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Message from the Director

Dear Eagle,

More than ever, the key to a successful job search is knowing who you are, what you want to achieve, and looking for unmet needs and opportunities to create value. The first step is to see your career as your own. It is not always about the economy. As with your life, your career is about your passion, about making history, your story. Take time to reflect, ask questions and make thoughtful, informed decisions. Think of yourself as a global citizen. Ask, “Where can I add value?” Where do I want to invest my life? To make your career rewarding, you will need to find your passion, connect with it, learn all about it, work with it, follow it, and live it.

The world is rich with career resources for students. Across North Carolina Central University, Durham, the country and internationally you can find exciting opportunities for your individual career development. Opportunities to make a difference are not always or ever only in the hot jobs of the day. Be a skill seeker and think beyond jobs in your major, or in a single geographic area – think globally, act entrepreneurially, be agile.

We have prepared this Career Guide to assist you with your career plans and transition after NCCU. The more time you spend reflecting on your career plans early, the better your decisions will be later. However, if you are a graduating student and just starting to think about life after NCCU, Career Services is here for you, and this guide can still be a resource in outlining the process.

Use this Career Guide to assist you in all your career and future endeavors, as well as the professional goals you set for this academic year.

Wishing you much success,

Catrina DosReis, MA
Director
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Principles of Professional Conduct

Career Services Staff

Responsibility

• Career services professionals, without imposing personal values or biases, will assist individuals in developing a career plan or making a career decision.

• Treat each student with respect and care. Refer all interested students for employment and experiential learning opportunities without regard to race, color, national origin, religion, age, gender, sexual orientation, military status, veteran status, or disability, and providing reasonable accommodations upon request.

• Provide access for all students to participate in services, programs and events

• Maintain a recruitment process that is fair and equitable to both students and employers.

• Ensure confidentiality. Your conversations with our staff, whether in person, on the phone, in writing or via email, are always confidential.

Student Responsibility

• Prepare for your career by using campus resources and the Office of Career Services and Outreach (CSO) for maximum employability.

• Provide accurate and honest information to the Office
of Career Services and Outreach and to employers about your academic record, work experience, honors, activities, skills, and visa status. Misrepresentations may be subject to Student Conduct proceedings.

- Conduct yourself professionally during all encounters with employers. This includes written or email correspondence, phone contacts, and personal interactions during career fairs and interviews.

- Honor your acceptance of a job or internship offer. Once you accept an offer, withdraw from consideration of other opportunities and do not continue to interview. It is unethical to accept a position and then renege (turn down offer).

- Keep all appointments with employers and career services, including events. If you need to cancel registration for an event or change an appointment, let CSO know at least 48 hours in advance. Failure to cancel will be considered a No-Show, which will result in suspended access to recruitment services.

Programs and Services

Individual Appointments

Schedule individual appointments via Eagle Career Network on Career Services website at WWW.NCCU.EDU/CAREERSERVICES, or call 919-530-6337.

Career Express Lane Hours

Get assistance with resumes and job search strategies MONDAY – THURSDAY 2PM – 4PM.

Eagle Career Network powered by Handshake

Your one-stop-shop to search and apply for jobs and internships. You will also find a comprehensive directory of employer contacts, and a calendar listing of CSO events.

On-Campus Interviewing

Use Eagle Career Network to sign-up and meet with employers from across the country. All interviews take place at the Office of Career Services and Outreach unless otherwise indicated.

Info Sessions / Panels / Career Fairs

Career Services brings several employers and professionals to campus to connect with NCCU students. Attend these events to meet these individuals. Visit Eagle Career Network for a complete listing of events.

Career / Major Exploration

Many students have questions about which major or career field to pursue. CSO is committed to helping NCCU students make good career decisions. To this end, we offer the TypeFocus Career Assessment, which is an online tool where students take assessments based on Myers Briggs and Strong Interest Inventory, and research careers based on results.
Website and Social Media

Visit www.nccu.edu/careerservices and follow NCCU Career Services FaceBook and Instagram to stay up-to-date with the latest information.

Workshops / Professional Development Network Conference

Each year CSO hosts its Professional Development Network Conference which features various career and professional development workshops students can choose from to gain employability skills. Workshops are facilitated by employers and industry professionals so that students can learn first-hand what is expected in today’s job market. Students that attend the conference become eligible for special programs and services, such as the Clutch Closet.

Clutch Closet

Students needing professional attire for interviews, presentations, and work can visit the Clutch Closet for assistance. Only students that have attended a Professional Development Network Conference, or three career events can collect two items from the Clutch Closet.

Certified Internship Program

Students can structure their community service requirement as an unpaid internship through the Office of Career Services Certified Internship Program.

Mock Interviews

Practice interviewing with a career staff member and get constructive feedback on how to improve. Schedule via www.nccu.edu/careerservices on Eagle Career Network.

Career Views

Career Views give students a first-hand experience at learning more about an industry or organization by participating in a company visit. Visits typically include a company tour, presentation on internships and careers, and an opportunity to network with alumni. Students can sign-up for career views on Eagle Career Network.
Getting Career Ready

Getting career ready is about developing the necessary skills to be competitive in your desired field. The following outlines the top skills in demand by employers according to a study conducted by the National Association for Colleges and Employers. Look over the following skills and develop your plan to get career ready:

Teamwork / Collaboration

Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.

**EXAMPLE:** Lead a project team or committee in class; participate in intramural sports or team, join a student org; become a summer camp counselor.

Oral/Written Communications

Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and out of a organization.

**EXAMPLE:** Work in a campus office at an information desk; refine your job search materials (resume, cover letter). Volunteer to work on a political campaign. Write stories, start a blog.
Information Technology Applications

Select and use appropriate technology to accomplish a given task.

**EXAMPLE:** Work as a student network or lab consultant; design or maintain web sites for a student or community organization; design a PowerPoint presentation for a class or campus organization; work in a billing office, design a brochure or flyer using publishing software.

Professionalism / Work Ethic

Demonstrate personal accountability and effective work habits (e.g., punctuality, working productively with others, and time workload management) and understand the impact of non-verbal communication on professional work image.

**EXAMPLES:** Study abroad/Peace Corp; get a part-time job; solicit strong instructor/supervisor references; appropriately balance co-curricular, work, and academics.

Leadership

Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others.

**EXAMPLE:** Run a campaign for student government; be an active officer or committee chair for a student org; lead children’s programs, tutor, or coach children’s sports team; get an internship in an area of career interest; facilitate group discussions in class.

Critical Thinking / Problem Solving

Exercise sound reasoning to analyze issues, make decisions, and overcome problems.

**EXAMPLE:** Participate in undergraduate research; organize a campus event; seek opportunities to evaluate data to support decision making; work as a lab assistant with computers, science or language, research and develop a new student policy.

Career Management

Identify and articulate one’s skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas of professional growth.

**EXAMPLES:** Take TypeFocus Career Assessment! Attend campus career fairs; make an appointment with a career counselor, attend professional development network conference, participate in resume reviews, and mock interviews.

Undergraduate Student Checklist

To assist undergraduate students with putting NCCU Career Services resources into perspective, below is a sample of how one undergraduate student might interact with student resources.

First Year

- Register with Career Services. This includes accessing your Eagle Career Network account, completing a career assessment, and creating a resume.

- Complete the online career interest form on Eagle Career Network. This will allow us to push only jobs,
internships, and resources related to your career interests.

• Set up an appointment with Career Services to discuss career options.

• Focus on getting good grades.

• Get to know your professors. Visit office hours, stay late after class, and look for current events that relate to the course.

• Attend Career Services workshops, career fairs, panels, and information sessions.

• Buy a professional dark interview suit or two.

• Participate in a CAREER VIEW to explore companies and career fields.

• Collect information on internships and summer jobs. Attend the Part-time Job Expo.

• Consider volunteer positions and community service opportunities that will help you gain experience in your career field.

• Join student organizations that will offer you future leadership roles.

Sophomore Year

• Update your Eagle Career Network account.

• Fine tune your resume and cover letter. Attend Career Express Lane drop-in hours.

• Set up an appointment with Career Services to discuss career options.

• Attend Career Services workshops, career fairs, conferences, panels, and information sessions.

• Participate in a CAREER VIEW.

• Attend internship information sessions and showcases.

• Gain career related experience through an internship, part-time job or volunteer opportunity.

• Conduct information interviews with professionals. Consider Alumni Mentoring Program.

• Build your professional wardrobe.

• Continue to build relationships with faculty and staff for future recommendations and references.

• Explore graduate school or professional school options.

Junior Year

• Update your Eagle Career Network account.

• Fine tune your resume and cover letter. Attend Career Express lane drop-in hours.

• Participate in a mock interview with a Career Services Staff member.

• Set up an appointment with Career Services to discuss career options.

• Attend Career Services workshops, career fairs, conferences, panels, and information sessions to find internships.

• Participate in a part-time job or volunteer/service opportunity.

• Apply for on-campus interviews via Eagle Career Network.

• Pursue leadership positions through student government, clubs, fraternities/sororities etc.

• If considering graduate school, begin exploring program application deadlines and requirements.
• Conduct informational interviews with professionals. Consider Alumni Mentoring Program.

• Complete a career-related internship. Many summer internships lead to full-time positions.

• Build your professional wardrobe.

Senior Year

• Update your Eagle Career Network account.

• Fine tune your resume. Attend Career Express Lane drop-in hours.

• Set up an appointment with Career Services to discuss job search strategies

• Create a list of three references.

• Applying to graduate school? Follow individual program guidelines and deadlines

• Be sure your social media is professional.

• Begin your active job search at least one semester prior to graduation. Many employers begin recruiting as soon as the semester begins.

• Get organized, create a spreadsheet or file to track your job search activity.

• Speak with faculty about career interests and plans

• Attend Career Services career fairs, hiring events and information sessions.

• Apply to as many positions that interest you. Seek positions on Eagle Career Network.

• Monitor applications and on-campus interview deadlines of positions posted on Eagle Career Network.

• Complete graduate survey to report your future plans.

Graduate Student Checklist

First Year

FALL

• Register with Career Services. This includes accessing your Eagle Career Network account, completing a career assessment, and creating a resume.

• Complete the online career interest form on Eagle Career Network. This will allow us to push only jobs, internships, and resources related to your career interests.

• Set up an appointment with Career Services to discuss career options.

• Join the professional organization within your field and register for conferences, workshops, and keep abreast of the latest development in your profession.

• Network with your peers, professors, and other professionals within the profession.

• Explore summer internship opportunities.

SPRING

• Gain research experience. Collaborate with peers and faculty and search for opportunities to present research at professional workshops and research symposiums.

• Continue to search for job opportunities and set up a practice interview with CSO.

• Attend academic writing workshops and conferences, and pursue publishing opportunities.
• Volunteer as a journal reviewer.
• Continue to add experiences to your resume and set up a professional profile on LinkedIn.
• Explore a fall internship opportunity.
• Conduct informational interviews with employed faculty and professionals.

Second Year

FALL

• Continue to explore career fields that might interest you (what you want to specialize in).
• Update your Eagle Career Network profile along with other professional profiles.
• Continue to search for jobs through Eagle Career Network.

• Search for research opportunities with faculty and continue to network with professionals within your field.
• Seek opportunities to take on a leadership role relevant to your interests.
• Continue to conduct informational interviews with employed faculty and professionals.
• Meet and network with professionals outside academia.
• Identify transferable skills that you’ve gained through academia, internship, and or job experiences.
• Begin to apply for a job within your profession.
• Applying to doctoral programs? Follow individual program guidelines and deadlines.
• Schedule a practice interview and have your resume looked over in Career Services.

SPRING

• Continue researching opportunities and applying for jobs.
• Update your resume with Career Services. Visit Career Express Lane drop-in hours.
• Set up an appointment with Career Services to discuss job search strategies
• Begin your active job search at least one semester prior to graduation. Many employers begin recruiting as soon as the semester begins.
• Get organized, create a spreadsheet or file to track your job search activity
• Continue to attend professional workshops, conferences, and networking events.
• Continue to apply to as many jobs that interest you.
Career Counseling

Career Counseling is a process that will help you to know and understand yourself and the world of work in order to make career, educational, and life decisions. The goal of Career Counseling is to not only help you make the decisions you need to make now, but to give you the knowledge and skills you need to make future career and life decisions. Since career development is a lifelong process, Career Counseling can be appropriate for anyone, including freshmen, sophomores, juniors, seniors, graduate students and even alumni.

What can I expect from a Career Counselor?

A CAREER COUNSELOR WON'T:

• Tell you what to do, or tell you what you should major in or what career you should pursue.

A CAREER COUNSELOR WILL:

• Help you figure out who you are and what you want out of your education, your career, and your life.

• Be someone for you to talk to about your thoughts, ideas, feelings, and concerns about your career and educational choices. Help you sort out, organize, and make sense of your thoughts and feelings.

• Help you identify the factors influencing your career development, and help you assess your interests, abilities, and values.

• Help you locate resources and sources of career information.

• Help you to determine next steps and develop a plan to achieve your goals.

Below are some examples of concerns that bring students to Career Counseling:
• “I have no idea what I want to do with my life.”
• “I don’t know what to major in.”
• “I’ve narrowed it down to a couple career options, but I’m having a hard time choosing between them.”
• “I know what I want to major in, but I have no idea what I want to do once I graduate.”
• “I know what I want to do, but I’m not sure what the best major would be.”
• “I want to know what kinds of jobs I can get with my major.”
• “I don’t feel like I know enough about all the different careers out there to know what I want to do.”

Resolving Conflicts

• “I like a lot of different subjects, and I keep changing my major because I’m not sure which one is the best for me!”
• “I don’t like any of my classes and none of the majors seem really appealing to me.”
• “I have a lot of work experience and I want to find a new career path that will build on the skills I already have.”
• “I was planning on going into the _______ program, but I applied and didn’t get in. What do I do now?”
• “I always thought I wanted to be a ______, but I got into my major and I really don’t like it!”
• “I really like my major, but it’s not what I want to do for my career.”
• “I know what type of work I’d like to do, but I’m afraid I won’t be able to make enough money doing it.”
• “My family really wants me to be a ______, but I’m not sure if that’s really what I want.”
• “I can’t find a job, so I’m thinking about going to grad school.”

CAREER ASSESSMENT

Career assessments can help you explore your career interests, skills, values, and preferences. While no assessment can perfectly describe who you are or what your career is going to be, they are valuable in helping you narrow your search and discovering options you may not have previously considered. Career Services currently offers TypeFocus at no cost to current students. To understand your career assessment results, you are encouraged to talk with a career services staff member.

Networking

Networking is developing and maintaining relationships with individuals that are engaged in work and life activities that interest you. Networking provides exclusive information on career industries and job leads.

Can networking lead to a job?

Depending on the sector, at least 75%, and as high as 95% of all available jobs are never publicly advertised. These jobs are located in what is called the “hidden job market” - and your network is essential to finding these opportunities. The contacts you make, if developed and used wisely, can lead to future employment.

But I don’t know anyone…

Many students believe that they need to know people in positions of power who can ultimately offer them a job. The fact is that everyone has a network, it’s just a matter of thinking broadly and creatively about who is in it. There is a good chance that either someone you know (or someone they know) works in a field that interest you. Start by making a list that includes:
Where do I network?

You can network anywhere! Here are a few places you can go to interact with people:

- Career Fairs, Panels, Information Sessions
- Social Networking Sites/LinkedIn
- Classes, Conferences, Seminars
- Work-study, Part-time Job, Internship
- Professional Associations

Every interaction can lead to a new direction. It’s important to put yourself out there so that you can have the opportunity to meet and connect with lots of different people.

CAREER FAIRS

Career Fairs are helpful for all students at any level of career planning. For those students closer to graduation, Career Fairs provide a venue for making initial contact with potential employers. For those students that are exploring options, it provides a place to gather information, learn about internships, and ask questions.

Before the Fair

- Study the list of participating organizations and research those that interest you.
- Develop and practice a 30 second commercial for yourself. (See 30 second commercial).
- Prepare specific and general questions to ask.
- Make extra copies of your resume to take to the fair.

During the Fair

- Prioritize your time. Visit employers at the top of your list.
- Use your 30 second commercial. Make eye contact.
- Make note of the representative names for follow up.
- Offer a resume to the recruiter. If you are just shopping around, you may collect information and send resumes once you narrow down your interests.
- Ask about their hiring timeline and process if the organization is not returning to campus for interviews.
- Keep an open mind. Visit with organizations you may not have considered.
- Take the initiative and engage in meaningful conversations with representatives.
- Make connections and get advice.
After the Fair

- Follow up! If you promised to send a resume, send it!
- Send thank you letters.

Connecting with NCCU Alumni

To connect with fellow Eagles, consider participating in the Alumni Mentoring Program (AMP). The AMP program will pair you with an alum in your career field of interest to network with. It’s also a good idea to join the NCCU Alumni Group on LinkedIn.

30-Second Commercial

A 30-second introduction shares highlights about your interests, experience, strengths, accomplishments, and/or goals – all in 30 seconds! It captures the interest of the person you are attempting to engage and makes a strong first impression. Use your 30-second introduction at networking events and career fairs, and anywhere you get an opportunity to speak with someone in a field you’d like to explore – even on an elevator!

EXAMPLE: Hello, my name is Shaunda Brown and I am a sophomore at NCCU studying English. I’m interested in exploring career opportunities in media, specifically in fashion and lifestyle editorial writing. I was very involved in my high school newspaper and am currently working as a freelance writer for the Campus Echo and enjoying my work. I noticed that you are working at Spectator Magazine. Could you please share with me how you entered your field?

Informational Interviewing

Once you have identified some individuals with whom to network with, you can begin by conducting an informational interview. An informational interview is an interview that you initiate with a professional; and you do the research and ask questions. Conducting an informational interview is one of the best ways to learn about careers and to make contacts. It’s important to keep in mind that the purpose is to obtain information, not to get a job – though it may sometimes lead to a job.

Ways to Make Connections

- Ask someone that you know personally
- Ask friends, family members, colleagues, and professionals if they know anyone
- Ask Career Services staff members
- Network with alumni

Sample Questions to Ask

- Can you tell me how you got to this position?
- What do you like most about what you do, and what would you change if you could?
- How do people break into this field?
- What are the types of jobs that exist where you work and in the industry in general?
- What are some of the biggest challenges facing your company and your industry today?
- Are there any professional or trade associations I should connect with?
- How do you see your industry changing in the next 10 years?
- What’s a typical day like for you?
SAMPLE EMAIL REQUEST

Dear Mrs. DosReis,

Hope this email finds you well. It was a pleasure working with you this past summer in the Career Center office. I learned a lot and appreciate all you do for students.

I learned that you got your degree in higher education, and I am looking to learn more about the field. Would you have time to provide me with advice on how I can gain more experience.

I have availability next week, if that works for you? If not, please suggest some dates and times and I will do my best to accommodate. I know the office is busy this time of year, so I will follow up in a few weeks if I don’t hear back sooner.

Thanks for all your help,

Daniel Mack
(919) 555-5555

Graduate and Professional School Preparation

Graduate and Professional School affords the opportunity to expand knowledge of a particular area of study, enter academia as a profession, or prepare for a specific career. While graduate school can be a rewarding experience, it can also be expensive and time consuming. You’ve got to know if you really want it before you go. Ask yourself and research the answers to these questions:

- Is graduate or professional school the right choice?
- Will it make me more marketable? How?
- Is a graduate degree required for entering my field of choice?
- Should I gain work experience first?

Good Reasons to Attend

- I want to be a researcher or a college professor.
- A graduate degree will give me better job choices.

Not-so-good Reasons to Attend

- I do not know what else to do.
- I can put off paying my college loans.
- My parents/teachers expect me to go.
- It is a way to avoid finding a real job.

How to Apply to Graduate School

Plan ahead. Graduate and professional schools often require specific undergraduate courses, as well as standardized tests. In some cases, test scores are unavailable for several weeks, which may delay your application. Allot at least one month for preparing your entire application, and start the process early.

Many schools accept applications online; however, many still require hard copies. Some schools receive thousands of applications, so be sure to keep a record of
every item sent to each admissions office and to send your application ahead of time. Remember that early decisions and rolling admissions may be available, even if they are unadvertised.

Guidelines for Obtaining References

Faculty members are usually happy to give a reference, but you need to make it easy to help. When you ask a faculty member for a letter of recommendation, it is helpful to provide:

- All application deadlines.
- A transcript.
- A resume.
- A statement describing what you are applying for and why.
- The grade(s) you received in the professor’s course and a sample of your work if applicable.
- Your contact information.
- Instructions about how to submit the letter of recommendation.
- A stamped and addressed envelope so that the recommender may send the letter directly to the school(s) you are applying to, if the letter will not be submitted online.

Faculty members write letters of recommendation as a courtesy. Occasionally, if a faculty member is uncomfortable writing a letter, he/she may decline. In this case you should look for another reference rather than trying to convince that faculty member to change his/her mind. Always thank your references and keep them apprised of the outcome.

Financing your Advanced Degree

What financial aid options are available? Most awards are given by the academic department under your plan of study. Nevertheless, there will also be general assistantships throughout the university.

- **GRADUATE ASSISTANTSHIPS**: 10-20 hours work/week; typically pay full or partial tuition and offer a stipend
- **TEACHING ASSISTANTSHIPS**: Teaching, recitation courses and/or assisting a professor with office hours, half time
- **RESEARCH ASSISTANTSHIPS**: Assist professor with research; may lead to own research project
- **RESIDENCE ASSISTANTSHIPS**: Room (in college residence hall), board and stipend are often offered

Admissions Exams

Graduate Record Examination (GRE), [WWW.GRE.ORG](http://WWW.GRE.ORG)

Graduate Management Admissions Test (GMAT), [WWW.GMAC.COM](http://WWW.GMAC.COM)

Law School Admissions Test (LSAT), [WWW.LSAC.ORG](http://WWW.LSAC.ORG)

Miller Analogy Test (MAT), [WWW.MILLERANALOGIES.COM](http://WWW.MILLERANALOGIES.COM)

Medical College Admissions Test (MCAT), [WWW.AAMC.ORG](http://WWW.AAMC.ORG)

On-Campus Testing and Preparation

Cynthia Duarte, (919) 530-5109, cduarte@nccu.edu
Resumes

A resume is used when applying for internships, co-ops, and full-time jobs; and in some cases scholarships, fellowships, and graduate school applications. A resume is typically accompanied by a cover letter unless you hand deliver it to an individual.

A resume is a summary of your experience, education, and skills. It is not a complete history of all your accomplishments. Its main purpose is to convince the employer to bring you in for an interview. Resumes are used to screen applicants and determine which candidates have the background that most closely matches an employer’s needs.

**The Most Effective Resumes:**

- Quickly capture an employer’s interest – most employers spend 15-20 seconds reviewing a resume
- Emphasize and quantify accomplishments rather than just listing responsibilities
- Use the employer’s language and jargon that is particular to the industry or developing trends
- Incorporate transferable skills

**Avoid Poor Resume Construction and Typos**

Employers report that a typo or grammatical error on a resume is one of the top reasons for rejection. Once you have reviewed your resume carefully, ask a friend or Career Services Staff member to look over it. It is often difficult to catch your own mistakes. Also, watch spacing, alignment of text, and margins. Wide spacing and inconsistent indentation of text can ruin the presentation of the document.
Resume Templates

Certain websites and software offer resume templates for you to use to develop a resume. We advise you to avoid using templates since they often prevent you from developing a resume that utilizes the space on the page effectively and organizing your information the way you would prefer. Use a blank word document and look at samples of resumes as a guide when creating your resume.

Common Resume Formats

**CHRONOLOGICAL:** lists information in reverse date order, beginning with your education

**FUNCTIONAL:** showcase skills, rather than work history (good if you have limited experience, sporadic work history, or are a career changer)

Resume vs. Curriculum Vitae (CV)

Graduate students in advanced degree programs who are seeking academic or research positions typically use a CV. The same guidelines apply to CVs as resumes, however, a CV is generally more than two pages in length and includes sections such as publications, presentations, poster sessions, grants, patents, and professional memberships.

Contents of a Resume

**Heading**

Include your full name, email address, current address, and phone number. Your name should be bolded and in a slightly larger font than the rest of the resume (14p – 16pt). If you are going home for the summer or moving in the near future, include your permanent address.

**Objective**

In one or two lines, briefly state the type of position you seek or career area of interest. You may include specific skills you will contribute, allowing the employer to match these positions. Customize your objective for each position, when possible.

**SAMPLES:**

- “To obtain a summer internship position at ABC Company”
- “To secure a full-time position in sports marketing”

**Education**

List your education in reverse chronological order, with your most recent academic experience first. Include degree and academic major. By sophomore year, most students drop High School and related experience from their resume. Determining whether or not to include your GPA is a personal choice, but a good rule is to include your GPA if it is a 3.0 or above.

**Honors and Awards (optional)**

List Deans list, scholarships, and other academic/merit-based awards in this section.

**Relevant Coursework (optional)**

Use this section to help clarify your major or skills developed in your discipline by listing courses. If you have not worked in your chosen field, employers will acknowledge projects and your studies. List the name of the course, not the course number or description in this section.
Experience

• This section may include paid work, volunteer positions, internships, co-ops, and summer jobs.

• List experiences in reverse chronological order with the most recent experience first. Include job title, name of the employer, city, state, and dates of involvement. It is important that you are specific with these dates; include both the month and year for the start and end dates.

• Include 2-5 bullet points per position to describe your duties and accomplishments. Each bullet point should begin with an action verb; an action verb is a strong word that gives the reader a picture of the experience you are describing.

• Use the STAR method to help you write impactful bullet points for each experience on your resume
  
  • SITUATION: What was the situation, problem, or conflict you were facing
  
  • TASK: What were you tasked with? What were your responsibilities?
  
  • ACTION: What action did you take? (Start with Action Verbs)
  
  • RESULT: What was the result or outcome of your action? How did it benefit the organization?

POOR DESCRIPTION EXAMPLE: Public Health Society, Events Coordinator – “Responsible for organizing events and panels”

In this example, it is not clear what the candidate did to organize events and panels, what skills they used, or what kind of events and panels they organized.

STRONG DESCRIPTION EXAMPLE: Public Health Society, Events Coordinator – “Plan and coordinate panels on public health for audiences of 25–50 undergraduates on a bi-monthly basis”

Campus Involvement/Leadership Activities

This is an important part of your resume. Employers want to see that you were involved on campus and in your community. If you held a leadership position in a student organization, you acquired skills as valuable as any job or internship. You can list your volunteer or campus involvements just as you would a job or internship.

Skills

Include any language skills, computer/social media skills and lab experience

References (optional)

Do not list the actual reference on the resume/CV. References should be listed as a separate sheet. It is not necessary to include a statement such as “References Available Upon Request” on your resume. Employers assume that you will provide them if requested.

ADDITIONAL SECTIONS

• Technical Skills
• Study Abroad/Travel
• Military Experience
• Publications
• Certifications/Licensures
• Postdoctoral Training/Fellowships
• Community Service/Volunteer Work
Michael A. Freshman  
123 West Street | Durham NC 27707  
(919) 555-5555 | Michael.eagle@nccu.edu

OBJECTIVE
Seeking an internship in the field of financial management

EDUCATION
North Carolina Central University  
Bachelor of Business Administration  
Concentration: Finance  
GPA: 3.2

EXPERIENCE
XYZ Department Store  
Sales Associate  
Durham, NC  
August 2016 – present
- Provide excellent customer service to store patrons regarding merchandise selection and purchases in the Home Goods Department
- Manage cashier duties including purchases, exchanges, and returns
- Assist store manager with sales promotions, maintenance of department area and sales floor, and arrangement of store displays

Green Garden Services  
Founder  
Madison, SC  
June 2014 – June 2016
- Developed 60% repeat clientele by second year in operation
- Designed and implemented advertising campaign that increased business by 75%

LEADERSHIP AND SERVICE
Eastern High School Student Council  
Class Treasurer  
Madison, SC  
May 2013 – June 2016
- Managed financial sub-committee and organized monthly meetings
- Generated over $1750 for prom committee through various fund raising efforts

Eastern High School Debate Club  
Reporter  
Madison, SC  
October 2012 – May 2013
- Publicized club meetings, events, and announcements
- Maintained club website and document records
- Designed new club logo for branding and recruitment materials

Great Harvest Soup Kitchen  
Volunteer  
Madison, SC  
January 2011 – April 2012
- Prepared and served meals for over 100 guests each week
- Served as volunteer trainer for new groups in the kitchen and dining room
- Provided a safe and caring environment for guests

ACTIVITIES
Freshman Class Council Representative  
September 2016 – present

Finance Pro (Finance Club), Member  
September 2016 – present

SKILLS
Computer: Microsoft (Word, Excel, PowerPoint, Publisher, Access, OneNote) Adobe Photoshop  
Language: Conversational Spanish
Jessica A. Transfer  
301 Rock Creek Road | Durham NC 27707  
(919) 555-5555 | jessica.eagle@nccu.edu  

OBJECTIVE  
To obtain a part-time position in a residential support shelter  

EDUCATION  
North Carolina Central University  
Bachelor of Arts in Psychology  
GPA: 3.1  
Durham, NC  
May 2017  

Wake County Community College  
Completed 36 general education credits  
GPA: 3.9  
Raleigh, NC  
December 2015  

HONOR & AWARDS  
Dean’s List, 2 semesters  
Chancellor’s Scholar Recipient  

LEADERSHIP EXPERIENCE  
Sigma Pi Sorority, North Carolina Central University  
President, Fall 2014 – Spring 2015  
• Chaired bi-weekly joint chapter meetings, directing over 50 members  
• Served as liaison for the sorority chapter with NCCU and National office  
• Oversaw fundraising and philanthropy efforts by raising $1000 for local charities  

WORK EXPERIENCE  
Youth and Family Services Initiative, Durham, NC  
Youth Counselor, August 2013 – present  
• Assist students with completing homework assignments  
• Maintain a conducive learning environment for 20 students  
• Develop lesson plans and learning objectives for afterschool activities  

Redwood Golf Course, Morrisville, NC  
Shop Associate, Summer 2013  
• Conducted research on golf clubs and advised customers on purchases  
• Develop exercises to teach golf techniques to new and experienced players  

American Grill, Chapel Hill, NC  
Hostess, October 2012 – March 2013  
• Greeted and provided excellent customer service to restaurant patrons  
• Managed seating assignments and advanced dining reservations  

SKILLS  
Microsoft Office Suite (Word, Excel, Power PowerPoint)
Elizabeth C. Intern
1555 Experience Street ∙ Durham, NC 27712 ∙ (919) 555-5555 ∙ eintern@nccu.edu

OBJECTIVE
To obtain an internship in the field of TV production

EDUCATION
North Carolina Central University ∙ Durham, NC
Bachelor of Arts in Communications ∙ May 2011
Minor in Business
Cumulative GPA: 3.4 Major GPA: 3.8

HONORS & AWARDS
Dean’s List: Spring 2007 – Present
Academic Achievement Scholarship

COURSEWORK
Understanding; Television Film/Video I & II; Theories of Media & Society

RELEVANT TV EXPERIENCE
YTV ∙ Raleigh, NC
Production Intern ∙ February 2008 – Present
- Assist production team with various aspects of post, field and studio production
- Help develop daily schedule for on-air production
- Operate still camera for segments on “Request A Video Live”
- Attend and contribute at producer meetings weekly
- Collaborate with supervisor on various special projects

Live with Randy and Katie ∙ New York, NY
- Learned camera and audio techniques for studio and field production
- Assisted producers with various administrative tasks such as the hosts’ morning chat
- Dubbed and organized show tapes for processing
- Provided excellent customer service in a fast-paced environment

ADDITIONAL EXPERIENCE
NC Central Office of Residential Life ∙ Durham, NC
Resident Assistant ∙ August 2007 - Present
- Create a sense of community among 48 residents through educational and social programs
- Serve as a leader, mentor, mediator, and counselor by responding to personal concerns and difficulties of residents on both an individual and group basis
- Collaborate with a team of 7 to revise campus policies and securities

Apple Republic ∙ Greensboro, NC
Sales Associate ∙ January 2003 – March 2005
- Provided excellent customer service to store patrons regarding merchandise selection and purchases in the Women’s Department
- Assisted department manager with sales promotions and arranged store displays
- Managed cashier duties including purchases, exchanges, returns and reconciled transactions

ACTIVITIES
PARty (Peers Advocating Responsibility) ∙ September 2007 - Present
- Promote social responsibility on the North Carolina Central University campus through programs with a focus on the effects of drugs and alcohol

Intramural Tennis ∙ July 2006 – Present
- Assist coach with practices and coordinate campus sports events

SKILLS
Language: Conversational in Greek and Spanish
Other Software: Proficient in MS Word, Excel; Knowledgeable in PowerPoint and Publisher
Video editing software: Final Cut Pro and Avid
Ashley Jacob
123 River Water Street, Apt. 173
Durham, North Carolina 27707
Mobile: 919-555-1234
ashleyjacob@gmail.com

OBJECTIVE
To obtain a Software Engineering position in Silicon Valley.

EDUCATION
North Carolina Central University
Bachelor of Science in Computer Science
GPA: 3.5

TECHNICAL SKILLS
Programming Languages: Visual Basic, SQL, C, C++, Java
Operating Systems: Windows NT/2000/XP/Vista, Linux, Unix
Database: SQL, Server, MS Access, Oracle
Internet: ASP, VB Script JavaScript, HTML, Dreamweaver, ASP.NET, Java Server, Perl
Software: JCL, DB2, MS Visio, MS FrontPage

PROJECT EXPERIENCE
Reaction Tester
Durham, NC
February 2016
Create a mini-game to measure reaction time using HTML, CSS, and JavaScript

Durham County Crisis Center
Systems Analysis and Design Class
Durham, NC
January 2016 – May 2016
Collaborate on a team of 4 to develop a database and website that allowed viewing of available shelters and food banks
Use Visual Basic to establish a new user interface to the website and incorporated Java, HTML and Flash into interactive website

EXPERIENCE
North Carolina Central University
Computer Lab Assistant
Durham, NC
August 2017 – Present
Resolve programming and software questions for students, faculty, and administrators
Perform hardware maintenance, technical support, and software research to meet student needs

Hewlett-Packard Corporation
Unix Administrator Intern
Palo Alto, CA
June 2016 – August 2016
Operate Unix Hp/Ux 11i in the transferring of files between development and testing regions
Create user accounts and set permission and passwords with UNIX – SCO
Collaborate with a team of 4 to configure notebooks and install multilingual software for 6 overseas consultants

ACTIVITIES
Treasurer, North Carolina Central University IT Eagles, 2016-2017
William P Robinson  
456 Market Street  
Durham, NC 27707  
(919) 555-1234  
William.robinson@nccu.edu  

**OBJECTIVE:** To obtain a position in the field of Criminal Justice  

**SUMMARY OF QUALIFICATIONS:**  
Student athlete who developed approximately 30 hours per week to training, practices, travel and competitions. Academic success and athletic experience have fostered skills in leadership, time management, and critical thinking which will translate to a career in criminal justice  

**EDUCATION**  
North Carolina Central University  
Bachelor of Science in *Criminal Justice*  
Concentration: *Juvenile Justice*  
May 2015  
GPA: 3.0  

**RELEVANT COURSEWORK**  
Counseling in Criminal Justice; Juvenile Justice Theory, Policy and Practice; Human Behavior and the Social Environment I and II; Drugs, Criminal Law Procedure and Court Processes  

**INTERCOLLEGIATE ATHLETICS**  
North Carolina Central University Baseball Team  
Team Captain: Jan. 2014 – present  
June 2011 – present  
- Received full athletic scholarship to North Carolina Central University (NCAA MEAC Division)  
- Lead members of the team to ensure that team works together harmoniously  
- Meet with coaching staff week to address issues regarding team cohesiveness and adherence to tame MEAC, and NCAA guidelines  
- Elected Most Valuable Player, 2014  
- Received Coach Sportsmanship Award, 2011, 2012  

**ACTIVITIES & COMMUNITY SERVICE**  
North Carolina Central University Athlete Advisory Committee  
Baseball Team Representative  
August 2013 – present  
- Serve as liaison between baseball team and the university athletics department  
- Coordinate on-campus delivery workshop for student athletes and student leaders across campus  

Big Brother, Big Sister  
Volunteer Mentor  
August 2013 - present  
- Assist with and participated in weekly group activities and monthly field trips  
- Tutor students ages 8 – 13 and assisted with homework assignments  

NC Special Olympics  
Event Volunteer  
June 2012, June 2013  
- Assist athletes during aquatic events  
- Promote a positive and supported environments for athletes and their families  

**SKILLS**  
Computer: MS Word, Excel, Access, PowerPoint, Publisher, Adobe Illustrator, PageMaker
Cynthia Yance
110 SeaCreek Drive, Durham, NC 27707 | (919) 555-5555 | yancec@eagles.nccu.edu

SUMMARY
Seven years of leadership and management experience in military food service setting.
Certified Trainer for SafeServ certification
Confidential Security Clearance

OBJECTIVE: Territory Manager Western Carolina Food Facility

EDUCATION
North Carolina Central University
College of Behavioral and Social Sciences
Bachelor of Science in Public Health – Nutrition
GPA: 3.0

EXPERIENCE
Assistant Manager, Ruby Tuesday, Durham, NC
Jan 20xx – Dec. 20xx
- Scheduled 30 staff for two shifts daily
- Inventoried and purchased $10,000 in food and beverages weekly
- Hired, trained and evaluated performance of morning and afternoon shift staff
- Attended quarterly staff trainings on safety, sanitation, leadership, and finance/budgeting

MILITARY
United States Air Force – Lackland Air Force Base
San Antonio, Texas
Staff Sergeant, Food Service Specialist
Aug. 20x – Mar. 20xx
Technical Sergeant, Food Service Specialist
Jun. 20xx – Jul. 20xx
- Trained staff in highest quality sanitation standards
- Generated weekly breakfast menus for 5000+ airmen
- Ordered over $150,000 in breakfast items weekly

Shaw Air Force Base, Sumter, SC
Basic Training

Tours of Duty: Turkey, Spain, and Germany

HONORS
United States Air Force
- Good Conduct Medal, Dominican Republic Citation, Fire Code Specialist

LEADERSHIP
United States Air Force – Advanced Leadership Training
- Lackland Air Force Base, San Antonio, TX
- RAF Wethersfield, Essex, England
Jun 20xx
Sep 20xx

PROFESSIONAL ASSOCIATIONS
- National Nutritional Association
- Veteran’s Administration Association
Marcus Jones
12 Blue Way, Chapel Hill, NC 27514 | (919)-555-2306 | marcus.jones@eagles.edu

OBJECTIVE
Seeking a position as an emergency room nurse.

EDUCATION
North Carolina Central University
B.S, Nursing, May 20xx
GPA 3.2
Certification: North Carolina CNA Certification, August, 20xx

CLINICAL EXPERIENCE
**Medical/Surgical 11,** Veterans Administration Hospital, Durham NC, Spring 20xx
**Pediatrics,** Duke University Children’s Hospital, Durham NC, Fall 20xx
**Psychiatric,** Duke University Hospital, Durham NC, Fall 20xx
**Medical/Surgical 1,** UNC Chapel Hill Women’s Hospital, Chapel Hill, NC, Spring 20xx
**Geriatrics,** UNC Chapel Hill Memorial Hospital, Chapel Hill NC, Spring 20xx
**Maternity,** UNC Chapel Hill Women’s Hospital, Chapel Hill, NC, Fall 20xx
**Emergency Room,** Rex Hospital, Raleigh NC, Fall 20xx

WORK EXPERIENCE
**CNA,** WakeMed Hospital, Raleigh, NC, September 20xx - May 20xx
  - Assisted with direct patient care
  - Transported patients to various areas of the hospital
  - Collaborated with nurses and doctors to provide patient care
  - Sterilized medical equipment

**Nanny,** Chapel Hill, NC, June 20xx- August 20xx, June 20xx – August 20xx
  - Provided child care to 3 children ages 3, 5, and 8

**Front Desk Assistant,** Frank Porter Graham Student Union UNC Chapel Hill, September 20xx – May 20xx
  - Answered questions about events taking place in the Student Union
  - Provided customer service to patrons

VOLUNTEER EXPERIENCE
**UNC Chapel Hill Hospital,** February 20xx – May 20xx
**Ronald McDonald House,** Chapel Hill, NC, October 20xx – December 20xx

ACTIVITIES
Association of Nursing Students, North Carolina Central University
Vegetarian Society, North Carolina Central University
Asha Jones
1801 Fayetteville Street • Durham, NC 27707
(919) 560-6337 • asha.jones@nccu.edu

EDUCATION
North Carolina Central University
Master of School Administration
Concentration in School Administration
Durham, NC
May 2008

UNC-Chapel Hill
Bachelor of Arts in English and History
Chapel Hill, NC
December 2003

CERTIFICATION
North Carolina Professional Educator’s License
June 2008

TEACHING EXPERIENCE
XYZ Elementary School
Student Teacher, 3rd Grade
Durham, NC
January 2008 – Present
- Teach all academic core subjects using an interactive approach to ensure greater learning experiences
- Differentiate instruction using small group lessons to meet the individual needs of students
- Utilize SDAIE strategies such as repetition, slower speech, visuals, and graphic organizers to make content comprehensible for English language learners
- Incorporate technology into lesson plans to provide students with interactive learning tools
- Use reciprocal teaching strategies in language arts instruction to help students maximize comprehension

Different Elementary School
Student Teacher, Kindergarten and 1st Grade
Durham, NC
August 2007 – December 2007
- Involved students in displaying their work on bulletin boards to inspire creativity and self-esteem
- Discussed students’ progress during parent/teacher conferences to link home and school experiences as well as promote parental involvement
- Participated in staff meetings to organize events and establish strong relationships within the community

Public Elementary School
Student Teacher, 3rd Grade
Durham, NC
February 2007 – April 2007
- Conducted listening and thinking activities during weekly storytelling to enhance students’ comprehension
- Tutored students individually in class content to supplement daily lessons
- Fostered caring relationships and maintained firm boundaries with students to create a safe, positive learning environment that inspired success

PROFESSIONAL EXPERIENCE
A Good Clinic and Mental Health Organization
Program Secretary, Special Projects Assistant
Durham, NC
January 2004 – December 2006
- Completed special projects and organized internal databases in order to support ongoing programs
- Obtained information for research projects to provide reliable sources for company medical professionals
- Arranged meetings and managed employer’s daily activities to facilitate the transition between events

PROFESSIONAL ASSOCIATIONS
United Federation of Teachers

SKILLS
Fluent in Spanish
Proficient in MS Office Suite
Johnathan R. Graham
133 New Brunswick Road
Highland Park, NJ 08906
jgraham@gradsch.rutgers.edu

ACADEMIC BACKGROUND
Ph.D., Counseling and Human Development
Rutgers University, New Brunswick, NJ
Graduate School of Applied and Professional Psychology, May 2002
Dissertation: “The Increasing Demands on Campus Rehabilitation Centers.”

M.A., Psychology
North Carolina Central University, Durham, NC, May 2000

B.A., Psychology
North Carolina Central University, Durham, NC, May 1998

AREAS OF EXPERTISE AND TEACHING
Behavioral Counseling and Psychotherapy
Clinical Assessment and Measurement
Rehabilitation and the Disabled
Rehabilitation Counseling Research
Vocational Psychology

PROFESSIONAL OVERVIEW
Assistant Professor, Counselor Education Department
University of Maryland, College Park, MD, September 2002-Present
Responsible for teaching and program development in master’s and doctoral degree programs in rehabilitation, community-based programs and counseling psychology.

Director of the University of Maryland Counseling Center
University of Maryland, College Park, MD, January 2004-Present
Responsible for budget design and maintenance, staffing, policies and evaluation of the 12 members on the counseling staff.

Staff Counselor, NCCU Counseling Center
North Carolina Central University, Durham, NC, September 2000- May 2002
Responsible for counseling and psychological evaluations for the university community, primarily undergraduate students.

PROFESSIONAL SERVICE
University of Maryland, College Park, MD, September 2005-Present
- Chair, Search committee for University Counseling Committee
- Co-Chair, Graduate Admissions Counsel

- Consultant, Rehabilitation Grants Program
PUBLICATIONS


PRESENTATIONS


“The Role of the Supervisor in Counseling Center,” American Personnel and Guidance Association National Convention, Kansas City, KS, April 2001

AFFILIATIONS

American Association of University Professors
American Education Research Association
American Personnel and Guidance Association
American Rehabilitation Counseling Association
National Rehabilitation Association

DISTINCTIONS

Magna cum laude
Phi Beta Kappa
President, Rutgers Graduate Student Association, 2001-2002

LICENSURE

Certified counseling psychologist, Maryland State Board of Psychology
Licensed psychologist in the state of Maryland and New Jersey
Rehabilitation counselor, certified by the National Commission on Rehabilitation Counseling
STUDENT LEADER RESUME EXAMPLE

Samuel L. Eagle
100 Eagle Lane | Durham, NC 27707 | samuel.eagle@nccu.edu | 555.123.4567

OBJECTIVE: Seeking a summer internship in the field of criminal justice

EDUCATION
North Carolina Central University, Durham, NC
Bachelor of Science in Criminal Justice, May 2016
GPA: 3.13/4
Relevant coursework: Criminal Justice Court Processes, Ethics in Criminal Justice, Research Methods in Criminal Justice, Criminal Law for Criminal Justice Personnel

LEADERSHIP EXPERIENCE
NCCU Student Government, Durham, NC
Senator (2012-2013)/Board of Elections Chair, October 2012 – Present
• Supervise a committee of 11 other student members and lead committee meetings
• Organize and coordinate campus-wide elections of the student body president and other elected positions
• Preside at hearings related to election code violations
• Serve as student representative on the Faculty Academic Affairs Sub-committee

Alpha Phi Omega Service Fraternity, Durham, NC
Member (August 2012 – May 2013)/Membership Chair, August 2012 – Present
• Collaborate with executive board members to plan and lead monthly community service points
• Increased membership by 10% through implementation of new recruitment methods and utilization of social media
• Designed and implemented a program to welcome new members and orient them to the values of the organization

NCCU New Student & Family Programs, Durham, NC
Orientation Leader, May 2013 – July 2013
• Led orientation groups consisting of 10 new students and their families
• Oriented new students to campus with regards to academics, housing, dining, recreation, health, and safety
• Developed and facilitated ice breaker and team building activities to foster community among new students

ADDITIONAL EXPERIENCE
Best Burgers, Durham, NC
Server, March 2013 – present
• Provide excellent customer service for high traffic locations near a shopping center
• Train new servers on preparation procedures, restocking inventory, and using the cash register
• Recognized as Employee of the Month (October 2013, June 2014)

ACTIVITIES
Habitat for Humanity, January 2014 – present
Club Basketball Team, October 2012 – May 2014
Dance Marathon Fundraiser, March 2013

SKILLS
Language: Conversational Spanish
Computer: Microsoft Office Suite (Word, Excel, PowerPoint), Adobe Photoshop
Social Media: Facebook, Instagram, Twitter
Cover Letters

A cover letter is used to introduce yourself and briefly explain why a prospective employer should hire you. Employers who post positions via Eagle Career Network may or may not require a cover letter, but you should have one prepared to send with your resume/cv when applying to positions outside of Eagle Career Network. You do not need a cover letter when hand delivering a resume, such as at a career fair event.

Components of a Cover Letter

INTRODUCTION

Who are you? What position are you applying for? Where do you go to school? How did you find out about the job? Students can briefly address why they are interested in the position and organization in this paragraph as well.

BODY

Communicate skills and experience relevant to the position and organization. Demonstrate how your prior skills, experiences, and values match and would contribute to the organization.

CONCLUSION

Thank the reader and reaffirm your interest in the position. Indicate the next step to be taken and close the letter professionally.

Sending a Cover Letter

Many employers conduct business over email. Therefore, a cover letter can be sent via email in either the body of the message or as an attachment. If sending by mail, be sure to use high quality bond paper for your resume and cover letter. Also, do not forget to sign cover letters.

SAMPLE COVER LETTER

123 My Address Lane
Durham, NC 27707

May 15, 2014

Ms. Sharon Burns
Managing Editor
Hamilton Journal-News
721 Wabash Ave.
Hamilton, OH 40446

Dear Ms. Burns,

I am writing to express my interest in the General Assignment Reporter position at Hamilton Journal-News, recently posted on Eagle Career Network through NCCU Career Services. I am currently a senior at North Carolina Central University and am extremely excited to see this opportunity to join the reporting team at Hamilton Journal-News. I believe my education and experience makes me a good match for the position according to the description you have provided.

While completing my Bachelor of Arts in English at North Carolina Central University, I have demonstrated my strong writing skills. These skills are evident by my experience as a reporter for The Campus Echo newspaper. I contributed articles to the general assignment desk and was assigned to the minority affairs beat where I often worked under pressure to meet strict deadlines. I believe my strong work ethic and sense of independence will be beneficial to your newspaper. I have enclosed a resume with additional details of my qualifications.

The chance to work at Hamilton Journal-News is very important to me and is a logical step for my career. I hope to meet with you soon to discuss how my experience would benefit Hamilton Journal-News. If you have any questions, please do not hesitate to contact me at (919)-555-1234 or via e-mail at Johanna.berry@eagles.nccu.edu. Thank you for your time and consideration.

Sincerely,

Johanna K. Berry
Thank You Letter

Thank you letters are important closure pieces to the interview process. In one short letter, you have the chance to reaffirm your interest, remind the interviewer of who you are, and mention something you might have omitted during the interview.

Thank you letters should:

- Be sent within 24 hours after interview or conversation
- Can be sent via email and or as a handwritten thank you
- Show appreciation and reiterate your qualifications

SAMPLE THANK YOU LETTER

May 25, 2017

1801 Fayetteville Street
Durham, NC 27704

Mr. Charles Stanton
Director of Marketing
XYZ Product Company
234 East 10th Street
Raleigh, NC 27572

Dear Mr. Stanton:

Thank you for the opportunity to meet with you and your staff to discuss the Assistant Marketing Director position. I am impressed with what I learned about XYZ Product Company, especially the organization’s three-year strategic plan to increase growth in various markets. Since our meeting, I read about the recent success of XYZ and marketing efforts for new products. I believe my marketing and economics background, combined with my recent internship experience as a marketing assistant, will enable me to become a valuable member in forwarding this plan.

Please let me know if you require any additional information. Again, thank you for your time and consideration. I look forward to hearing from you in the very near future.

Sincerely,

Johanna K. Berry
Interviewing

Interviewing is a two-way street for communication. It is an opportunity for you and the employer to get to know each other, and see if there is a mutual benefit in working together. Think of your interview as a formal conversation. Be open and talk about your strengths, experiences and how you plan to make a lasting impact within the company or organization. Employers want to learn three things about you during an interview:

- Can you do the job? (your skills/credentials)
- Will do the job? (your motivation)
- Are you a good fit? (relationships)

Preparing for an Interview

**SELF-ASSESSMENT:** Think about your key strengths. Which of your strengths and skills best fit the job or internship? What achievements do you want to highlight? Will the experience assist with your career goals?

**RESEARCH:** Do you know the mission of the business or organization? Have you visited their website to learn more about key projects or programs that are current to the organization? Are you familiar with the historical make-up of the organization? Is this a panel interview? If so, find out how many interviewers to plan for.

**PRACTICE:** Schedule a mock interview with a staff member in Career Services. Review and practice answering questions included in this guide. Practice!

**FIND LOCATION:** Make sure you know and are familiar with the location of the interview. Arrive 10-15 minutes early. Never arrive late!
Screening Interviews

Employers engage in screening interviews to quickly gauge your fit with their position or organization. Because this interview is brief, 15 minutes to 1 hour, you must make an immediate positive impression.

TELEPHONE (20-60 MINUTES): Pick a quiet space to make or receive a telephone interview. Use a landline, if possible, rather than a cell phone. Have your resume and notes in front of you. Because you are not able to exchange non-verbal cues with the interviewer, you will need to convey your energy and enthusiasm through your voice.

CAREER FAIR INTERVIEW: This is likely to be in a very busy environment and will last 2 – 15 minutes. Your focus on the conversation is key. Prepare a brief introduction (30 second commercial) to start the conversation, and be aware of the employer’s cue as to when to elaborate or wrap up.

INFORMATION SESSION INTERVIEW: This is generally 1-2 hours and includes a formal presentation by the employer followed by conversation between students and representatives.

Common Types of Interviews

BEHAVIORAL-BASED INTERVIEWS

Many employers are now relying on behavioral interviews to identify characteristics important for success in their organization. Behavioral interviews help employers to identify candidates that possess these qualities by looking at past behavior as a predictor of future behavior. A behavioral interview question will ask you to recall a past situation or task, explain how you responded or the action you took, and describe the outcome or results you achieved.

Handling Behavioral Interview Questions

Shoot for the Stars! Use the S.T.A.R. method to give the employer an inclusive illustration of your achievements. When discussing key accomplishments you want to provide a clear and concise example.

- **SITUATION**: Describe the context in which the behavior or action took place.
- **TASK**: What task(s) did you identify in response to this situation?
- **ACTION**: What action did you take? What did you do to solve this problem?
- **RESULTS**: What was the final outcome of your contribution? How did it help the organization/group? Explain your results even if you weren’t as successful as you’d hoped, it’s important to make it clear that you understand the implications of the outcome and why it happened.

Sample Behavioral Questions

- Tell me about a time when you were participating in a team project and somebody dropped the ball. What did you do to help the team finish the project on time?
- Tell me about a time when you had to give someone difficult feedback. How did you handle it?
- What’s the most difficult decision you’ve made in the last two years and how did you come to that decision?
- Describe how you would handle a situation if you were required to finish multiple tasks by the end of the day, and there was no conceivable way that you could finish them.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.

Preparation

Think about situations or tasks you will draw from? Examine past or present experiences on campus, at work, and in the community. Think through those you are likely to use as examples. Prepare an outline for each with a beginning, middle, and end.
CASE INTERVIEWS

Case interviews focus on the way you think and how you go about addressing complex problems or situations. You will be presented with a challenging scenario with details. Cases can come in the form of a brainteaser, financial analysis, or management strategy issue. It’s important to remember that the interviewers are more interested in your ability to analyze, use logical and creativity in solving problems than getting the right answer. Your listening skills, insight, communication and persuasive skills are essential in acing case interviews.

TRADITIONAL INTERVIEWS

Traditional interviews are conducted by a smaller group of employers. These interviews follow the organization of your resume. Your resume is used as a guide to probe your preferences, decisions, and achievements demonstrated through your academic, work, campus, and community service experiences.

Sample Traditional Questions

• Tell me about yourself.
• Why did you select your major and how does it fit with your career goals?
• Why should I hire you?
• What are your strengths? Weaknesses?
• Why do you want to work for us?
• What are your long-term goals?
• Describe your working style.
• How do you prefer to be supervised?

WEBCAM INTERVIEWS (SKYPE, FACETIME, ICHAT)

This type of interview is becoming increasingly popular. Treat a webcam interview just as you would an in-person interview as the interviewer is able to see your clothing, facial expressions, and body language. You will need a webcam, microphone, video conferencing software, and a reliable and fast internet connection.

Webcam Interview Etiquette

• Place the webcam at eye level. The screen should show your head and torso.
• Look at the screen when the interviewer is talking. Look at the webcam when you are talking to simulate making eye contact.
• Be conscious of your background. It should be neat and not distracting.
• Lighting is important. Experiment with various options in the room before the interview.
• Be online early to ensure your connection is working properly and that there are no unexpected technical problems.

Handling Tough Questions

TELL ME ABOUT YOURSELF?

This innocent sounding question is one of the hardest interview questions to answer. What is the employer looking for? However, this is one of the best questions to be asked. At no other time will you be given so much latitude to answer a question, but with a clear, quick, and focused response. This response should focus on “fit” for the position in the organization. The employer is not looking for a life story. Choose information pertaining to your education, work experience, extracurricular activities, goals, and future aspirations. It is not
repetitive to discuss points that are already on your resume. Then, you should explain how you believe you can help the employer.

**WHAT ARE YOUR STRENGTHS / WEAKNESSES?**

Be careful. Now is not the time to confess a major flaw that would disqualify you from further consideration. You should answer honestly, but of course, be selective about the weakness you discuss. Be able to discuss demonstrable steps towards improvement. Be prepared for several follow up questions: Why is this a weakness? What are you doing to improve upon this weakness.

**WHY SHOULD I HIRE YOU?**

You should focus on the combination of skills and experience you have that set you apart from others and why that combination is of interest to this particular employer.

**WHAT SALARY ARE YOU LOOKING FOR?**

Do your research! At this point, you should give the employer a salary range that they will be comfortable with but that also matches the going rate for the position in this particular industry.

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**Day of the Interview**

**BE ON TIME:** Arrive 10 – 15 minutes early

**LOOK PROFESSIONAL:** It is expected that you wear a business suit to your interview. Black, Grey or Navy Skirt or pant suit is acceptable. Consider wearing a neutral color shirt, minimal jewelry and basic shoes.

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**After the Interview**

• Send a thank you letter via email within 24 hours of the interview. Consider mailing a thank you note to supplement your thank you email.

• Fulfill all requests as presented.

• Reevaluate if the job is right for you.

**BE HONEST:** Do not claim skills and knowledge that are not yet developed. Being honest does not mean that everything should be revealed; focus on the aspects of your experience and background.

**BE AWARE OF BODY LANGUAGE:** Posture, eye contact, hands, tone and clarity of voice

**QUESTIONS TO ASK INTERVIEWER**

You should plan to ask at least 2-3 questions. These questions should be well thought out and should not be something you can find out on your own.

• What are the current challenges here?

• What do you do in a typical work day? In a typical week?

• What is the natural career progression for employees with my skill set?

• What are the skills and attributes you value most for someone being hired for this position?

• Where have successful employees previously in this position progressed to within the company?

• When can I expect to hear back from you? What are the next steps?
Internships / Part-Time Jobs

An internship is an opportunity for you to gain career-related training, or to try-out a career that interests you. These positions should contain a learning component and expose you to professional development and mentoring opportunities. Although internships may include some degree of administrative work, you should gain a greater understanding of the organization and the industry through direct participation in its mission.

Internships may be paid or unpaid. Paid internships may count for course credit. Unpaid internships should either count as course credit or as NCCU Community Service hours.

Externship

Shadowing, mentoring, and externships are synonymous terms for short-term exposure (1-10 days) to a particular career environment and professional who has volunteered to share career information with you.

Cooperative Education (Co-op)

Co-ops and internships are similar in nature, however co-ops are typically full-time. This is because the practical experience of field of study is just as critical as what is learned in the classroom. Some careers that feature co-ops or practicums include teaching/education, nursing/medicine, engineering, and counseling.
Part-time Job

Part-time jobs often provide students with career-related training as well, but the purpose of the part-time job is not explicitly educational. The part-time job primarily serves to fill a need for an employer and is often characterized as more purely administrative or service-oriented.

In terms of compensation internships may be paid or unpaid, whereas part-time jobs are generally paid.

ONCE YOU SECURE AN INTERNSHIP, YOU ARE EXPECTED TO:

• Complete an internship placement survey with Career Services
• Identify goals and objectives as a part of your internship experience. Your department may have specific requirements regarding written assignments related to your experience.
• Notify Career Services and your faculty advisor immediately of any work related issues or problems that occur.
• Update your resume with your internship experience.

MAKING THE MOST OF YOUR INTERNSHIP OR PART-TIME JOB

Set Goals and Expectations

Meet with your supervisor to discuss your work plan and objectives. Discuss what specific skills and competencies you need to acquire or demonstrate. What is the time frame? What training is available? Monitor your progress by arranging to meet with your supervisor regularly. If there are any concerns, communicate this early.

Keep a Positive Attitude

It’s good to show eagerness to learn new things by welcoming and/or requesting new assignments. All positions engage in a wide variety of activities, some that may catch your eye and some that may not. However, you should tackle all assignments and projects with enthusiasm.

Do Your Best

Be sure you understand the assignment and its deadline before you begin. If you need assistance, ask. Check and recheck your work before submitting it to your supervisor.

Be Respectful of colleagues

Remember, you are the new person in the office and you can learn from every colleague, regardless of rank. Show all your colleagues that you value their opinion and experience.

Understand the Unwritten Rules

As a new employee, you will absorb a tremendous amount of information. Take time to observe. What is the appropriate attire? What are the expected hours? How do things get done? Are there office politics to steer away from?

Be Flexible

You may be wrapping up a project when you are asked to start on a new one. Be aware that your priorities in an organization can change. Your willingness and ability to switch gears easily is essential to your success. Ask your supervisor to help you prioritize your assignments, if needed.

Document Your Success

Be sure to record assignments, projects, and achievements. Keep copies of your evaluations and samples of your work. Ask your supervisor if he/she will serve as a reference for you or write a letter of recommendation. Keep these handy for future career conversations.
Internship Programs to Consider with NCCU

CERTIFIED INTERNSHIP PROGRAM (CIP)

The Certified Internship Program allows students to complete their required community service hours as an unpaid internship. CIP is open to all students in all majors that meet the eligibility requirement of having a GPA of 2.5 or above. Hours accrued through the unpaid internship are then reported to the Office of Community Engagement and Service by CSO.

CAREER EAGLE OFFICER PROGRAM

The Career Eagle Officer (CEO) internship is designed for undergraduates to learn more about career services and the career development process first hand, while advising Career Services staff on key marketing strategies to build career awareness on campus. CEOs also receive extensive training on basic career skills to advise their peers on resume writing, job search strategies, and using career services.

Career Eagle Officers typically have a GPA of 3.0 or above, and are recruited during the spring semester to work for the next academic year.

GRADUATE ASSISTANTSHIPS

Graduate students have the opportunity to coordinate practicum requirements, and carry out various career practitioner functions such as student appointments, workshops/presentations, and event operations.

NC GOVERNOR’S HBCU INTERNSHIP INITIATIVE

Each year, the NC Governor’s Office provides North Carolina HBCU students the opportunity to complete a summer paid internship throughout the state. There are no set dates for the internship program, but interns typically begin their work mid-May through early August for a total of 10 weeks.

The student’s salary is covered by the NC State Governor’s Office. Each student will be paid $10/hr. for 40hrs/week for 10 weeks, and will receive a housing stipend of $1000.

NC STATE GOVERNMENT INTERNSHIP PROGRAM

The State of North Carolina Internship Program offers students real-world experience in a wide range of state government workplaces. Some of the program’s past internships have included introducing visitors to reptiles at the Museum of Natural Sciences, working in the Office of the Governor, publicizing the State Fair, clerking at the NC Court of Appeals, and assisting NC companies to compete in international markets.

To be eligible, you must be a permanent North Carolina resident attending a college, university, law school, technical institute, or community college.

GAIN EXPERIENCE 39
Successful Strategies

Successful students spend more of their job search time actively engaging prospective employers through on-campus interviews, by speaking with company representatives, by going to information sessions and career views, and by seeking out employers at the career fairs.

Unsuccessful students tend to pursue their searches in a more passive manner, relying heavily on researching and responding to ads on websites.

START EARLY AND USE THE OFFICE OF CAREER SERVICES AND OUTREACH

Students should use CSO at least one semester prior to graduation to experience a higher rate of success. Begin your search by meeting with a Career Services Staff member.

PARTICIPATE IN ON-CAMPUS INTERVIEWS

Employers conduct on-campus interviews each semester for internships and full-time jobs. Search and apply for on-campus interviews via Eagle Career Network powered by Handshake.

SPEAK WITH COMPANY REPRESENTATIVES

Employers are constantly looking for opportunities to speak with students directly via presentations, seminars, events organized by student organizations, faculty, and other departmental venues. Look out for campus announcements for these events.

ATTEND EMPLOYER INFORMATION SESSIONS

CSO schedules information sessions for employers to interact with you to discuss different opportunities they are hiring for. Details on information sessions can be found on Eagle Career Network powered by Handshake.
BUILD A LINKEDIN PROFILE

LinkedIn is an effective tool to network with others virtually. In order to allow employers, recruiters, and others to find you, you need a profile that stands out and will entice professionals to contact you once they view your profile.

Headline

The default setting is your most recent job title; edit the headline to reflect a brand statement that will attract attention:

- Be creative so your headline will stand out
- Use key words related to your intended profession or industry

Connections

- Connections should only be made with people who you have a personal or professional relationship with; ideally, you would be able to recommend each other for networking or job opportunities
- Always customize connection requests; this adds a personal touch and will remind the person who you are
- Begin by connecting with family and friends; the more first degree connections you have, the more this will help in getting second degree connections
- Connect with classmates and professors, as well as with employers and colleagues at internships and jobs
- Continue to maintain your LinkedIn connections and add new ones as you meet people at networking events, future jobs, etc.
- You can remove connections should you wish, and the person will not be notified

ATTEND CAREER FAIRS

Employers attend career fairs to meet with students of all majors and degree levels to share information about careers and opportunities. A list of companies attending the fair and additional details can be found on Eagle Career Network powered by Handshake.

NETWORK

Employers rely on the referral of quality candidates. They even encourage employees, career center staff, and faculty to recommend students. Do not overlook the expertise and assistance of others. Let everyone know about your job search.

Use Social Media

The use of social media in a job search can be a great tool; if used appropriately. Take time to learn some tips and tricks that can make social media work for you as you search for full-time jobs or internships.

Popular social media platforms include Facebook, LinkedIn, Twitter, and Blogs. A good strategy is to provide sufficient details for a contact to assist, but you want to be concise. For example, it isn’t helpful to post “new college grad looking for a job”, but rather, “recent graduate in Criminal Justice seeking a role in loss prevention or enforcement. This gives your contact an idea of how and where they might help.

Finally, across all social media platforms, you will want to ensure that your comments, pictures, posts, and other items are professional and present you in a positive light. Be mindful of how you appear on others’ pages and sites. A good way to check your image over various social media and sites is to do a Google search periodically to understand what comes up about you.
Websites

• Located in “Contact Information” under your photo and headline; great place to link to blogs and other websites

• You may want to also include important websites in the Summary section, which will be more immediately visible

Public Profile URL

• Claim your Public Profile URL for your name; add your LinkedIn URL to your resume, business cards, and email signature

Summary

Create a professional summary written in the first person, focusing on answering four main questions: (1) Who are you professionally? (2) What do you do or want to do? (3) Why are you unique? (4) What are your skills and specialties?

• Include your contact information (e.g., email address), which makes it easier for people to get in touch with you (note that this can also be listed in the Additional Information section)

• Be sure to include keywords for your industry; review job descriptions and other professionals’ profiles, as well as the Skills tool, to get more ideas on which keywords to use

• This section is also extremely important for SEO (Search Engine Optimization)

• You may add any presentations, documents, projects, or videos to this section

Experience

• Post your current position as well as at least two past jobs, internships, and/or volunteer opportunities (note that volunteer experiences could instead also be listed in a separate “Volunteering and Causes” section)

• Under each position, list the bullet points from your resume; you can also add a few additional points if you’d like

• Use dashes to begin your bullet points for easy scanning and start your bullets with action verbs, just as you would on a resume

• Note that you can now post presentation materials, writing samples, videos, and other industry-related materials to highlight the work you completed at each job

Education

• Include all education as well as honors, awards, activities, significant projects, relevant courses, and/or other high-lights

• Note that you can receive recommendations from professors, which could be connected to this section

• You can also add a link to videos, images, documents, or presentations to showcase any school related work and projects
Skills and Endorsements

- Use this tool to identify pertinent skills for your industry, find professionals in your field, and find groups and companies in your industry.

- Add up to 50 skills to your profile (a minimum of five is recommended); this is another important section for search engine optimization (SEO).

- As your network endorses your skills, be sure to return the favor (if appropriate).

- Skills with the most endorsements will be listed first by default, but you can rearrange the order.

Recommendations

- Ideal to have 1–2 recommendations for each of your most recent work/project experiences.

- When requesting a recommendation, your recommender must be a LinkedIn member.

- Customize the recommendation request to share why you are looking for a recommendation and what you would specifically like them to highlight; this will help each recommendation to cover different aspects of your skills and qualifications.

- If you have worked with the person previously, you can recommend them and then ask for a recommendation in return.

Groups and Associations

- Join up to 50 professional and social groups to highlight your interests and help you to expand your network.

- You can decide which groups you want to be visible on your profile.

Additional Information Interests

Include your interests, both professional and personal; professional interests should relate somewhat to your field and personal interests should be unique.

Another place to list your contact information (e.g., email and phone number) and to specify how you want to be contacted.

Additional Sections

Note that you can reorder the sections on your profile and can add sections that are not part of the standard template. For example, if you are a student, you may want your Education section to come first after your Summary section. Furthermore, you may want to highlight a specific class project under a “Projects” section to showcase industry-level skills and teamwork abilities to a prospective employer. Additional sections that you can add include:

- Courses
- Test Scores
- Honors and Awards
- Languages
- Projects
- Organizations
- Patents
- Publications
- Certifications
- Volunteering and Causes
Privacy

Unlike Facebook, you want your profile to be as open as possible so that potential employers and other professionals can find and reach out to you about opportunities. You can control how people view your information and status updates in Settings.

Profile Strength

Profile strength is displayed on the right side of your profile with a profile strength meter; hold your cursor over the meter to see the next level of strength that you can reach. To increase your profile strength, update your profile regularly and include the following in your profile:

- Industry and location
- Photo
- Summary
- Current position
- Two past job positions
- Education
- Five skills
- At least 50 connections

Accepting and Declining Offers

You have reached the point in your job search process where you have received an offer, maybe even several. It is important to remember that the job search is not yet over. To see this process to completion, it is imperative that you correspond with every employer who has made you an offer or still considers you a candidate to let them know of your decision.

Steps to Follow When Accepting an Offer

- Once you have decided to accept a job offer, immediately confirm your acceptance in writing.
- In your letter, state the agreed upon salary and outline the terms of your employment.
- Confirm the date you will be reporting to work and address any questions you may have.
- Close the letter with an expression of your appreciation and pleasure at joining the organization.
- Notify all other organizations with which you have been interviewing that you have accepted another offer and will be withdrawing from their consideration.

Steps to Follow When Declining an Offer

- Once you have accepted and/or signed a formal contract with an employer accepting a job offer, write all other organizations/companies that have made offers and inform them of your decision.
- Be sure not to burn any bridges – at a future date you may have to work with the organizations professionally or you may want to contact them again about employment.
- Be positive when declining an offer.
If appropriate, advise the employer where you will be going to work or where you have enrolled if you are continuing your education.

You need not indicate why you have accepted the other position or what the starting salary is.

Always express your appreciation for any offers extended and the interest and confidence the employer has shown.

**Handling Rejection**

Rejection is part of the job search process. You will not be the right candidate for every job or internship. At the same time, every job or internship may not be right for you.

Keep in mind the following:

- Do not take an employer’s decision to not hire you personally. There are many factors that go into making a decision.

- The job search process is competitive. There are not only qualified candidates locally, but regionally and globally.

- Evaluate your progress. Is your resume or interviewing skills the issue? You may need to revisit and identify what might be “roadblocks”.

- Schedule an appointment with a career services staff member early if you are not having any success.

- Move forward and stay positive. Consider each new application a “fresh start” and set aside your frustrations. Employers can detect negativity and you want your enthusiasm and confidence to shine through.

**SAMPLE ACCEPTANCE LETTER**

May 15, 2010

1801 Fayetteville Street
Durham, NC 27707

Mr. Paul Franklin
Manager, College Relations
General Services, Inc.
18 West Peplum Street
Cary, NC 27456

Dear Mr. Paul Franklin:

I am writing to confirm my acceptance of your offer of April 8, 2010. I am excited about the opportunity of joining General Services, Inc. I will do my very best to make a contribution to the company from day one.

As we discussed, my starting date will be June 17, 2010. I understand that I will work at your Cary headquarters for the first three months and then be assigned to a regional office for a six-month rotation beginning in the fall.

Thanks again for the confidence that you have expressed in me. I look forward to a long and productive career with General Services, Inc.

Sincerely,

Johanna K. Berry