THE GUIDE TO YOUR CAREER

A Career Readiness Handbook for Alumni

Career Development Center
APPALACHIAN STATE UNIVERSITY
How We Can Help

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

Below is a list of the services and support you can expect of us if your job or graduate school search is taking longer than expected, your first position does not work out, or you need to reassess your career plans.

During the first year after graduation:
Within one year of graduation, Appalachian State alumni have access to all of the services and programs that the Appalachian State’s Career Development Center provides enrolled students.

Beyond one-year post-graduation:
Appalachian State alumni who graduated more than 1 year ago may utilize our online resources, such as:

- Career fairs and events including the Internship and Job Fair, the Education Career Fair, and the Graduate and Professional School Fair
- Big Interview for online practice interviews
- Website content about the job search process
- Handshake for job and internship postings as well as access to other databases
- Individual one-time career consultations*

*If you graduated more than one year ago and are interested in speaking with a career counselor, please contact the Career Development Center to discuss scheduling a one-time complimentary appointment that can be conducted in-person, via phone, or via Skype or Zoom.
Your Handshake Account
appstate.joinhandshake.com

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

Setting Up Your Handshake Account
1. Go to appstate.joinhandshake.com
2. Click on the link “sign in with your email address”
3. Use your personal email address and password to login
4. You are now on your personal dashboard
5. Fill in your personal profile with accurate demographic and academic information

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

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

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

Explore

Career Exploration Office
careerexploration.appstate.edu

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

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

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

Preparing for the Informational Interview
1. Identify a professional to contact in your area of interest. Your career counselor can help.
2. Research the professional and their organization or industry.
3. Reach out to the professional via phone or email to schedule an appointment to meet them.
4. Prepare questions to ask the professional. Utilize some of the sample questions on page 22 to get started, and be sure to ask specific questions related to their position, company, or industry.
5. Plan for the interview to take 30 minutes or fewer. Be mindful and respectful of the professional’s time. Make sure to stay focused.

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

Know Your Options
Stop by the Career Exploration Office and meet with our Interns and Career Counselors. They will provide a variety of assessments that you can take to narrow down your career options. Go on Handshake and schedule an appointment with a Career Exploration Counselor, or stop by the Career Exploration office and meet with one of our Interns.

Review the Four-Year Guides, Browse Departmental Websites, and the Bulletin Visit appstate.edu/academics/all/ to review majors offered at AppState.

PRO-TIP
DON’T GET CAUGHT UP IN THE IDEA OF “FINDING YOUR PASSION” LOOK FOR INTERESTS AND FIRST STEPS. PASSION WILL FOLLOW.

Put Your Options into Action
Gaining experience and discovering interests and skills

Use your network
Your network can open doors to opportunities you otherwise wouldn’t know about.

Consider an internship
Employers and graduate schools value hands-on experience. Learn more at internships.appstate.edu.

Attend career fairs and events
Connect with employers and discover thousands of opportunities at our career fairs and in Handshake.

Build
Building Your Resume

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

SAMPLE RESUME EDUCATION LISTINGS
Education
Bachelor of Science in Child Development, Family and Consumer Sciences
Appalachian State University, Boone NC
May 20XX

Education
Bachelor of Science in Psychology
Appalachian State University, Boone NC
May 20XX

EDUCATION
Appalachian State University, Boone, NC
Bachelor of Science in Communication, Advertising
Caldwell Community College and Technical Institute, Hudson, NC
Associates of Arts
December 20XX

Education
Master of Public Administration
Appalachian State University, Boone, NC
May 20XX

Bachelor of Art in Political Science
Appalachian State University, Boone, NC
May 20XX

SAMPLE RESUME HEADINGS
YOSEF MOUNTAINEER
1004 George Washington Dr.
Boone, NC 28607
828-555-1234
mountaineery@hppst.edu
linkedin.com/mountaineery

YOSEF MOUNTAINEER
121 Stadium Dr.
Boone, NC 28608
828-555-1234
mountaineery@appstate.edu

Explore Your Options
Research careers you are interested in

O*Net Online
onetonline.org

Occupational Outlook Handbook
bls.gov/oco

Careers In My Major
careerexploration.appstate.edu/pagesmith/25

AppState Student Bulletin
bulletin.appstate.edu

Buzzfile
buzzfile.com/Major/Employers-by-Major

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

PRO-TIP
INTERESTED IN CONTINUING YOUR EDUCATION? ATTEND THE GRADUATE AND PROFESSIONAL SCHOOL FAIR TO VIEW YOUR OPTIONS AND SEE WHAT PROGRAM IS THE RIGHT FIT FOR YOU.

Put Your Options into Action
Gaining experience and discovering interests and skills

Use your network
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PRO-TIP
DONT GET CAUGHT UP IN THE IDEA OF “FINDING YOUR PASSION” LOOK FOR INTERESTS AND FIRST STEPS. PASSION WILL FOLLOW.
EXPERIENCE
- Include job title, company name, city state or country, and beginning and ending (month and year).
- List experience in reverse chronological order.
- Use present tense verbs for current positions and past tense verbs for previous positions.
- Use the same format for each position.
- Make sure to use section headings that accurately describe the type of experience (Ex: Volunteer Experience, Work Experience, Leadership Experience, (specific major/field of study) Experience.

<table>
<thead>
<tr>
<th>Sample Resume Experience Listings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Appal Corps Leader, Appalachian State University</strong></td>
</tr>
<tr>
<td>• Served as orientation leader during Welcome Weekend hosting prospective students and their families</td>
</tr>
<tr>
<td>• Assisted students in their transition to college life through programming, small group talks, and one on one interactions</td>
</tr>
<tr>
<td>• Worked on a team of 25 Appal Corps Leaders</td>
</tr>
<tr>
<td>• Built a community with the students to make them feel connected to the university</td>
</tr>
<tr>
<td>• Attended weekly meetings with my team and monthly training</td>
</tr>
</tbody>
</table>

| **Camp Counselor, Camp Chechola** | Summer 2015, 2016, 2017 | Blowing Rock, NC |
| • Over saw group of 15 5-7 year-olds with a co-counselor |
| • Provided parents and guardians with excellent customer service during check-in and check-out |
| • Demonstrated concern for the care, attitudes, and behaviors of campers and the relationships they have with other campers |
| • Served as a resource, as needed, to campers in any situation |
| • Planned daily activities for kids including arts and crafts, zip lining, and day hikes |

| **Research Assistant** | Appalachian State University, Beaver College of Health Sciences, August 2017 - June 2018 | Boone, NC |
| • Assist Primary Investigator and team in evaluating the feasibility of research studies |
| • Coordinate trial-related activity of patients on protocols |
| • Collaborated with investigators through attendance at Section meetings, conferences, and other meetings |
| • Ensure accurate and timely data collection, submission, and query resolution |

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

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

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

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

PRO-TIP
DON’T USE A TEMPLATE. THEY ARE EASY TO SPOT BY EMPLOYERS, AND HARD FOR YOU TO EDIT.
We suggest starting with a blank document.

SAMPLE RESUME REFERENCE
YOSEF MOUNTAINEER
1004 George Washington Drive, Boone, NC 28607
828-555-1234   mountaineery@appstate.edu

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

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

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

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

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

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

Common Job Descriptions on Resumes

Here are a couple examples of common job descriptions that you can put on your resume.

KEEP IN MIND: While these job descriptions may be great to use as a resource, it is important to remember that they SHOULD be modified to YOUR experience.

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

TUTOR
- Tutored undergraduate students in (list specific subject areas)
- Provided study progress and provided appropriate feedback
- Utilized clear and concise language to convey complex concepts
- Developed detailed examples and exercises to increase students understanding and retention of subject material

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

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

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

STUDENT ORGANIZATION
- Conducted additional experimentation to verify initial findings

RESEARCH ASSISTANT
- Tested human subjects in a professional manner
- Regulated control elements for ___ by taking daily measurements of ___
- Recorded results utilizing an Excel spreadsheet
- Presented analysis and results in poster format at regional conference
- Coordinated result analysis with various labs throughout the country

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

STUDENT ORGANIZATION
- Conducted research related to ___
- Compiled data for analysis
- Presented findings

CLERK/CASHIER
- Handled returns and purchases with cash, credit cards, and gift cards
- Reconciled cash drawer at the end of each shift
Power Verbs

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

- Clerical & Detail Skills
  - Administered
  - Coordinated
  - Evaluated
  - Increased

- Communication Skills
  - Analyzed
  - Negotiated
  - Documented
  - Surveyed

- Creative Skills
  - Advised
  - Encouraged
  - Trained

- Financial Skills
  - Assembled
  - Operated
  - Upgraded

- Helping Skills
  - Achieved
  - Qualified
  - Spearheaded

- Leadership/Management Skills
  - Administered
  - Coordinated
  - Evaluated
  - Increased

- Research Skills
  - Analyzed
  - Coordinated
  - Documented
  - Evaluated

NACE Competencies

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

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

Visit studentemployment.appstate.edu/nace-competencies to learn more about each competency. The professional development opportunities through employment our students obtain are:

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

Building Your Cover Letter

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

1. SENDER ADDRESS
   (Your Address)
   • Your Name
   • Street Address
   • City and ZIP Code

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

3. EMPLOYER ADDRESS
   • Employers name
   • Employers title
   • Name of the company or organization
   • Employers address

4. Greeting
   AVOID phrases like “to whom this may concern” or “Dear hiring board”.
   Address the employer by name. Only use gender pronouns in your greeting when you know which are preferred by the employer.

5. FIRST PARAGRAPH
   • Indicate why you are writing
   • Identify specific position and company
   • Note if someone referred you
   • Why would you be the best candidate

6. MIDDLE PARAGRAPHS
   Explain interest in working for this employer, why you desire this type of work, and showcase your qualifications.
   Highlight any relevant work experience or related education, but DO NOT reiterate your resume.

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

7. CLOSING PARAGRAPH
   Reiterate your strong interest in this position/company/organization.
   Thank the employer for their consideration.

8. SIGNATURE
   Close with “Sincerely”, a handwritten signature, and typed name below

PRO-TIP

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

We suggest tailoring your letter to each job you apply for.
**Top 7 Cover Letter Tips**

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

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

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

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

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

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

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

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**EXAMPLE COVER LETTER**

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

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

Dear Ms. Foxx

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

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

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

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

Sincerely,

Kelly Student
Enclosures
EXAMPLE RESUME

Joseph C Carter

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

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

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

EDUCATION
Bachelor of Science: Environmental Biology and Ecology
Minor: Chemistry
Appalachian State University Boone, NC May 2007

Departmental Honors
Dean's List, 4 semesters
Beta Beta Beta: Biology Honor Society

RELATED WORK EXPERIENCE
North Carolina Zoological Park Asheboro, NC Summer 2006
- Collected and compiled information on the natural assets and resources of North Carolina that are currently being used or could potentially be used to market tourism in the state. (This information is to published by John F. Blair Publishing in the Fall of 2006).
- Presented educational workshops on conservation to park guests
- Observed black bears and recorded behaviors specifically coded and used for behavior research.

Veterinarian Assistant
Triad Animal Hospital Kernersville, NC Summer 2005
- Cared for animals that were sick or boarded.
- Assisted with vaccinations and various tests and developed x - rays.

Lab Assistant
Natural Science Center Greensboro, NC Summer 2004
- Handles and cared for animals in the sea lab, herpetology lab, and petting zoo.
- Interacted with visitors and answered questions related to the animals.

RELATED VOLUNTEER EXPERIENCE
Watauga County Humane Society Boone, NC May 2004-present
- Provides care to animals by walking and grooming them on a weekly basis
- Interacted with visitors and answered questions related to the animals.

WORK EXPERIENCE
Assistant Student Manager
Zumiez, Concord, NC Spring 2015-Present
- Trained 3-5 employees per month
- Manage daily revisions exceeding $1000
- Facilitate high-volume customer relations for 50 people per day
- Provided excellent customer service to ensure a pleasant experience
- Recorded and answered questions related to the animals.

Professional Involvement
Member, Highland Biology Club Appalachian State University August 2005-present
Member, Animal Friends Society Appalachian State University August 2005-present

EXAMPLE RESUME

Anita Career

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

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

EDUCATION
Appalachian State University, Boone, NC Anticipated Graduation May 2020
Bachelor of Science in Sociology
Minor: Psychology
- Cumulative GPA: 3.5
- Honors: University Honors Program, Dean’s List 2010; Chancellor’s List 2011 and 2012
- Study Abroad - Institute for international Education of Students, La Plata, Argentina May 2015-August 2015

RELATED COURSEWORK
- Sociology of Mental Health and Illness
- Psychology of adjustment
- Psychology of exceptional Children
- Sociology of Deviant Behavior
- Introduction to Behavior Modification

RELATED EXPERIENCE
Alexander Youth Network, Charlotte, NC May 2014-August 2014
Intake Specialist
- Conducted independent research study examining the effect of birth control on population growth
- Demonstrated flexibility by enrolling in spanish speak only curriculum
- Gained fluency in Spanish
- Conducted independent research study examining the effect of birth control on population growth

OTHER EXPERIENCE
Mellow Mushroom, Boone, NC Spring 2015-Present
- Member of opening staff for franchise
- Provided excellent customer service to ensure a pleasant experience
- Listed and answered questions related to the animals.

ORGANIZATIONS
Lambda Chi Alpha Sorority Fall 2015-Present
- Participate in local youth programming and Behavior Modifications
- Participated as co-leader in self-awareness groups

LANGUAGES
- Fluent Spanish
- Conservation French
Building Your Network

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

1. **Introduce Yourself.** Let the professional you are making a connection with know who you are and what you do.
   “Hello, my name is ______. I am a graduate of Appalachian State University. I studied/work at ______.”

2. **Tell Them Who You Know.** If you were connected to this person by someone in your current network, let the professional know.
   “_______ is an acquaintance/colleague/friend/etc. of mine. They suggested I speak with you because I am interested in ______.”

3. **The “WHAT” and the “WHY”.** Tell the professional what it is that you are interested in and why you are interested in connecting with them.
   “I am looking into careers in _______ interested in finding out more about _______.
   “I am interested in finding out more about ______ and how I can utilize my skills in _______ to _______.”

4. **It’s A Date.** Be proactive and respectful in requesting a time and day to meet with the professional.
   “May I have 10-15 minutes of your time to gain your advice or ideas on _______.
   “May we connect via phone or email to discuss a time that is convenient for your schedule?”

**PRO-TIP**

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

Build a 30 Second Commercial

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

- **Who are you** (name, university attended, major, etc.)
- **What you do** (skills and experiences)
- **Why you do it** (motivators, interests)
- **What you want to do** (call to action/future goals)
Building Your Online Presence

Utilizing Social Media to Network

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

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

Building your Online Presence

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

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

Networking Tips

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

PRO-TIP

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

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

The Job Search

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

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

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

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

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

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

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

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

Tips for Phone Interviews
- When choosing a location to do your phone interview, choose a quiet place free of any distractions. The Career Development Center offers interview rooms to students to rent out for this purpose.
- Contact the people who call or text you the most and ask them to not call or text you while you are in your interview.
- Keep your resume near you.
- Dress for the interview and sit up straight. Your appearance and actions can reflect how you feel or respond to the interview questions.
- Speak clearly and slowly.
- Make sure you have a professional voicemail.

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

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

Using the S.T.A.R. Method

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

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<th>Situation</th>
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<td>Describe the situation that you were in or the task that you needed to accomplish. You should describe a specific event or situation, not a generalized description of what you may do in this field.</td>
<td>Describe the goal you were working toward. What was the problem? What was your role? What was the assignment?</td>
<td>Describe the actions you took to address the situation. Keep the focus on YOU. What specific steps did you take and what was your contribution?</td>
<td>Describe the outcome of your actions and don’t be shy about taking credit for your behavior.</td>
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Making the Most of Career Fairs

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

Prepare in advance. Take time to research and familiarize yourself with companies you have a particular interest in. Bring multiple copies of your resume.

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

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

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

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

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

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

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

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

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

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

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

**After the Interview**
- Write a thank you note to your interviewers. Always do this whether it is by e-mail or handwritten note, always send a thank you.

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

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

**Practice Makes Perfect**
- Practice your interviewing skills.
- Practice interviews with your career counselor during your first year after graduation.
- Schedule a practice interview with an employer
- Utilize “Big Interview” – our online practice interview system.

**PRO-TIP**

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

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

**EXAMPLE THANK YOU NOTE**

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

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

Dear Ms. Glass

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

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

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

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

Sincerely,

Jack Jefferson
25 Popular Behavioral Interview Questions

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

Questions Employers Cannot Ask

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

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

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

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

Dress for Success

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

GROOMING

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

SUIT

- Wear a 2 piece, matching suit.
- If you wear a skirt it should be knee length.
- Stick to neutral colors (brown, dark gray, black or navy).
- Wear a shirt that you are comfortable in even if you have to take off your jacket.

SHIRT/BLOUSE

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

ACCESSORIES

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

Applying to graduate or professional school can be a time-consuming and tedious process. It is important to consider all the options and factors, from researching schools and programs to submitting your application. As you are getting started, make sure to consider the timeline and notes below.

Key Steps for Applying to Graduate and Professional School

- Research graduate programs of interest
- Complete volunteer work or internship in intended field
- Grab every opportunity to make conference presentations or to collaborate on publications
- Join professional organizations in your discipline
- Think about how your experiences are a match for that program and highlight them in your resume
- Take the appropriate entrance exam at least six months before you need to apply
- Select references carefully and give them enough time and information
- Make sure that your entire application is NEAT and complete

Graduate Admissions Test

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

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

The Entrance Essay

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

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

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

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

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

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

Structure of Your Essay

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

Style of Your Essay

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

Checklist for Admissions to Graduate/Professional School

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

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

PRO-TIP
DO YOU DREAM OF BECOMING A TEACHER? At The School District of Lee County, we know that selecting the right talent for the right position is key to the success of our world-class school system. If you think you may desire helping students achieve their highest personal potential, we’d love to make your dream a reality!

(239) 337-8640
leeschools.net/careers
careers@leeschools.net

Peace Corps partnership with Appalachian State extends back many years, and we are thankful for the continued support from Peace Corps in assisting Appalachian community with exploring opportunities to serve and learn from individuals who have served. We have returning Peace Corps volunteers teaching in the classroom and making an impact in the community through continuing their commitment to service in their professional lives.

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

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Internship and Job Fair Sponsorship

This sponsorship raises an employer’s brand awareness to Appalachian State students, alumni, faculty, and staff. We would like to thank and recognize this year’s Fall Internship and Job Fair Sponsors.

[Internship and Job Fair Sponsorship logos]
Appalachian State University is committed to providing equal opportunity in education and employment to all applicants, students, and employees. The university does not discriminate in access to its educational programs and activities, or with respect to hiring or the terms and conditions of employment, on the basis of race, color, national origin, religion, sex, gender identity and expression, political affiliation, age, disability, veteran status, genetic information or sexual orientation. The university actively promotes diversity among students and employees.

We would like to thank the Appalachian State University Parent and Family Association for their generous support of this publication.