrator, who will review the student’s status.

2. Using the transmittal form supplied by the OCS administrator, the reimbursement fee must be paid through the University Treasurer's Office. Afterwards, bring the receipt to OCS for verification and to clear the violation.
3. When special program privileges are reinstated, the student will be eligible for participation in future programs.

Additional violations after the second offense in the same academic year will result in the loss of special program attendance privileges for the remainder of the academic year. Students can appeal to the Executive Director of Career Services and Experiential Learning.

Attire

The Office of Career Services insists that attendees dress in business professional attire for interviews or activities where such attire is required.

Affirmative Action

North Carolina A&T State University is an AA/EEO employer and ADA compliant institution.

Office of Career Services 5
# 2013-2014 Career Days

Visit the OCS website for changes/additions to this schedule.

| September 11, 2013 | Career Awareness Fair  
Corbett Sports Center  
9 a.m. - 3 p.m.  
Open to all majors and classifications. Talk with employers about full-time, co-op and summer internship opportunities; and learn what skill sets are in demand. |
| November 7, 2013 | Healthcare Career Day  
12 noon - 3 p.m.  
(Visit OCS website for updates/details.)  
Speak with employers about employment opportunities, and learn about post-graduate nursing programs, application information, and available financial assistance. |
| November 13, 2013 | Graduate & Professional School Day  
12 noon - 3 p.m.  
(Visit OCS website for updates/details.)  
Learn about post-graduate programs, application information, scholarships and financial assistance offered at various graduate, law and medical schools. |
| February 20, 2014 | Spring Career Fair  
9 a.m. - 2 p.m.  
(Visit OCS website for updates/details.)  
Open to all majors and classifications. Talk with employers about full-time, co-op and summer opportunities. |
| March 11, 2014 | Education/Arts & Sciences Expo  
12 noon - 3 p.m.  
(Visit OCS website for updates/details.)  
Education and other majors interested in working in the K-12 or administrative settings should attend. |

Professional dress and resumes are required for all events.

Disabled persons requiring special accommodation under the Americans with Disabilities Act may call the director of Veteran and Disability Support Services at (336) 334-7765, at least 48 hours prior to the activity.

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## 24/7 Access

The services below are available through distance learning via Career Services’ website

| OCS Information  
Online Registration with Career Services  
Office Policies & Procedures  
Interview Scheduling  
Calendar of Events  
Campus & Recruiting Guide (PDF)  
E-Leads (for liberal arts majors)  
Job Opportunities (summer internship, co-op, and full-time)  
Scholarships  
24/7 Counselor  
Career Planning  
Interviewing Skills  
Dressing for Success  
Job Search Strategies  
Resume Writing  
What to Do with My Major  
Email a Counselor  
The Competitive Edge Newsletter  
Career-Related Resources  
A-Z Index of U.S. Government Departments and Agencies  
Affutjob (Jobs in Africa)  
Aaron’s  
Black Collegian  
Career Development Guide  
Career One Stop  
CollegeGrad.com  
Conservation Job Board  
DICE (Technology Professionals)  
Disability Employment Database  
Education America Network  
Global Placement  
| Graduate Guide  
HBCU Connect  
HireNet (Access Code: CNCAT2367)  
HireNetwork  
Indeed  
Job Choices  
Job Hunt  
Jungle Campus Magazine  
Making the Difference - Federal Jobs and Internships  
Master in Education Guide  
Meta Job Search  
NashvilleJobsLink.com  
Non-Profit Jobs  
Occupational Outlook Handbook  
Opportunity Knocks  
Social Justice Opportunities  
Sports Jobs  
Systems Engineering Jobs  
The Employment Security Commission of NC (ESC)  
The Research Triangle Park  
TriadInternNet  
TriadCareers  
Townie Jobs  
Urban Employ  
USAJobs - US Federal Government Jobs  
CareerBoard Calculator  
Glassdoor.com  
NACE Salary Calculator Center  
Salary Calculator |

In addition, the Career Services staff is available for consultation via telephone and email. Based on your availability, reference other services provided as outlined in this publication.
Students currently enrolled in a degree-granting program and graduates of the university may register with the Office of Career Services (OCS). There are two types of registrations: (1) limited and (2) full registration access.

An individual with limited registration access can engage in the majority of the services provided by OCS, except career opportunities (outlined in the full registration description). An individual with full registration access can participate in ALL activities including on-campus interviews, resume referrals, job postings (if the requirements designated by the employer are met) and special programs.

Limited Access Registration

1. Attend orientation either in the OCS (Murphy Hall, Suite 101) or online via Blackboard. Sessions are held in the office on Tuesdays, Wednesdays and Thursdays at 9 a.m. and 3 p.m. Each lasts approximately 45 minutes. An RSVP is required. Sessions online via Blackboard are available 24/7.

   For more details on how to RSVP or enroll via Blackboard, visit the OCS website at www.ncat.edu/careerservices; click “Students,” then click ‘How to Register.’

2. Update or create a profile in AggieLink (includes the personal, academic, privacy consent and password sections. Opt into the text messaging alert system to receive IMPORTANT announcements from OCS).

3. Complete InterviewStream, which is a web-based virtual mock interview practice tool. It is located at www.ncat.interviewstream.com.

4. When all of the above steps are completed, you will receive a congratulatory email notification of acceptance for registration with limited access.

Full Access Registration

1. Complete all of the steps for Limited Access Registration above.

2. Develop a resume and schedule an appointment to have it critiqued by an OCS staff person, who will make any necessary corrections, approve and upload it to AggieLink. Bring the résumé on a flash drive or save it to an email account for access during the appointment. Hard copies cannot be approved during the visit.

3. Once all of the above steps are completed, you will receive a congratulatory email notification of acceptance for registration with full access.
What Is Cooperative Education?

Cooperative Education (Co-op) is a supervised, counseling-centered program that offers students the opportunity to alternate periods of academic study with periods of work closely related to their major field of study. The combination of academic study and work produces an overall learning experience that gives greater meaning to students’ studies and more direction to career development.

This program is non-compulsory; however, the University urges students to gain work experiences either through internships or cooperative education assignments prior to graduation. The program is student oriented, and centralized out of the Office of Career Services (OCS).

Who Can Participate?

Any undergraduate and graduate students seeking a degree at North Carolina A&T State University (N.C. A&T) can participate. Participants must establish and maintain at least a 2.0 overall grade point average. Freshmen must complete their first academic year prior to their first work assignment. Transfer students must complete one semester.

Students must be registered with the Office of Career Services (OCS).

Tapping the Hidden Job Market

Your off-campus job search should neither begin nor end with the help wanted ads. Studies have shown that only 15 percent of available jobs are ever advertised. It takes much more than merely perusing the classifieds. By employing a number of methods, you constantly increase your chances of landing a job. Some techniques you might use:

Networking. Probably the most effective way to meet potential employers and learn about possible jobs is to tap into your personal network of contacts. You might think it’s too early to have professional contacts, but think about everyone you know—family members and their friends/co-workers, professors, past employers, neighbors and even your dentist. Don’t be afraid to inform them of your career interests and let them know that you are looking for work. They will likely be happy to help you and refer you to any professionals they think can be of assistance.

Informational interviewing. This approach allows you to learn more about your field by setting up interviews with professionals. The purpose of these interviews is to meet professionals, gather career information and investigate career options, get advice on job search techniques and get referrals to other professionals. When setting up these interviews, either by phone or letter, make it clear to the employer that you have no job expectations and are seeking information only. Interviewing also familiarizes you to employers, and you may be remembered when a company has a vacant position.

Temporary work. As more companies employ the services of temporary or contract workers, new graduates are discovering that such work is a good opportunity to gain experience in their fields. Temporary workers can explore various jobs and get an inside look at different companies without the commitment of a permanent job. Also, if a company decides to make a position permanent, these “temps” already have made good impressions and often are given first consideration.

Electronic job search. One source of jobs may be as close as a personal computer. Various online resume services let you input your resume into a database, which then can be accessed by companies searching for applicants who meet their criteria. Companies also post job listings on websites to which students can directly respond by sending their resumes and cover letters.

Persistence is the key to cracking the hidden job market. Attend meetings of professional associations and become an active member. After you begin the above processes, and your network base expands, your search will be made easier. Employers will appreciate your resourcefulness—and view you as a viable candidate.
### Sample Letter #1
**Letter of Application - Answer to Ad**

P.O. Box 0000  
North Carolina A&T State University  
Greensboro, North Carolina 27411  
March 10, 20xx  

Mr. Bennett Johnson  
Employment and Personnel Manager  
Greenleaf, Inc.  
3377 Executive Center, Suite 003  
Dallas, Texas 77000  

Dear Mr. Johnson:  
Your recent advertisement in the *National JobSearch Newspaper* described your need for a sales manager. I am indeed very interested in that position. It could be the challenge and opportunity I have been seeking. Perhaps we both can benefit.  

As a senior at North Carolina Agricultural and Technical State University in Greensboro, North Carolina, I will be graduating in May of this year. My degree will be a bachelor of arts in Marketing Management. The experiences I have had in sales, along with my education, would be of great value to you. The bottom line is to build your company's client volume and profits. I possess the qualities needed to accomplish this task.  

My resume is enclosed for your perusal. Could we get together? I am available at your convenience. You may reach me at 336/334-xxxx during the evening hours. During the day, for messages only, please call 336/334-xxxx.  

Thank you for your time and consideration. I look forward to hearing from you.  

Sincerely,  
Joseph D. Handbook  

Enclosure

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### Sample Letter #2
**Letter of Application - Direct Solicitation**

6040 Wood Street  
Greensboro, NC 27420  
March 3, 20xx  

Mrs. J. A. Jones, Manager  
Personnel & Employment Services  
A B C Company  
732 North Main Street  
Eastwood, NJ 08420  

Dear Mrs. Jones:  
Is there a need in your organization for a young woman to be trained in sales? A woman who has a strong desire to take responsibility and produce results? A woman willing to learn and quite capable of working on her own?  

A position as described above is one of challenge and interest. I am seeking such a position. I can assure you of my value and ability to make a contribution to your company. May I meet with you? My resume is enclosed for your perusal.  

I look forward to receiving word from you soon.  

Sincerely yours,  
Jane D. Handbook  

Enclosure

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### Sample Letter #3 - Follow-Up Letter

6040 Wood Street  
Greensboro, NC 27420  
March 3, 20xx  

Mr. J. A. Jones, Manager  
College Relations  
A B C Company  
732 North Main Street  
Eastwood, NJ 08420  

Dear Mr. Jones:  
As you will recall I interviewed with you during your recent visit to North Carolina A&T State University in Greensboro, North Carolina. Thank you very much for visiting our University and for the interview.  

Graduation is in the near future and I certainly would like to start to work soon thereafter. I am confident my capabilities would be of value to you and your organization. You have a copy of my resume. Please let me know if any additional information is needed to help you in your decision.  

I look forward to hearing from you soon. Again, thank you very much for the chance to discuss my future.  

Sincerely yours,  
Joseph D. Handbook

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### Sample Letter #4 - Follow-Up Letter

6040 Wood Street  
Greensboro, NC 27420  
March 3, 20xx  

Mr. J. A. Jones, Manager  
Personnel & Employment Services  
A B C Company  
732 North Main Street  
Eastwood, NJ 08420  

Dear Mr. Jones:  
As you will recall several weeks ago I spoke to you and left my resume.  

Graduation is in the near future and I certainly would like to start to work soon thereafter. I am confident my capabilities would be of value to you. Since I have not heard from you to date, I am enclosing another copy of my resume.  

Your consideration of this important matter is greatly appreciated.  

Sincerely yours,  
Joseph D. Handbook  

Enclosure
Sample Letter #5 - Acceptance of Employment

3333 South Nocoho Street
Greensboro, North Carolina 27420
March 6, 20xx

Ms. Sally R. Carter
Manager, Human Resources
X Y Z Company
P.O. Box 5560
Callyview, New York 10045

Dear Ms. Carter:

Your letter of recent date in which X Y Z Company offered me employment as an entry-level accountant has been received. Thank you very much for all your consideration and I am pleased to accept your offer.

The date and terms expressed in your letter are satisfactory. All paperwork, including my physical examination and drug test, will be completed prior to the requested deadline. If there are any additional instructions or information I may need prior to my arrival, please advise.

Again, thank you for your consideration and I look forward to starting my career with X Y Z Company. Be assured that I will do all in my power to prove your choice a wise one.

Sincerely yours,

Mimi Scott

Sample Letter #6 - Refusal of Offer

6050 Woods Street
Greensboro, North Carolina 27420
March 6, 20xx

Mr. Johnny B. Wright
Personnel Officer
W & W Corporation
6611 Whatever Drive
Research Triangle Park, North Carolina 27770

Dear Mr. Wright:

Thank you for your letter of recent date in which W & W Corporation offered me a position as an entry-level biochemist. While I appreciate the chance to work for such a prestigious company, I must decline your offer.

In making such an important decision I analyzed all of the variables with the hope of arriving at the best possible choice for everyone. Because of the increased emphasis on my area of concentration and interest, I felt it prudent to accept another offer of employment.

It is my hope that my decision does not cause you any inconvenience. Your hospitality during my visit to your plant was most generous and I greatly appreciate it. Thank you again for your impressive and fine offer.

Sincerely yours,

JoJo Ballpark

Sample Letter #7 - Acknowledging Offer and Requesting Extension of Time

6050 Woods Street
Greensboro, North Carolina 27420
March 6, 20xx

Mr. J.J. Johnson, Manager
College Relations
A B C Company
444 North Main Street
Eastwood, New Jersey 08420

Dear Mr. Johnson:

Thank you very much for your letter in which A B C Company offered me employment as an entry-level accountant. While I appreciate the chance to work for such a prestigious company, I must decline your offer.

In making such an important decision I analyzed all of the variables with the hope of arriving at the best possible choice for everyone. Because of the increased emphasis on my area of concentration and interest, I felt it prudent to accept another offer of employment.

It is my hope that my decision does not cause you any inconvenience. Your hospitality during my visit to your plant was most generous and I greatly appreciate it. Thank you again for your impressive and fine offer.

Sincerely yours,

Mimi Scott

Sample Letter #8 - Acknowledging Offer and Requesting Extension of Time

6050 Woods Street
Greensboro, North Carolina 27420
March 6, 20xx

Mr. J.J. Johnson, Manager
College Relations
A B C Company
444 North Main Street
Eastwood, New Jersey 08420

Dear Mr. Johnson:

Thank you very much for your letter in which A B C Company offered me employment as an entry-level biochemist. While I appreciate the chance to work for such a prestigious company, I must decline your offer.

In making such an important decision I analyzed all of the variables with the hope of arriving at the best possible choice for everyone. Because of the increased emphasis on my area of concentration and interest, I felt it prudent to accept another offer of employment.

It is my hope that my decision does not cause you any inconvenience. Your hospitality during my visit to your plant was most generous and I greatly appreciate it. Thank you again for your impressive and fine offer.

Sincerely yours,

Joseph D. Handbook
Resume Guidelines

The resume should be a well-written, carefully prepared document. Its primary purpose is to get the author interviews for positions of interest. The challenge is to make the resume stand out from the rest—by providing suitable, carefully prepared statements that accurately describe qualifications and experiences. Be mindful of the following when creating that resume:

- Length of resume should not exceed one page (exceptions: student has considerable relevant co-op/internship experience; the individual is a graduate/Ph.D. student or a non-traditional student with prior professional work experience).
- Full name with middle initial should appear in a prominent position at the top of the page, along with address, telephone number and email address.
- Format should be consistent—indentations, spacing, underlining, caps, placement of dates, punctuation, grammar, and tense (current position in present tense, past experiences in past tense).
- Margins should be one (1) inch all around (left, right, top, and bottom). If additional space is needed to maintain one-page format, margins can be adjusted to a minimum of .5 inch, consistently.
- Personal data is unnecessary (birth date, sex, marital status, condition of health, children, etc.).
- Listings should be written reverse chronologically.
- The experience section should contain the position title, company/agency name, city and state, and dates of employment. A description of the functions of the position should be next.
- The description should answer the questions: What was done? How, with and for whom? At what level? With how many? Under what conditions? It should define the level of the position (e.g., assisted, coordinated, chaired, led, etc.).

Susan H. Black

Present Address: 1234 Woodstone Road Greensboro, NC 27405 336-334-7755 student@ncat.edu

Permanent Address: 89065 Duncan Street Washington, DC 20002 202-584-7865 sblack@yourdomain.com

CAREER OBJECTIVE
To obtain a position with a promising and growing firm in the field of accounting or auditing

EDUCATION
North Carolina A&T State University Greensboro, NC B.S., Accounting, May 20XX, GPA: 3.45

EXPERIENCE
Office Assistant, Rich’s Stores, Inc. Greensboro, NC August 20XX – Present Responsibilities include reviewing time records of all hourly workers (120) and aiding in the preparation of payroll checks totaling in excess of $25,000 weekly.

Assistant to the Secretary, Metro-Foods, Inc. Washington, DC June 20XX – August 20XX Responsibilities included general typing and filing and light bookkeeping of travel expenses of administrator. Learned to work effectively with various personalities face-to-face as well as over the telephone.

COMPUTER SKILLS
Turbo Tax, Microsoft Office (Word, Excel, PowerPoint), Lotus 1-2-3, Internet Explorer

HONORS
Dean’s List, Who’s Who Among College and University Students, Participant in the 20XX Chancellor’s Executive Seminar, N.C. A&T Honors Program

ACTIVITIES
University Council, Student Government Association, Aloebeaem Society, Pan-Hellenic Council

VOLUNTEER EXPERIENCE
Henry Elementary Lunch Buddy, Salvation Army, YMCA After-School Tutor, Big Brothers & Big Sisters

REFERENCES
Available Upon Request
<table>
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<th>Power Verbs for Your Resume</th>
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Adapted with permission from the Career Resource Manual of the University of California, Davis.
Sample Resumes

Sample Freshman/Sophomore

Susan H. Black

Present Address:
1234 Woodstone Road
Greensboro, NC 27405

Office Assistant
August 2010 – Present

Prepare correspondence for various types of legal documents, and scheduling client appointments with the legal team. Ensure all tasks are completed accurately and in a professional manner, and perform other clerical duties as needed.

YMCA
Richmond, VA
Lifesaver
June 2007 – August 2009

Supervised the general safety needs of patrons who utilized the center’s swimming pool area, enforced and enforced pool policies, and completed reports for building director on a weekly basis. Utilized CPR certification to assist patrons as needed, and provided courteous service at all times.

Volunteer Experience
Henry Elementary Lunch Buddy, Salvation Army, YMCA After-School Tutor, Big Brothers Big Sisters, Sponsor-A-Toy Christmas Drive

Honor Society
N.C. A&T Dean’s List, Who’s Who Among College and University Students, Chancellor’s Executive Seminar Participant, N.C. A&T Honor Program, YMCA Lifeguard Year

Activities
Psychology Club, University Council, Student Government

Computer Skills
Microsoft Office, Lotus 1-2-3, Internet Explorer

References
Available Upon Request

Sample Junior

Susan H. Black

1234 Woodstone Road
Greensboro, NC 27405

Office Assistant
August 2010 – Present

Prepare correspondence for various types of legal documents, and scheduling client appointments with the legal team. Ensure all tasks are completed accurately and in a professional manner, and perform other clerical duties as needed.

YMCA
Richmond, VA
Lifesaver
June 2007 – August 2009

Supervised the general safety needs of patrons who utilized the center’s swimming pool area, enforced and enforced pool policies, and completed reports for building director on a weekly basis. Utilized CPR certification to assist patrons as needed, and provided courteous service at all times.

Volunteer Experience
Henry Elementary Lunch Buddy, Salvation Army, YMCA After-School Tutor, Big Brothers Big Sisters, Sponsor-A-Toy Christmas Drive

Honor Society
N.C. A&T Dean’s List, Who’s Who Among College and University Students, Chancellor’s Executive Seminar Participant, N.C. A&T Honor Program, YMCA Lifeguard Year

Activities
Psychology Club, University Council, Student Government

Computer Skills
Microsoft Office, Lotus 1-2-3, Internet Explorer

References
Available Upon Request

Sample Senior

Susan H. Black

1234 Woodstone Road
Greensboro, NC 27405

Office Assistant
August 2010 – Present

Prepare correspondence for various types of legal documents, and scheduling client appointments with the legal team. Ensure all tasks are completed accurately and in a professional manner, and perform other clerical duties as needed.

YMCA
Richmond, VA
Lifesaver
June 2007 – August 2009

Supervised the general safety needs of patrons who utilized the center’s swimming pool area, enforced and enforced pool policies, and completed reports for building director on a weekly basis. Utilized CPR certification to assist patrons as needed, and provided courteous service at all times.

Volunteer Experience
Henry Elementary Lunch Buddy, Salvation Army, YMCA After-School Tutor, Big Brothers Big Sisters, Sponsor-A-Toy Christmas Drive

Honor Society
N.C. A&T Dean’s List, Who’s Who Among College and University Students, Chancellor’s Executive Seminar Participant, N.C. A&T Honor Program, YMCA Lifeguard Year

Activities
Psychology Club, University Council, Student Government

Computer Skills
Microsoft Office, Lotus 1-2-3, Internet Explorer

References
Available Upon Request

Objectives
To obtain a position in the field of Applied Mathematics or Physics

Education
North Carolina A&T State University
Greensboro, NC
B.S., Physics and Applied Mathematics
May 2013

GPA
3.6

Courses & Training

Senior Project
“Determination of the deflectometry of radiation and how much it would take for the object to refract or whether they would pass at all. Adding salt to the water makes the water more dense. An object falls when the water is denser than the object.”

Study Abroad
Northern Ireland, the United Kingdom

Research Experience
Junior Physics Scholar & Physics Club Ambassador
Participated in United Kingdom’s College Campus University, and participating in a study on laws enforcement, to provide research concerning transportation and legislative issues. Studied and adapted to the culture in order to complete all tasks, as well as solidified working relationships.

Experience
North Carolina A&T State University
Greensboro, NC
Research Assistant
August 2010 – Present

 Participating in Statistical Analysis Research funded by the Office of Naval Research

Participating in an astronomical outreach to the Naval Underwater Warfare Center (NUWC)

Completed junior level calculus classes and research at NUWC

Design laboratory experiments at NUWC that produced theoretical predictions of targets in the U.S.

Using data from the inventory program, help design a statistical program to locate and track multiple targets in a noisy environment in IR

North Carolina A&T State University
Greensboro, NC
Research Assistant
April 2010 – Present

Performing research funded by NIST, June 2011 – March 2012

Research assistant, statistician, and presenter for two national conferences

Letters of Recommendation from mathematics (Keller & Eales)

Computer
FORTRAN, Python, Excel, AutocAD, Microsoft Office (Word, Excel, PowerPoint), Windows 596820/6620, MR, Inverse, Linear Programming, SAS, SPSS

Activities
Mathematical Association of America (President, 2010, 2011; President-elect, 2011); Society of Physics Students (2011); President, Lambda Chi Alpha (2011); President, North Star National (2010 – 2012); Multicultural Student Association (2008-2010)

Volunteer
Greenpeace Urban Ministry, Great American Food Drive, Rear Clean Blood Drive, MS Bike Tour, YMCA Youth Achievement Initiative, Meals on Wheels

Awards
Dean’s List, Alpha Lambda Delta – Freshman Honor Society, Pi Mu Epsilon – Mathematics Honor Society, Outstanding Achievement Award (Laurie, 2011), Silver Scholar – International Scholarship, Alpha Kappa Mu Honor Society, Alpha Chi Honor Society

References
Available Upon Request

Sample Graduate

Susan H. Black

1234 Woodstone Road
Greensboro, NC 27405

Office Assistant
August 2010 – Present

Prepare correspondence for various types of legal documents, and scheduling client appointments with the legal team. Ensure all tasks are completed accurately and in a professional manner, and perform other clerical duties as needed.

YMCA
Richmond, VA
Lifesaver
June 2007 – August 2009

Supervised the general safety needs of patrons who utilized the center’s swimming pool area, enforced and enforced pool policies, and completed reports for building director on a weekly basis. Utilized CPR certification to assist patrons as needed, and provided courteous service at all times.

Volunteer Experience
Henry Elementary Lunch Buddy, Salvation Army, YMCA After-School Tutor, Big Brothers Big Sisters, Sponsor-A-Toy Christmas Drive

Honor Society
N.C. A&T Dean’s List, Who’s Who Among College and University Students, Chancellor’s Executive Seminar Participant, N.C. A&T Honor Program, YMCA Lifeguard Year

Activities
Psychology Club, University Council, Student Government

Computer Skills
Microsoft Office, Lotus 1-2-3, Internet Explorer

References
Available Upon Request

Objectives
To obtain a position as an associate systems engineer that will utilize educational, interpersonal, and organizational skills and capabilities

Education
North Carolina A&T State University
Greensboro, NC
B.S., Mathematics and Applied Mathematics
May 2013

GPA
3.6

Courses & Training

Senior Project
“Determination of the deflectometry of radiation and how much it would take for the object to refract or whether they would pass at all. Adding salt to the water makes the water more dense. An object falls when the water is denser than the object.”

Study Abroad
Northern Ireland, the United Kingdom

Research Experience
Junior Physics Scholar & Physics Club Ambassador
Participated in United Kingdom’s College Campus University, and participating in a study on laws enforcement, to provide research concerning transportation and legislative issues. Studied and adapted to the culture in order to complete all tasks, as well as solidified working relationships.

Experience
North Carolina A&T State University
Greensboro, NC
Research Assistant
August 2010 – Present

 Participating in Statistical Analysis Research funded by the Office of Naval Research

Participating in an astronomical outreach to the Naval Underwater Warfare Center (NUWC)

Completed junior level calculus classes and research at NUWC

Design laboratory experiments at NUWC that produced theoretical predictions of targets in the U.S.

Using data from the inventory program, help design a statistical program to locate and track multiple targets in a noisy environment in IR

North Carolina A&T State University
Greensboro, NC
Research Assistant
April 2010 – Present

Performing research funded by NIST, June 2011 – March 2012

Research assistant, statistician, and presenter for two national conferences

Letters of Recommendation from mathematics (Keller & Eales)

Computer
FORTRAN, Python, Excel, AutocAD, Microsoft Office (Word, Excel, PowerPoint), Windows 596820/6620, MR, Inverse, Linear Programming, SAS, SPSS

Activities
Mathematical Association of America (President, 2010, 2011; President-elect, 2011); Society of Physics Students (2011); President, Lambda Chi Alpha (2011); President, North Star National (2010 – 2012); Multicultural Student Association (2008-2010)

Volunteer
Greenpeace Urban Ministry, Great American Food Drive, Rear Clean Blood Drive, MS Bike Tour, YMCA Youth Achievement Initiative, Meals on Wheels

Awards
Dean’s List, Alpha Lambda Delta – Freshman Honor Society, Pi Mu Epsilon – Mathematics Honor Society, Outstanding Achievement Award (Laurie, 2011), Silver Scholar – International Scholarship, Alpha Kappa Mu Honor Society, Alpha Chi Honor Society

References
Available Upon Request
The Federal Government Resume

Although the Federal Government does not require a standard application form for most jobs, certain information is needed to evaluate your qualifications and determine if you meet legal requirements for federal employment. If your resume or application does not provide all the information requested in the federal format or job vacancy announcement, or contains false statements, you may lose consideration for a job. Help speed the selection process by keeping your resume or application brief and by sending only the requested material. (Note: the federal resume may be longer than two pages.) Print resume on white bond paper (see sample). On an application, print clearly in dark ink. The federal resume should contain:

**Job Vacancy Information**
Announcement number, title, and grade(s) of the position you are applying for

**Personal Information**
- Full name, mailing address (with zip code), day and evening phone numbers (with area code), and email address
- Social Security Number
- Country of citizenship (Most federal jobs require United States citizenship.)
- Veterans’ preference (If you served on active duty in the U.S. military and were separated under honorable conditions, you may be eligible for veterans’ preference.)
- Reinstatement eligibility (If applicable and requested, attach proof of your career or career-conditional status.)
- Highest federal civilian grade held with job series and relevant dates

**Education**
- Name, city, and state of all colleges/universities attended (zip code if known)
- Type, major, and year of all degrees received or anticipated, as well as cumulative GPA (If no degree is obtained, show total credits earned and indicate the number of semester hours.)
- Send a copy of your college transcript only if the job vacancy announcement requests it.

**Work Experience**
Include the following information for all of your paid and non-paid work experience related to the job you are applying for:
- Job title (include series and grade for previous federal employment)
- Employer’s name and address
- Supervisor’s name, phone number, and email address (if available)
- Duties and accomplishments
- Starting and ending dates (month and year)
- Salary and hours worked per week

**Other Qualifications**
- Indicate whether or not your current supervisor may be contacted.

**Vacancy: Biological Ambassador for International Programs, ID#23472**

Joe Paul Sample
U.S. Citizen, 123-45-6789

**Current Address:**
1601 E. Market Street, #1234
Greensboro, NC 27411
Day Phone: (123) 456-7890
Evening Phone: (123) 456-7890
Email: interested@provider.edu

**Permanent Address:**
1234 Street, Apt. #6
Somewhere, TX 13579
Day Phone: (123) 456-7890
Evening Phone: (123) 456-7890
Email: intern@pls.com

**EDUCATION**
North Carolina A&T State University, Greensboro, NC
B.S., Biology with a Minor in Environmental Studies, May 20xx
GPA: 3.0

Environmental Science courses, Spring 20xx
Victoria University of Wellington, New Zealand

**ADDITIONAL TRAINING**
- Basic First Aid and CPR for the Professional Rescuer, 20xx, updated 20xx
- Effective Environmental Education Presentations Seminar, 20xx
- Lassen Volcanic National Park, 20xx

**EXPERIENCE**
Volunteer-in-the-Parks Program, Lassen Volcanic National Park, Mineral CA
**Summer Volunteer Intern**
Dates Employed: June 6 - September 15, 20xx
Salary: N/A
Hours per Week: 40+
Supervisor: Mr. Michael Smith, Phone: (123) 456-7890
- Worked closely with interpretive park ranger staff and assisted in projects that included environmental education, wildlife surveying, exhibit design, and program development.
- Planned, designed and taught two Junior Ranger Programs on “Wildlife of Lassen” and “Birds of Lassen.”
- Initiated design, site recognition and creation of an updated Indian Ways Interpretive Trail: “Through the Eyes of an Atsugewi.”
- Conceived the idea and created a hands-on children’s exhibit, “A Closer Look at Lassen” for the Loomis Museum.

**HONORS**
University Dean’s List, 20xx-xx
University Student Ambassador International Student Roundtable, Fall 20xx

**REFERENCES**
Furnished upon request
Federal Jobs: Working for Uncle Sam

So you want to work for the federal government? You are not alone. Uncle Sam employs approximately 1.8 million civilian workers worldwide. Federal employees receive a generous benefits package, and as of 2009 they earned an average salary of $72,572. As the largest employer in the U.S., the federal government offers a variety of career opportunities unparalleled in the private sector. Federal employees work with (and create) cutting-edge technology. They create policy, programs and services that impact the health, safety and welfare of millions of people worldwide.

But with these benefits come bureaucracy. If you do not like working within a system and following a defined chain of command, a federal job might not be for you. This bureaucracy is evident in the hiring process as well. Federal agencies follow strict hiring procedures, and applicants who do not conform to these procedures are left by the wayside. Typically, the federal hiring process can stretch on for months. In fact, many career professionals recommend that students applying for federal jobs begin the process at least two semesters before their graduation date.

Types of Federal Jobs

Federal jobs are separated into two classes: competitive service and excepted service positions. Competitive service jobs, which include the majority of federal positions, are subject to civil service laws passed by Congress. Job applications for competitive service positions are rated on a numerical system in which applications are awarded points based on education, experience and other predetermined job qualification standards. Hiring managers then fill the position from a pool of candidates with the highest point totals.

Hiring managers for excepted service agencies are not required to follow civil service hiring procedures or pick from a pool of candidates who have been rated on a points system. Instead, these agencies set their own qualifications requirements, as occurs in private industry. However, both competitive service and excepted service positions must give preference to veterans who were either disabled or who served in combat areas during certain periods of time. The Federal Reserve, the Central Intelligence Agency and the National Security Agency are examples of some excepted service agencies. (For a complete list, visit usajobs.gov/ei6.asp.) It’s important to note that even agencies that are not strictly excepted service agencies can have excepted service positions available within them.

OPM and USAJOBS

The U.S. Office of Personnel Management (OPM) acts as the federal government’s human resources agency. OPM’s website (opm.gov) is expansive and contains a wealth of information for anyone interested in federal jobs, including federal employment trends, salary ranges, benefits, retirement statistics and enough links to publications and resources to keep a research librarian busy for days. Linked to the OPM site is the USAJOBS site (usajobs.gov), which has its own set of tools and resources that will be familiar to any standard job site user. USAJOBS acts as a portal for federal employment with thousands of job listings at any one time.

Searching for Federal Jobs

Federal agencies now fill their jobs like private industry by allowing applicants to contact the agency directly for job information and applications. However, most of these positions can be accessed through the USAJOBS site. All competitive service positions must be posted on the USAJOBS site, and although agencies are not required to post their excepted service positions on USAJOBS, many do.

Registered visitors to USAJOBS can create and post up to five resumes, which can be made searchable, allowing recruiters from federal agencies to find resumes during applicant searches. Applicants can also use these resumes to apply directly to jobs that have an online application option. In addition, job applicants can create as many as ten “search agents,” which search for job openings using certain criteria (such as location, job type, agency, salary requirements), and email matching postings directly to their inbox. Applicants can also search for jobs directly using the “search jobs” button on the USAJOBS homepage.

Remember, excepted service positions are not required to be posted on the USAJOBS site. If you are interested in employment with an excepted service agency, be sure to visit the recruitment section of its website for postings that may not have made it onto the USAJOBS site. It is often worthwhile to look at the sites of agencies that you do not associate with your field of study. If you are interested in the environment, you should definitely visit the EPA’s website. But you should also make sure to visit the websites of other agencies that you don’t associate with your major. It’s not unusual for a biology major, for example, to find a job with Homeland Security or the Department of Defense.

How to Apply

There is no general way to submit an application to OPM or to individual federal agencies. Instead, students should refer to each job posting for specific directions. Whether for competitive service or excepted service positions, federal job postings can be intimidating. A typical posting can run over 2,000 words and include sections on eligibility requirements, educational requirements, necessary experience, salary range, job duties and even a description of how applicants are evaluated.

Most importantly, all federal job postings include a section titled “How to Apply.” Instead of letting this avalanche of information overwhelm you, use it as a resource to help you put together the best application possible, paying particularly close attention to the “How to Apply” section. If you do not follow the instructions and procedures closely, your application may not be processed. “I would emphasize that applicants should carefully read the ‘fine print’ of all printed and online materials and applications,” says Dr. Richard White, Director of Career Services at Rutgers University. “Applicants who do all their’s and cross all their’s gain a competitive advantage and rise to the top of the application pool.”

Federal agencies require specific information on your resume before it can be processed. The OPM created the USAJOBS Resume Builder in an effort to help applicants create a resume which can be used for most government agencies—go to my.usajobs.gov to get started. Agencies may also request that you submit additional forms for application (many of which are available on USAJOBS). Strictly following the “How to Apply” instructions will ensure that your application has all the information necessary.

Written by Chris Enstrom, a freelance writer from Nashville, Ind.
## Career Planning Checklist

### Freshman Year
- Register with the Office of Career Services (OCS)
- Take a Career Assessment Test
- Participate in Career Days
- Attend Career and Leadership Workshops
- Develop Resume
- Research Internship Opportunities
- Participate in a Mock Interview
- Explore and Select a Major
- Join Toastmasters
- Network with Peers, Faculty, Staff and Employers
- Build a Professional Wardrobe
- Develop Good Study Habits and Soft Skills
- Strive to Achieve a Minimum GPA of 3.0

### Sophomore Year
- Declare a Major
- Strive to Achieve a Minimum GPA of 3.0
- Update Resume and OCS Profile Data
- Participate in Career Days
- Attend Career and Leadership Workshops
- Join Toastmasters
- Research Employers
- Participate in a Mock Interview
- Interview for Internship/Co-op Opportunities
- Join a Professional Organization
- Network; Select a Career Mentor
- Complete the OCS Job Offer Survey

### Junior Year
- Update Resume and OCS Profile Data
- Participate in Career Days
- Research Graduate Schools
- Attend Career and Leadership Workshops
- Practice Interviewing Techniques
- Interview for Internship/Co-op Opportunities
- Network
- Join Toastmasters
- Research Employers
- Participate in a Mock Interview
- Interview for Internship/Co-op Opportunities (if not graduating)
- Network
- Complete the OCS Job Offer Survey
- Strive to Achieve a Minimum GPA of 3.0

### Senior Year
- Update Resume and OCS Profile Data
- Participate in Career Days
- Interview for Full-time Employment
- Interview for Internship/Co-op Opportunities (if not graduating)
- Begin to Prepare for Life After Graduation
- Attend Financial/Budgeting Workshops
- Secure Names and Contact Information of References
- Obtain Written References from Employers and Faculty if Possible
- Apply to Graduate School
- Network
- Complete the OCS Job Offer Survey
Sample Action Phrases for Majors in Nursing and Education

**Nursing / CNA**
- Observe patients, charting and reporting changes in patients’ conditions, such as adverse reactions to medication or treatment, and taking any necessary action.
- Administer prescribed medications or start intravenous fluids, and note times and amounts on patients’ charts.
- Answer patients’ calls and determine how to assist them.
- Measure and record patients’ vital signs, such as height, weight, temperature, blood pressure, pulse and respiration.
- Provide basic patient care and treatments, such as taking temperatures or blood pressures, dressing wounds, treating bedsores, giving enemas or douches, rubbing with alcohol, massaging, or performing catheterizations.
- Help patients with bathing, dressing, maintaining personal hygiene, moving in bed, or standing and walking.
- Supervise nurses’ aides and assistants.
- Work as part of a health care team to assess patient needs, plan and modify care and implement interventions.
- Record food and fluid intake and output.
- Evaluate nursing intervention outcomes, conferring with other health care team members as necessary.
- Turn and reposition bedridden patients, alone or with assistance, to prevent bedsores.
- Feed patients who are unable to feed themselves.
- Provide patient care by supplying and emptying bed pans, applying dressings and supervising exercise routines.
- Bathe, groom, shave, dress, or drape patients to prepare them for surgery, treatment, or examination.
- Collect specimens such as urine, feces, or sputum.
- Prepare, serve, and collect food trays.
- Clean rooms and change linens.

**Education**
- Teach students in public or private schools in one or more subjects as defined by applicable state laws and regulations.
- Establish and enforce rules for behavior and procedures for maintaining order among the students for whom they are responsible.
- Adapt teaching methods and instructional materials to meet students’ varying needs and interests.
- Instruct through lectures, discussions, and demonstrations in one or more subjects such as English, mathematics, or social studies.
- Prepare, administer, and grade tests and assignments in order to evaluate students’ progress.
- Establish clear objectives for all lessons, units, and projects, and communicate these objectives to students.
- Plan and conduct activities for a balanced program of instruction, demonstration, and work time that provides students with opportunities to observe, question, and investigate.
- Maintain accurate, complete, and correct student records as required by laws, district policies, and administrative regulations.
- Observe and evaluate students’ performance, behavior, social development, and physical health.
- Prepare materials and classrooms for class activities.
- Assign lessons and correct homework.
- Provide a variety of materials and resources for children to explore, manipulate, and use, both in learning activities and in imaginative play.
Sample Action Phrases for Majors in the School of Business and Economics

Accounting
- Prepare, examine, and analyze accounting records, financial statements, and other financial reports to assess accuracy, completeness, and conformance to reporting and procedural standards.
- Compute taxes owed and prepare tax returns, ensuring compliance with payment, reporting and other tax requirements.
- Analyze business operations, trends, costs, revenues, financial commitments, and obligations, to project future revenues and expenses or to provide advice.
- Establish tables of accounts, and assign entries to proper accounts.
- Develop, maintain, and analyze budgets, preparing periodic reports that compare budgeted costs to actual costs.
- Develop, implement, modify, and document record keeping and accounting systems, making use of current computer technology.
- Prepare forms and manuals for accounting and book-keeping personnel, and direct their work activities.

Finance
- Survey operations to ascertain accounting needs and to recommend, develop, and maintain solutions to business and financial problems.
- Analyze financial information to produce forecasts of business, industry, and economic conditions for use in making investment decisions.
- Assemble spreadsheets and draw charts and graphs used to illustrate technical reports.
- Evaluate and compare the relative quality of various securities in a given industry.
- Interpret data affecting investment programs, such as price, yield, stability, future trends in investment risks, and economic influences.
- Maintain knowledge and stay abreast of developments in the fields of industrial technology, business, finance, and economic theory.

Economics
- Monitor fundamental economic, industrial, and corporate developments through the analysis of information obtained from financial publications and services, investment banking firms, government agencies, trade publications, company sources, and personal interviews.
- Prepare plans of action for investment based on financial analyses.
- Present oral and written reports on general economic trends, individual corporations, and entire industries.

Transportation
- Direct procurement processes, including equipment research and testing, vendor contracts, and requisitions approval.
- Monitor operations to ensure that staff members comply with administrative policies and procedures, safety rules, union contracts, and government regulations.
- Monitor spending to ensure that expenses are consistent with approved budgets.
- Negotiate and authorize contracts with equipment and materials suppliers, and monitor contract fulfillment.
- Advise sales and billing departments of transportation charges for customers' accounts.
- Confer with department heads to coordinate warehouse activities, such as production, sales, records control, and purchasing.
- Evaluate freight costs and the inventory costs associated with transit times in order to ensure that costs are appropriate.
- Examine invoices and shipping manifests for conformity to tariff and customs regulations.
- Inspect physical conditions of warehouses, vehicle fleets and equipment, and order testing, maintenance, repair, or replacement as necessary.
- Issue shipping instructions and provide routing information to ensure that delivery times and locations are coordinated.
- Negotiate with carriers, warehouse operators and insurance company representatives for services and preferential rates.
Sample Action Phrases for Majors in the College of Arts and Sciences

**Biology**
- Develop and maintain liaisons and effective working relations with groups and individuals, agencies, and the public to encourage cooperative management strategies or to develop information and interpret findings.
- Collect and analyze biological data about relationships among and between organisms and their environment.
- Study aquatic plants and animals and environmental conditions affecting them, such as radioactivity or pollution.
- Identify, classify, and study structure, behavior, ecology, physiology, nutrition, culture, and distribution of plant and animal species.
- Prepare environmental impact reports for industry, government, or publication.
- Plan and administer biological research programs for government, research firms, medical industries, or manufacturing firms.
- Research environmental effects of present and potential uses of land and water areas, determining methods of improving environmental conditions or such outputs as crop yields.

**Chemistry**
- Analyze organic and inorganic compounds to determine chemical and physical properties, composition, structure, relationships, and reactions, utilizing chromatography, spectroscopy, and spectrophotometry techniques.
- Induce changes in composition of substances by introducing heat, light, energy, and chemical catalysts for quantitative and qualitative analysis.
- Develop, improve, and customize products, equipment, formulas, processes, and analytical methods.
- Compile and analyze test information to determine process or equipment operating efficiency and to diagnose malfunctions.
- Study effects of various methods of processing, preserving, and packaging on composition and properties of foods.
- Prepare test solutions, compounds, and reagents for laboratory personnel to conduct test.
- Confer with scientists and engineers to conduct analyses of research projects, interpret test results, or develop nonstandard tests.

**History**
- Conduct historical research as a basis for the identification, conservation, and reconstruction of historic places and materials.
- Gather historical data from sources such as archives, court records, diaries, news files, and photographs, as well as collect data sources such as books, pamphlets, and periodicals.
- Organize data, and analyze and interpret its authenticity and relative significance.
- Organize information for publication and for other means of dissemination, such as use in CD-ROMs or Internet sites.
- Trace historical development in a particular field, such as social, cultural, political, or diplomatic history.
- Advise or consult with individuals and institutions regarding issues such as the historical authenticity of materials or the customs of a specific historical period.
- Collect detailed information on individuals for use in biographies.

**Mathematics**
- Apply mathematical theories and techniques to the solution of practical problems in business, engineering, or the sciences.
- Conduct research to extend mathematical knowledge in traditional areas, such as algebra, geometry, probability, and logic.
- Develop new principles, and new relationships between existing mathematical principles, to advance mathematical science.
- Perform computations and apply methods of numerical analysis to data.
- Design, analyze, and decipher encryption systems designed to transmit military, political, financial, or law-enforcement-related information in code.

**Physics**
- Analyze data from research conducted to detect and measure physical phenomena.
- Design computer simulations to model physical data so that it can be better understood.
- Develop theories and laws on the basis of observation and experiments, and apply these theories and laws to problems in areas such as nuclear energy, optics, and aerospace technology.
- Observe the structure and properties of matter, and the transformation and propagation of energy, using equipment such as masers, lasers, and telescopes, in order to explore and identify the basic principles governing these phenomena.
- Perform complex calculations as part of the analysis and evaluation of data, using computers.
- Collaborate with other scientists in the design, development, and testing of experimental, industrial, or medical equipment, instrumentation, and procedures.
- Conduct application evaluations and analyze results in order to determine commercial, industrial, scientific, medical, military, or other uses for electro-optical devices.
- Develop manufacturing, assembly, and fabrication processes of lasers, masers, infrared, and other light-emitting and light-sensitive devices.
Political Science

- Conducts research into political philosophy and theories of political systems, such as governmental institutions, public laws, and international law.
- Organizes and conducts public opinion surveys and interprets results.
- Consults with government officials, civic bodies, research agencies, and political parties.
- Collects and analyzes scientific data concerning social phenomena, such as community, associations, social institutions, ethnic minorities, and social change.
- Plans and directs research on crime and prevention, group relations in industrial organization, urban communities, and physical environment and technology.

Psychology

- Counsel children and families to help solve conflicts and problems in learning and adjustment.
- Collect and analyze data to evaluate the effectiveness of academic programs and other services, such as behavioral management systems.
- Counsel individuals and groups regarding problems such as stress, substance abuse, and family situations, in order to modify behavior and/or to improve personal, social, and vocational adjustment.
- Develop and implement individual treatment plans, specifying type, frequency, intensity, and duration of therapy; discuss the treatment of problems with clients; evaluate effectiveness of counseling or treatments.
- Analyze data, using statistical methods and applications, in order to evaluate the outcomes and effectiveness of workplace programs.
- Conduct research studies of physical work environments, organizational structures, communication systems, group interactions, morale, and motivation in order to assess organizational functioning.
- Develop interview techniques, rating scales, and psychological tests used to assess skills, abilities, and interests for the purpose of employee selection, placement, and promotion.

Sociology/Social Work

- Prepares publications and reports on subjects, such as social factors that affect health, demographic characteristics, and social and racial discrimination in society.
- Develops intervention procedures, utilizing techniques such as interviews, consultations, role-playing, and participant observation of group interaction, to facilitate solution.
- Counsel individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, childcare, and/or medical care.

Speech and Communications

- Maintain case history records and prepare reports.
- Counsel students whose behavior, school progress, or mental or physical impairment indicate a need for assistance, diagnosing students’ problems and arranging for needed services.
- Consult with parents, teachers, and other school personnel to determine causes of problems such as truancy and misbehavior, and to implement solutions; Counsel parents with child rearing problems, interviewing the child and family to determine whether further action is required.
- Administer hearing or speech/language evaluations, tests, or examinations to patients to collect information on type and degree of impairments, using written and oral tests and special instruments.
- Develop and implement treatment plans for problems such as stuttering, delayed language, swallowing disorders, and inappropriate pitch or harsh voice problems, based on own assessments and recommendations of physicians, psychologists, and social workers.
- Develop speech exercise programs to reduce disabilities.
- Evaluate hearing and speech/language test results and medical or background information to diagnose and plan treatment for speech, language, fluency, voice, and swallowing disorders.
- Instruct clients in techniques for more effective communication, including sign language, lip reading, and voice improvement.
- Analyze and interpret news and information received from various sources in order to be able to broadcast the information.
- Edit news material to ensure that it fits within available time or space.
- Gather information and develop perspectives about news subjects through research, interviews, observation, and experience.
- Present news stories, and introduce in-depth videotaped segments or live transmissions from on-the-scene reporters.
- Announce musical selections, station breaks, commercials, or public service information, and accept requests from listening audience.
- Identify stations, and introduce or close shows, using memorized or read scripts, and/or ad-libs.
- Interview show guests about their lives, their work, or topics of current interest.
- Keep daily program logs to provide information on all elements aired during broadcast, such as musical selections and station promotions.
Sample Action Phrases for Majors in the College of Engineering

**Chemical Engineering**
- Develop processes to separate components of liquids or gases or generate electrical currents, using controlled chemical processes.
- Conduct research to develop new and improved chemical manufacturing processes.
- Design measurement and control systems for chemical plants based on data collected in laboratory experiments and in pilot plant operations.
- Perform tests throughout stages of production to determine degree of control over variables, including temperature, density, specific gravity, and pressure.
- Develop safety procedures to be employed by workers operating equipment or working in close proximity to on-going chemical reactions.
- Prepare estimate of production costs and production progress reports for management.
- Direct activities of workers who operate or who are engaged in constructing and improving absorption, evaporation, or electromagnetic equipment.

**Computer Science**
- Design structures for crop storage, animal shelter and loading, and animal and crop processing, and supervise their construction.
- Prepare reports, sketches, working drawings, specifications, proposals, and budgets for proposed sites or systems.

**Civil, Architectural, and Agricultural Engineering**
- Analyze survey reports, maps, drawings, blueprints, aerial photography, and other topographical or geologic data to plan projects.
- Compute load and grade requirements, water flow rates, and material stress factors to determine design specifications.
- Inspect project sites to monitor progress and ensure conformance to design specifications and safety or sanitation standards.
- Estimate quantities and cost of materials, equipment, or labor to determine project feasibility.
- Test soils and materials to determine the adequacy and strength of foundations, concrete, asphalt, or steel.
- Plan layout of project.
- Prepare contract documents for building contractors.
- Prepare scale drawings.
- Design agricultural machinery components and equipment, using computer-aided design technology.
- Design sensing, measuring, and recording devices, and other instrumentation used to study plant or animal life.
- Investigate whether networks, workstations, the central processing unit of the system, and/or peripheral equipment are responding to a program’s instructions.
- Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.
- Perform systems analysis and programming tasks to maintain and control the use of computer systems software as a systems programmer.
- Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.
- Write, update, and maintain computer programs or software packages to handle specific jobs, such as tracking inventory, storing or retrieving data, or controlling other equipment.
- Analyze user needs and software requirements to determine feasibility of design within time and cost constraints.
- Confer with systems analysts, engineers, programmers and others to design system and to obtain information on project limitations and capabilities, performance requirements and interfaces.
- Coordinate software system installation and monitor equipment functioning to ensure specifications are met.
- Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.
- Develop and direct software system testing and validation procedures, programming, and documentation.
- Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.
- Analyze information to determine, recommend and plan installation of a new system or modification of an existing system.
- Coordinate installation of software system.

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- Design, develop and modify software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.
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- Obtain and evaluate information on factors such as reporting formats required, costs, and security needs to determine hardware configuration.
- Analyze information to determine, recommend and plan installation of a new system or modification of an existing system.
- Coordinate installation of software system.
**Electrical Engineering**

- Confer with engineers, customers, and others to discuss existing or potential engineering projects and products.
- Design, implement, maintain, and improve electrical instruments, equipment, facilities, components, products, and systems for commercial, industrial, and domestic purposes.
- Direct and coordinate manufacturing, construction, installation, maintenance, support, documentation, and testing activities to ensure compliance with specifications, codes, and customer requirements.
- Inspect completed installations and observe operations, to ensure conformance to design and equipment specifications and compliance with operational and safety standards.
- Perform detailed calculations to compute and establish manufacturing, construction, and installation standards and specifications.
- Plan and implement research methodology and procedures to apply principles of electrical theory to engineering projects.
- Plan layout of electric power generating plants and distribution lines and stations.
- Prepare and study technical drawings, specifications of electrical systems, and topographical maps to ensure that installation and operations conform to standards and customer requirements.
- Assist in developing capital project programs for new equipment and major repairs.
- Collect data relating to commercial and residential development, population, and power system interconnection to determine operating efficiency of electrical systems.

**Industrial and Systems Engineering**

- Analyze statistical data and product specifications to determine standards and establish quality and reliability objectives of finished product.
- Develop manufacturing methods, labor utilization standards, and cost analysis systems to promote efficient staff and facility utilization.
- Draft and design layout of equipment, materials, and workspace to illustrate maximum efficiency, using drafting tools and computer.
- Plan and establish sequence of operations to fabricate and assemble parts or products and to promote efficient utilization.
- Review production schedules, engineering specifications, orders, and related information to obtain knowledge of manufacturing methods, procedures, and activities.
- Study operations sequence, material flow, functional statements, organization charts, and project information to determine worker functions and responsibilities.
- Formulate sampling procedures and designs and develop forms and instructions for recording, evaluating, and reporting quality and reliability data.
- Apply statistical methods and perform mathematical calculations to determine manufacturing processes, staff requirements, and production standards.
- Coordinate quality control objectives and activities to resolve production problems, maximize product reliability, and minimize cost.
- Communicate with management and user personnel to develop production and design standards.

**Mechanical Engineering**

- Conduct research that tests and analyzes the feasibility, design, operation and performance of equipment, components and systems.
- Confer with engineers and other personnel to implement operating procedures, resolve system malfunctions, and provide technical information.
- Design test control apparatus and equipment and develop procedures for testing products.
- Develop and test models of alternate designs and processing methods to assess feasibility, operating condition effects, possible new applications and necessity of modification.
- Establish and coordinate the maintenance and safety procedures, service schedule, and supply of materials required to maintain machines and equipment in the prescribed condition.
- Investigate equipment failures and difficulties to diagnose faulty operation, and to make recommendations to maintenance crew.
- Oversee installation, operation, maintenance, and repair to ensure that machines and equipment are installed and functioning according to specifications.
- Recommend design modifications to eliminate machine or system malfunctions.
- Research and analyze customer design proposals, specifications, manuals, and other data to evaluate the feasibility, cost, and maintenance requirements of designs or applications.
- Research, design, evaluate, install, operate, and maintain mechanical products, equipment, systems and processes to meet requirements, applying knowledge of engineering principles.
Sample Action Phrases for Majors in the School of Technology

**Graphic Communication Systems and Technological Studies**
- Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetic design concepts.
- Determine size and arrangement of illustrative material and copy, and select style and size of type.
- Use computer software to generate new images.
- Mark up, paste, and assemble final layouts to prepare layouts for printer.
- Draw and print charts, graphs, illustrations, and other artwork, using computer.
- Review final layouts and suggest improvements as needed.
- Confer with clients to discuss and determine layout design.
- Develop graphics and layouts for product illustrations, company logos, and Internet websites.

**Construction Management**
- Confer with supervisory personnel, owners, contractors, and design professionals to discuss and resolve matters such as work procedures, complaints, and construction problems.
- Determine labor requirements and dispatch workers to construction sites.
- Direct and supervise workers.
- Interpret and explain plans and contract terms to administrative staff, workers, and clients, representing the owner or developer.
- Plan, organize, and direct activities concerned with the construction and maintenance of structures, facilities, and systems.
- Prepare and submit budget estimates and progress and cost tracking reports.
- Schedule the project in logical steps and budget time required to meet deadlines.
- Select, contract, and oversee workers who complete specific pieces of the project, such as painting or plumbing.
- Study job specifications to determine appropriate construction methods.
- Develop and implement quality control programs.
- Key information into computer equipment to create layouts for client or supervisor.
- Prepare illustrations or rough sketches of material, discussing them with clients and/or supervisors and making necessary changes.

**Electronics and Computer Technology**
- Adjust and replace defective or improperly functioning circuitry and electronics components, using hand tools and soldering iron.
- Assemble, test, and maintain circuitry or electronic components according to engineering instructions, technical manuals, and knowledge of electronics, using hand and power tools.
- Build prototypes from rough sketches or plans.
- Fabricate parts, such as coils, terminal boards, and chassis, using bench lathes, drills, or other machine tools.
- Read blueprints, wiring diagrams, schematic drawings, and engineering instructions for assembling electronics units, applying knowledge of electronic theory and components.
- Analyze and interpret test information to resolve design-related problems.
- Assemble electrical and electronic systems and prototypes according to engineering data and knowledge of electrical principles, using hand tools and measuring instruments.
- Build, calibrate, maintain, troubleshoot and repair electrical instruments or testing equipment.
- Collaborate with electrical engineers and other personnel to identify, define, and solve developmental problems.
- Modify electrical prototypes, parts, assemblies, and systems to correct functional deviations.
- Plan method and sequence of operations for developing and testing experimental electronic and electrical equipment.
- Set up and operate test equipment to evaluate performance of developmental parts, assemblies, or systems under simulated operating conditions, and record results.
- Conduct inspections for quality control and assurance programs, reporting findings and recommendations.
- Draw or modify diagrams and write engineering specifications to clarify design details and functional criteria of experimental electronics units.
- Evaluate engineering proposals, shop drawings and design comments for sound electrical engineering practice and conformance with established safety and design criteria, and recommend approval or disapproval.
- Test electronics units, using standard test equipment, and analyze results to evaluate performance and determine need for adjustment.
- Design basic circuitry and draft sketches for clarification of details and design documentation under engineers’ direction, using drafting instruments and computer aided design equipment.
- Develop and upgrade preventative maintenance procedures for components, equipment, parts and systems.
Sample Action Phrases for Majors in the School of Agriculture and Environmental Sciences

**Animal Sciences**

- Conduct research concerning animal nutrition, breeding, or management to improve products or processes.
- Advise producers about improved products and techniques that could enhance their animal production efforts.
- Study nutritional requirements of animals and nutritive values of animal feed materials.
- Study effects of management practices, processing methods, feed, or environmental conditions on quality and quantity of animal products, such as eggs and milk.
- Develop improved practices in feeding, housing, sanitation, or parasite and disease control of animals.
- Research and control animal selection and breeding practices to increase production efficiency and improve animal quality.
- Determine genetic composition of animal populations and heritability of traits, utilizing principles of genetics.
- Crossbreed animals with existing strains or cross strains to obtain new combinations of desirable characteristics.

**Fashion and Merchandising**

- Attend fashion shows and review garment magazines and manuals in order to gather information about fashion trends and consumer preferences.
- Design custom clothing and accessories for individuals, retailers, or theatrical, television, or film productions.
- Draw patterns for articles designed; then cut patterns, and cut material according to patterns, using measuring instruments and scissors.
- Examine sample garments on and off models; then modify designs to achieve desired effects.

**Food and Nutrition**

- Select materials and production techniques to be used for products.
- Sketch rough and detailed drawings of apparel or accessories, and write specifications such as color schemes, construction, material types, and accessory requirements.
- Adapt other designers’ ideas for the mass market.
- Collaborate with other designers to coordinate special products and designs.
- Confer with sales and management executives or with clients in order to discuss design ideas.
- Determine prices for styles.
- Assess nutritional needs, diet restrictions and current health plans to develop and implement dietary-care plans and provide nutritional counseling.
- Consult with physicians and health care personnel to determine nutritional needs and diet restrictions of patient or client.
- Advise patients and their families on nutritional principles, dietary plans and diet modifications, and food selection and preparation.
- Counsel individuals and groups on basic rules of good nutrition, healthy eating habits, and nutrition monitoring to improve their quality of life.
- Monitor food service operations to ensure conformance to nutritional, safety, sanitation and quality standards.
- Coordinate recipe development and standardization and develop new menus for independent food service operations.
- Inspect meals served for conformance to prescribed diets and standards of palatability and appearance.
As liberal arts graduates enter the job market, their direction may not be as obvious as that of their technically trained counterparts. For the most part, engineering or computer science majors know exactly where to target their efforts.

Liberal arts majors are less fortunate in that regard—such a heading cannot be found in the want ads. Yet if they learn to target their aptitudes, they have as good a chance as anyone to find meaningful work.

Students are no longer necessarily hired just because they have a particular degree. Math and physics majors are getting engineering jobs and liberal arts majors are getting accounting jobs. The reason new graduates are being hired is because they have specific skills that meet the needs of the employer.

No one is more suited to this approach than the liberal arts major. What you need to do, explains one career advisor, is to find out what you really want to do—regardless of your major. “Students often ask, ‘What can I do with a major in philosophy?’ But that’s the wrong question. The real questions are, ‘What fascinates me? How can I connect my interests with a job? What do I really want to be doing in 20 years?’”

Conduct in-depth research on any companies that appeal to you, and try to match their needs to your wants.

Once you have answered those questions, look at possibilities for matching your interests with a job. There are more options than you might think. Don’t get stuck on titles. For instance, if you want to be an autonomous problem-solver, someone with good communication skills who can do a good job of synthesizing sources (as in writing term papers), forget about the titles and look at the job descriptions. Management consultants, career specialists, personnel managers, teachers or trainers within organizations and schools are just a few options.

As a liberal arts major, you have to do much more work in terms of researching different job markets and finding out where there is a demand. Conduct in-depth research on any companies that appeal to you, and try to match their needs to your wants. You must be specific, however. It is possible to be too general, too open and too flexible.

To be successful, you should combine your long-term vision with short-term specificity. Present yourself to your potential employer as someone who both understands the broad goals of the company and has the ability to grow and contribute in the long run. But most importantly, show how you can excel in that specific job. And this, most likely, will involve some specialized skills. If you’ve taken business courses, had work experiences or utilized a computer in your liberal arts work, point out those strengths.

Once you’ve taken the time to determine your real interests and have set some long-term goals, map out a plan—long- and short-term—on how to get there. Resources are plentiful—from the Occupational Outlook Handbook or Dictionary of Occupational Titles to numerous general job search books, as well as those dealing with specific topics such as What to Do with a Degree in Psychology, The Business of Show Business, etc.

Your liberal arts education has equipped you to take a broad topic and research it. Use those skills to make the connection between what you want and what companies need. Once you find job descriptions that match your long-term interests, set about shaping your resume and, if need be, getting the additional specific skills, training or certification to get that first job.

Your first job may not match your long-term goal. But it’s the first step. And that, at this point, is the all-important one.

What Liberal Arts Graduates Are Doing

A sampling of the wide range of positions filled by liberal arts graduates:

Accountant
Administrative assistant
Advertising account executive
Air traffic controller
Artist
Auditor
Bank manager
Business systems analyst
Buyer
Child support enforcement officer
Claims examiner
Communications specialist
Computer specialist
Copywriter
Counselor
Customer service representative
Editor
Employee relations specialist
Engineering planner
Financial consultant
Graphic designer
Hotel manager
Human resource specialist
Industrial designer
Interpreter/translator
Journalist
Librarian
Management consultant
Marketing representative
Medical/dental assistant
Museum coordinator
Office administrator
Outpatient therapist
Paralegal
Photographer
Probation officer
Product specialist
Psychologist
Public relations specialist
Quality engineer
Recreation administrator
Research analyst
Restaurant manager
Retail manager
Sales representative
Social worker
Speech therapist
Stockbroker
Systems analyst
Tax consultant
Teacher
Technical writer
Transportation specialist
Underwriter
Urban planner
Writer
Behavioral Interviewing

What is a behavioral interview?
It is one through which detailed, specific probing and listening determines evidence of characteristics of success actually demonstrated in past situations by the candidate. It seeks below-the-surface competencies—behaviors, traits, motives, key actions/learning/growth, enduring characteristics and inner drives—as opposed to above-the-surface competencies (i.e., knowledge, skills, experience, ability, relevancy). Answers don’t have to be work-related. They can be based on experiences from classroom projects, interaction with professors or other related situations.

When responding to questions, the interviewee should:
• Organize thoughts before answering.
• Emphasize what “I” did in the process (not we/us).
• Explain using the STAR process—
  Situation (scenario)
  Task (goal sought)
  Action (specific steps taken)
  Results (positive or negative).
• Be able to explain most recent skills.

Key actions evaluated by interviewers include:

Adaptability—maintaining effectiveness in varying environments and with different tasks, responsibilities and people

Analysis/Problem Solving—identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; taking action that is consistent with available facts, constraints, and probable consequences

Collaboration—working effectively and cooperatively with others; establishing and maintaining collaborative inter-group relationships

Communication—expressing thoughts, feelings and ideas effectively in individual and group situations

Creativity/Innovativeness—implementing high-quality new processes, products, services or solutions which meet or exceed the needs and expectations of clients

Fast Cycle—displays a bias for results and decisiveness by meeting the most aggressive timelines for delivering high quality solutions

Initiative—making active attempts to influence events to achieve goals; self-starting rather than accepting passively; being proactive

Team Centered—building productive working relationships based on mutual trust to develop quality solutions for clients and meet new market requirements

How are behavioral questions usually worded?
The interviewer will begin the question in one of the following ways:

Describe a time when...
Tell me about a time when...
Give me an example of...

Here are some sample questions.

• Can you tell me about a time when you faced a challenge adapting to change? (How did you cope?)
• Tell me about a problem you were responsible for solving that you knew required a unique solution. (How did you know established methods did not work?)
• Give me an example of a time when you had to build an effective working relationship with a classmate or co-worker to be successful.
• Some people are concerned with doing a project fast while others are concerned with doing it perfectly. Can you give me an example illustrating how you balanced time with accuracy?
• Tell me about a time when you had difficulty following through on a commitment but came through in the end. (How did you overcome obstacles in keeping your commitment?)
• Give me an example of a time when you worked with a group or team to determine project responsibilities. (What role did you play?)

Note that behavioral interviewing follows a different pattern from traditional interviewing. The interviewer will seek indications of strengths/weaknesses, adaptability, initiative, enthusiasm, willingness to work/learn, ability to get along well with others, and other factors through detailed questions. The candidate should be able to give the “why” behind actions and explain technical terms. Hypothetical, vague or theoretical responses are unacceptable.
The following is a selection of cities where many graduating students accept offers. The cost of living index is based on the composite price of groceries, housing, utilities, transportation, health care, clothing and entertainment in each city listed. Use the calculation to compare salaries in different cities. For further information about the data below, please refer to www.bestplaces.net/cost_of_living.

To compare information from other sources, refer to these websites: www.salary.com and www.homefair.com/real-estate/salary-calculator.asp.

### Salary Comparison Equation

City #1 x Salary = $_______

City #2

What is the New York City equivalent of a $50,000 salary in Pittsburgh?

New York City 169 x $50,000 = 96,023

Pittsburgh 88

### Cost of Living Index

<table>
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<tr>
<th>State</th>
<th>City</th>
<th>Cost of Living Index</th>
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The Site Visit

After the initial round of interviews in the Office of Career Services, employers extend plant or job site visit invitations to selected candidates for a day of in-depth interviews. As an invitee, there is still no guarantee of a job offer. So, stay "on your toes."

The Invitation. Usually received by letter or email, but sometimes it may be via a phone call. Acknowledge acceptance in writing. If you must cancel after arrangements have been made, call the employer as soon as possible and follow up in writing.

Arrangements. Some employers will ask you to pay expenses and file an expense report. However, most will book the airline and hotel reservations for you. Be sure to keep the name, title, business address, and phone number of the trip coordinator handy. The employer will pay for essential expenses of getting you to the facility and back to campus (air fare or mileage, ground transportation, hotel and meals). However, should you have need to spend personal money for any of the aforementioned, keep the receipts for reimbursement. Check with the trip coordinator in reference to method of payment for the trip (prepaid or reimbursement).

Get clear directions to the site. Sometimes transportation is provided. Otherwise, you’re on your own. Regardless, allow plenty of travel time between the hotel and plant site.

Do your homework. Research the company/agency. Review your interviewing skills. Take extra copies of your resume, as well as all data related to the visit.

On-Site—what to expect. Dress professionally. Arrive on time. Be yourself, but professional at all times. During lunch, be aware of table manners; do not smoke or order alcoholic beverages; and keep the small talk to sports, weather, current events and common interests.

During the day you can expect to meet middle-level managers, at least one key executive, human resources personnel, and possibly recent graduates. You may be interviewed by individuals or by a panel.

Follow-up. Within a day or two after returning from the plant visit, write a “thank-you” letter. Before leaving the site, however, find out when to expect a response. After a reasonable length of time, it is appropriate to inquire about your status.

Office of Career Services
North Carolina A&T State University

Questions to Ask Employers

1. Please describe the duties of the job for me.
2. What kinds of assignments might I expect the first six months on the job?
3. Are salary adjustments geared to the cost of living or job performance?
4. Does your company encourage further education?
5. How often are performance reviews given?
6. What products (or services) are in the development stage now?
7. Do you have plans for expansion?
8. What are your growth projections for next year?
9. Have you cut your staff in the last three years?
10. How do you feel about creativity and individuality?
11. Do you offer flextime?
12. Is your company environmentally conscious? In what ways?
13. In what ways is a career with your company better than one with your competitors?
14. Is this a new position or am I replacing someone?
15. What is the largest single problem facing your staff (department) now?
16. May I talk with the last person who held this position?
17. What is the usual promotional time frame?
18. Does your company offer either single or dual career-track programs?
19. What do you like best about your job/company?
20. Once the probation period is completed, how much authority will I have over decisions?
21. Has there been much turnover in this job area?
22. Do you fill positions from the outside or promote from within first?
23. What qualities are you looking for in the candidate who fills this position?
24. What skills are especially important for someone in this position?
25. What characteristics do the achievers in this company seem to share?
26. Is there a lot of team/project work?
27. Will I have the opportunity to work on special projects?
28. Where does this position fit into the organizational structure?
29. How much travel, if any, is involved in this position?
30. What is the next course of action? When should I expect to hear from you or should I contact you?
Job Offer Considerations

There are some major considerations besides salary to ponder before accepting an offer for employment. Salary should be weighed in relation to other factors, which include location, how much travel is involved, the opportunities for advancement, and benefits.

**Where is the job located? Is relocation a factor?** Compare the cost of living in that area in relation to your salary ($30,000 in a small town will go much farther than in a large city). Check the Internet for a Cost of Living Index (see the Career Services web page), which will enable you to do your own city-by-city comparison of national cost-of-living differences. In addition, factor in relocation expenses, transportation to and from work (i.e., mode, time, traffic, etc.), weather, environmental quality, social/cultural activities, availability of schools, and anything else that would be of concern to your quality of life.

In looking at the “big picture,” also estimate what your take-home pay will be after taxes (gross income vs. net income). This is the most realistic gauge of your spending power.

**Will travel be a regular part of your job?** Seriously look at your own feelings about frequent travel.

**What are your opportunities for advancement with the company?** Review your personal goals for the next five years or so in relation to advancement and where you would like to go within the company.

**Don’t overlook the value of a good benefits package.** Look at insurance, paid vacation, sick leave, pre-tax accounts for healthcare and childcare costs, and any additional perks offered by the company. A generous benefits package can compensate for a lower salary.

Once a decision is made to accept an offer, get it in writing. Your letter of confirmation should include the starting date, job title, beginning salary, and any other special arrangements.

Feel free to contact the Office of Career Services for questions you may have about this process.

Office of Career Services
North Carolina A&T State University

Pre-Employment Screening

With the interview process aced, the on-site visit successfully completed, and a job offer in hand, what’s next? Pre-employment screening, most likely.

Most job offers are contingent upon successfully passing all pre-employment screening. Such screening includes, but may not be limited to, background checks and drug testing. Background checks usually cover criminal and credit history.

Criminal history covers legal records ranging from traffic violations to any other recorded law enforcement actions. Credit history covers payment history recorded with credit bureau agencies (i.e., credit cards, installment loans, mortgage loans and company loans).

Other checks may include social security number verification, civil court records, driving record, and personal references.

Drug testing usually entails a urinalysis test for indications of abuse in the following areas: cannabis (marijuana), opiates (codeine/morphine/opium/heroin), phencyclidines (PCP/angel dust), amphetamines (speed), and cocaine. The test usually takes about ten minutes and is performed in a medical lab. Results are interpreted by a certified medical review officer.

High security federal positions at one time were the most common to involve background checks. However, today such checks are an ordinary part of the hiring process.

Office of Career Services
North Carolina A&T State University
To produce 100% natural chicken, we start with the best people.

Start your career with a Fortune 1000 company that’s nationally respected for producing the finest 100% natural chicken.

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