



2020 - 2021

# Career Services Guide

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- Medical Assistant
- Healthcare Administration
- Information Technology
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130 Years

*Creating Value for Customers & Consumers*



**We are Looking for People  
Passionate About Our Self-  
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We believe a great company results from great people. We want employees who will challenge us to be innovators in the consumer self-care market. Here's what we offer in return:

- A motivating and supportive environment
- A workplace that values your time and contributions
- Openings in nearly every field and around globe
- Competitive total rewards
- A commitment to ethics and environmental stewardship

**Perrigo Careers: Passion to Make a Difference**  
Come work for a leading global self-care company

[perrigo.com/start-your-career-future-health](http://perrigo.com/start-your-career-future-health)

## A career worth sharing Believe in what you do

### We answer to each other.

Financial security, quality of life, community impact – a career with Modern Woodmen lets you promote values we can all agree on. But there's so much more. When you join our team, you'll not only have an awesome sense of purpose, you'll be appreciated for what you contribute – and compensated for it!

*We can help you plan for life. Let's talk.*

**Modern Woodmen**  
FRATERNAL FINANCIAL

[www.mwacareers.org](http://www.mwacareers.org)



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### A special thank-you

For the support of employers who proactively recruit and take an active role in professional development for the future success of Davenport students.

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You will see this symbol throughout the Career Services Guide.



The pages with this symbol have content directly related to information students will need to reference during the ACES100 course.

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With masters programs spanning accounting, business, nursing, health informatics and technology isn't it time you checked out Davenport University?

Visit [davenport.edu](https://davenport.edu) to learn more.

 **DAVENPORT  
UNIVERSITY**

# 01

## About Career Services

**08** Career Services locations and events

**09** The Employment Guarantee

**10** Career-planning checklist



**11** The Davenport Excellence System and ACES100

# We're here for you

We are committed to cultivating and connecting Davenport University's talent with employers in today's global marketplace.

## Our offices, your team

Davenport University provides career services to students and alumni virtually, through Google Hangouts, and in person at all campus locations.

## Our services

### Career decision-making

- Assessments
- Choosing a major
- Strategic career planning
- Graduate school decision-making

### Experiential learning and opportunities

- Credit- and noncredit-bearing internships
- Practicums
- On- and off-campus work-study
- Volunteer support

### Career preparation and professional development

- Professional etiquette
- Personal branding
- Document creation
- Interview skills
- Networking
- Social media presence
- Understanding the market

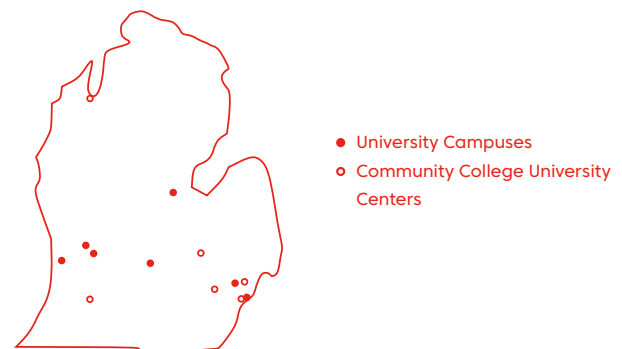
### Job search strategies and career transitions

- Designing and defining the search
- Transferable skills
- Employer and résumé referral
- Career fairs
- Salary negotiation

## Make an appointment and attend Career Services events

To schedule an appointment with your career coach or to view and register for events, log into Handshake: [davenport.joinhandshake.com](https://davenport.joinhandshake.com)

## Meet your career coach at any Davenport University campus



### Detroit Campus

3031 W. Grand Blvd., Detroit, MI 48202

### W.A. Lettinga Campus

6191 Kraft Ave. SE, Grand Rapids, MI 49512

### Lansing Campus

200 S. Grand Ave., Lansing, MI 48933

### Holland Campus

643 S. Waverly Road, Holland, MI 49423

### Downtown Grand Rapids

200 Ottawa Ave. NW, Suite 105, Grand Rapids, MI 49503

### Warren Campus

27650 Dequindre Road, Warren, MI 48092

### Detroit - Wayne County Community College District

801 W. Fort St., Detroit, MI 48226

### Midland - Great Lakes Bay

3555 E. Patrick Road, Midland, MI 48642





# The Davenport University Employment Guarantee

## Acknowledge your awareness

All students are encouraged to read and acknowledge Davenport University's Employment Guarantee, as these criteria are the best practices of successful alumni.

**To be eligible to receive the benefits of Davenport University's Employment Guarantee, graduates must:**

- Achieve a final GPA of 3.00 or better within their major and overall and complete the program within six years of starting
- Be legally eligible for employment in the U.S.
- Be willing to travel or relocate to a new market (with health and disability considerations) to obtain employment within their field
- Have a documented job search beginning no later than two semesters prior to graduation that includes no fewer than 50 customized résumés and cover letters spanning geographic markets and industry sectors
- Not have a criminal background, which prevents employment within chosen field (Nursing = clean background check)
- Be in good financial standing with Davenport University
- Have successfully completed an internship, practicum or clinical experience, on- or off-campus work-study employment, or employment consisting of a minimum of 150 hours relative to chosen field
- Have demonstrated participation in two years or four semesters of regular involvement in at least one significant on- or off-campus extracurricular activity, such as a preprofessional or professional society, a registered student organization (RSO), Davenport University varsity, club or intramural athletics, or other qualified and Career Services-approved volunteer activities
- Have worked directly with Career Services within two semesters of attending Davenport University and have actively pursued and demonstrated competency in the Career Services Professional Development Plan Checklist
- Have completed the application for Employment Guarantee between six months and one year of graduation date if graduate has not obtained employment or entered a graduate degree program

## Employment Guarantee Programs

### Bachelor of Business Administration

Accounting

### Bachelor of Science

Computer Information Systems/Computer Science  
Network Management and Security

### Bachelor of Science in Nursing

Nursing Pre-Licensure (Pending ability to pass nursing board exam NCLEX-RN)



For more details and to acknowledge the Davenport University Employment Guarantee, visit [my.davenport.edu/promise](https://my.davenport.edu/promise)



# Career-planning checklist

<p><b>Have a plan</b></p> <p>Traditional   Transfer</p>	<p><b>Work the plan</b></p> <p>Using Career Services   Faculty   Community</p>
<p><b>Start with awareness</b></p> <p>Year 1   Semester 1</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Meet with your career coach to explore your goals, options, and interests, so you can select a major</li> <li><input type="checkbox"/> Conduct informational interviews through LinkedIn, friends, family, and others in your network</li> <li><input type="checkbox"/> Meet with your advisor to learn whether your major requires an internship or experiential learning</li> <li><input type="checkbox"/> Investigate on- and off-campus opportunities to gain experience</li> <li><input type="checkbox"/> Contact Career Services to discuss criminal background issues and challenging topics such as termination, gaps in employment, age, disability, or other perceived barriers to employment</li> </ul>
<p><b>Develop your brand and expand your resources</b></p> <p>Year 2   Semester 2</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Log in and explore Handshake by visiting <a href="https://davenport.joinhandshake.com">davenport.joinhandshake.com</a></li> <li><input type="checkbox"/> Complete your profile in Handshake and make it “public” to employers</li> <li><input type="checkbox"/> Have your résumé reviewed by your career coach and upload it to Handshake</li> <li><input type="checkbox"/> Draft a meaningful, adaptable cover letter, and thank-you letter</li> <li><input type="checkbox"/> Join relevant groups, clubs, or associations and be an active member</li> <li><input type="checkbox"/> Participate in career-related professional development events</li> <li><input type="checkbox"/> Learn and understand Davenport University’s experiential learning process and know when you’re eligible</li> <li><input type="checkbox"/> Work with your career coach or utilize InterviewStream to brush up on your interview skills</li> </ul>
<p><b>Gain experience</b></p> <p>Year 3   Semester 3</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Secure experience in your career field via internship, work-study, or volunteer positions</li> <li><input type="checkbox"/> Build your network and your online and social media presence</li> <li><input type="checkbox"/> Update and learn to tailor your résumé to each desired opportunity</li> <li><input type="checkbox"/> Fine-tune your elevator pitch and speak effectively about your personal brand</li> <li><input type="checkbox"/> Attend career fairs, professional association meetings, and other career-related events</li> <li><input type="checkbox"/> Network with classmates, family, community members, mentors, and peers</li> <li><input type="checkbox"/> Apply for job opportunities and track your progress</li> </ul>
<p><b>Transition into success</b></p> <p>Year 4   Semester 4</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Develop a job search strategy with your career coach to understand job websites, including Handshake, LinkedIn, and industry-specific networks</li> <li><input type="checkbox"/> Create a reliable list of references</li> <li><input type="checkbox"/> Fine-tune your interviewing and networking skills</li> <li><input type="checkbox"/> Tell your career coach when you land a job!</li> </ul>

# Career Services & ACES



## We play an important role in your Career Investigative Assignment (CIA)

Exploring careers is important, but finding the right one for you can be tricky. Go to [davenport.pathway.com](http://davenport.pathway.com) and use your Davenport email to create an account. Then you can take assessments that will use your interests and values to show you possible career paths. Looking for more? Schedule an appointment with your career coach and ask about taking the Strong Interest Inventory.

For the fast, self-administered O\*NET Interest Profiler: Go to [www.mynextmove.org/explore/ip](http://www.mynextmove.org/explore/ip)

### In addition, we offer:

- Résumé and cover letter reviews
- Mock interviews/interview preparation
- Job search coaching
- Career fairs and other events
- and MUCH MORE!



## The National Association of Colleges & Employers (NACE) reports these as the top 10 attributes employers seek in a candidate

1. Problem-solving skills
2. Ability to work in a team
3. Strong work ethic
4. Analytical/quantitative skills
5. Communication skills (written)
6. Leadership
7. Communication skills (verbal)
8. Initiative
9. Detail-oriented
10. Technical skills



### You will see this symbol throughout the Career Services Guide.

The pages with this symbol have content directly related to information students will need to reference during the ACES100 course.

## The Davenport Excellence System — employers care

Your courses will holistically develop a successful skill set that employers demand!

Career Services has assessed the value of each of the Excellence System Competencies against the competencies in over **16,000 randomly selected positions posted in Handshake and found high demand for the following:**

- Written communication
- Professional communication
- Information and technology proficiency
- Leadership and teamwork
- Critical and creative thinking
- Analysis and problem-solving
- Civic and social responsibility
- Global and intercultural competence
- Ethical reasoning and action

# You have a dream.

Whether your dream is to finish what you started, earn a better salary or show your kids what a quality education can do, Davenport University can help you get there.

[davenport.edu/achieve](http://davenport.edu/achieve)



## Extraordinary careers

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If you are looking for a position where you can utilize your skills and contribute to compassionate, professional high-tech care, this is truly the organization for you.

For more information call Mariah, HR Recruiter, at **989-583-4502** or apply at [covenanthealthcare.com/ch/careers](http://covenanthealthcare.com/ch/careers).



PK618 10/09

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- Business Administration
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# 02

## Pick your career path

- 14** Choosing a major that fits your career path 
- 15** Major career decision-making research 
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# Choosing a major that fits your career path

## Use your interests and values

PathwayU is a great tool to help you discover careers that are appropriate for your major or to help you decide which major to choose. Go to [davenport.pathwayu.com](http://davenport.pathwayu.com) and use your Davenport email to create an account. Then you can take assessments that will use your interests and values to pair you with possible jobs and career paths.

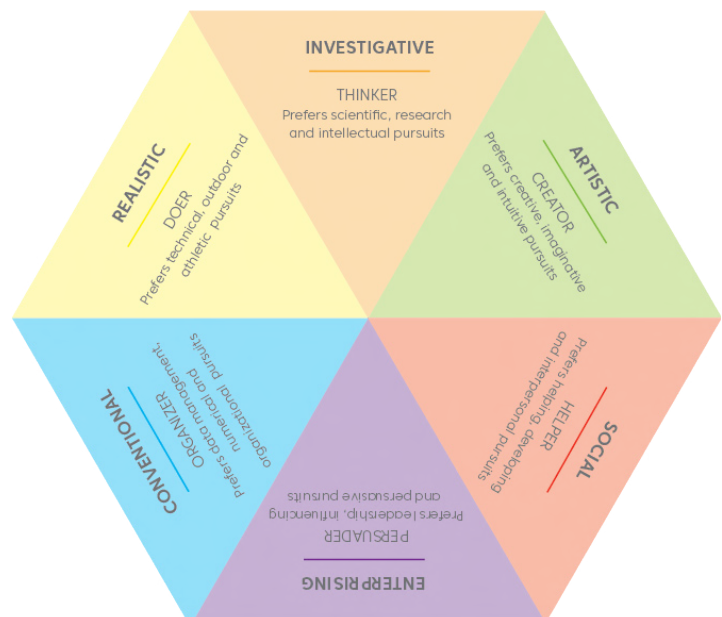
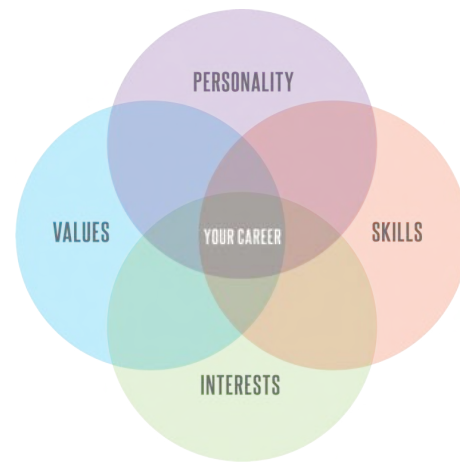


Contact your career coach for information and instructions regarding PathwayU or the Strong Interest Inventory.

## Choose your major

### Checklist

- You have completed and reviewed your PathwayU and Strong Interest Inventory Assessment with your career coach
- You have conducted career research based on your assessment findings and personal knowledge of your interests and goals
- You have identified individuals in your careers of interest and conducted an informational interview or job shadow experience
- You have reviewed salary and outlook data and affirmed they meet your personal goals. See [onetonline.org](http://onetonline.org) for salary ranges
- You have reviewed the options for majors, concentrations and specialties found in the undergraduate and graduate catalogs for the year of your enrollment or current year
- You have met with your academic advisor to discuss and confirm your major and specialty or area of concentration. In addition, you have reviewed both your Degree Plan and Student Educational Plan (SEP), which allow you to lay out required courses, term by term, providing a roadmap to keep you on track for graduation
- You have met with Career Services to discuss your decisions and goals and to create your professional development plan
- You are aware of the Employment Guarantee as it pertains to your chosen major and efforts while at Davenport University



# Major & career decision-making research



<p><b>You have identified your interests and values, now what?</b></p>	<p>After identifying your areas of interest and values with PathwayU and the Strong Interest Inventory, conduct informational interviews and research your options to see how they fit with your personal lifestyle goals:</p> <ul style="list-style-type: none"> <li>• Income</li> <li>• Work/life balance</li> <li>• Professional growth</li> <li>• Education/training required</li> </ul>
<p><b>O*NET OnLine   LinkedIn   Family Friends   Faculty   Alumni</b></p>	<ul style="list-style-type: none"> <li>• Use industry and community resources to research salary and types of positions available</li> <li>• Understand the career outlook and typical position functions, then identify and request an interview with people already in those positions</li> <li>• Understand current needs for this type of position and define which employers hire for those roles</li> </ul>
<p><b>Informational interviews   Job shadow</b></p>	<ul style="list-style-type: none"> <li>• Develop a list of questions you want to ask about the position</li> <li>• Prepare the person you are interviewing by providing your questions to them ahead of time</li> <li>• Use the Career Services department to help you identify and facilitate contact with employers and alumni for informational interviews and job shadow opportunities</li> </ul>
<p><b>Develop a plan</b></p>	<ul style="list-style-type: none"> <li>• Select a major that gives you the broadest range of options for your careers of interest</li> <li>• Select a major that allows for internship and experiential learning options to help gain market insight and knowledge</li> <li>• Know what is required and start planning ahead of time</li> </ul>



*“A dream written down with a date becomes a GOAL. A goal broken down into steps becomes a PLAN. A plan backed by ACTION makes your dreams come true.”*  
— Deborah Fraser, Career Coach



# Exploring careers & informational interviewing

This type of interview allows you to learn more about a company, position, or professional field by speaking with professionals who are already performing in those roles.

## Informational interviews

- Identify and research positions and the company (see page 52)
- Identify prospective professionals to interview from your network of friends, family affiliations, alumni associations, LinkedIn, and other social media
- Send a request to interview the individuals identified and enclose a list of questions you'd like to ask (10–15 questions)
- Be respectful of time and place by scheduling the interview to meet the time, location, and style of the professional you are interviewing (on-site, a neutral site, Skype, phone, FaceTime, or other electronic format)
- While conducting the interview, **be prepared to describe your goals, ask clear questions, and LISTEN**

## Ask about job shadowing options

- Seeing a day in the life of a professional already in the field helps affirm that a specific position is a viable option
- Afterward, send a thank-you note to those you've met with and stay connected to them — this is a great way to find a mentor and access a larger network of professionals in your field



Always follow up with a thank-you note (see page 37). It can be handwritten or emailed, but it's more personal and more likely to be read if handwritten.

## Ask to shadow via email or LinkedIn message:

Dear Ms. Sparrow,

As a student at Davenport University, I am exploring careers to learn which would be best suited for me. I am very interested in the biological laboratory science profession and would appreciate the opportunity to talk to you about your work.

I found your information through Davenport's Alumni Association. After reading about your company's Biolife Reservation Initiative, I am confident that your insight could help me. If there is availability in your schedule over the next two weeks, please let me know. Ideally, we can meet for about half an hour.

Sincerely,  
Pounce Panther  
313 Prairie Pt.  
Lansing, MI 48933  
(616) 698-7111  
ppanther@email.davenport.edu



Be sure to utilize LinkedIn to connect with people you already know. If you cannot find anyone in the field whom you already know, find someone who can connect you and ask for an introduction! Go to Davenport University's LinkedIn page to easily search and connect with alumni (see page 46).

## Sample questions to ask in an informational interview or job shadow

### About the job

- What types of tasks do you spend most of your time doing?
- What excites you most about this job?
- What are some of the more difficult or frustrating parts of this career?
- I really like doing \_\_\_\_\_. Do you have an opportunity to do that type of work in this career?
- What types of advancement opportunities are available for an entry-level worker in this career?
- I read that \_\_\_\_\_ is an issue in this occupation. Have you found that to be true?
- Is this career changing? How so?

### About working conditions

- What hours are typical for most jobs in this occupation?
- How often do you travel?

### Questions about other careers and contacts

- Do you know of any similar careers that also use \_\_\_\_\_ or involve \_\_\_\_\_?
- I know that people in this career specialize in \_\_\_\_\_ and \_\_\_\_\_. Do you know of any other specialties?
- Can you suggest anyone else I could ask for information? May I tell them that you have referred me?

### Questions about training

- What qualities should a person have to be in this field?
- What did your path look like to get into your job/position?
- Do you have any advice on how people interested in this career should prepare?

### Company-specific questions

- What types of positions would someone with my major/skill set excel in?
- What advancement opportunities does the company offer for people in entry-level positions?
- If I see a job that I am interested in with this company, what is the best way to apply?
- What qualities do hiring managers usually look for in ideal candidates at this company?

# Planning for graduate school

## Need help deciding if this is right for your career path?

Visit Career Services

### Consider our programs

Consider Davenport University graduate programs or post-bachelor certification programs found here: [davenport.edu/academics](http://davenport.edu/academics)

### Reasons to wait to pursue a graduate program

- You believe you will make more money in your first entry-level job with a graduate degree
- You are considering staying in college longer to avoid student loan payments
- You are not sure what career you want to pursue

### Reasons to consider a graduate program

- You know what your career path requires, and a graduate degree is needed
- A graduate degree will help qualify you for a promotion
- Your company offers tuition reimbursement

<b>More than a year before</b>	<ul style="list-style-type: none"><li>• Research programs</li><li>• Take tests required for admissions, such as GRE, LSAT, and MCAT</li><li>• Identify people to write letters of recommendation</li><li>• Investigate how you will pay for graduate school</li><li>• Ask Career Services to aid in resources/decision-making materials</li></ul>
<b>Before deadlines (varies)</b>	<ul style="list-style-type: none"><li>• Perfect your personal statement/statement of purpose and résumé (ask Career Services for help)</li><li>• Complete your applications (following instructions perfectly)</li><li>• Obtain letters of recommendation four weeks prior to deadline</li><li>• Request transcripts</li><li>• Apply for scholarships/funding (varies from school to school)</li></ul>
<b>The day/week after deadline (varies)</b>	<ul style="list-style-type: none"><li>• Complete the FAFSA (Free Student Application for Federal Student Aid)</li><li>• Send thank-you notes to letter of recommendation writers and any other people involved in your process</li></ul>



# Submitting personal statements

Personal statements can be hard because they are a formal writing sample designed to excite the reader about placing you in their program. If you truly want to get a graduate degree, there needs to be good reason and reflection to prove you are ready. Choose three key themes you want to cover to give your personal statement direction and purpose.

Set up your personal statement with the typical three sections in any paper — introduction with a hook, three body paragraphs that clearly explain your themes, and a conclusion to summarize your interest and excitement.

Work with your career coach to make sure this document is engaging, without errors, and well thought out.

## Content

The best personal statements give the reader an idea of who you are, often by using an example or story. Ask yourself:

- What is your primary message? What are two to four themes you want to portray? Write that first.
- How am I truly interested and prepared for this advanced degree? Why am I deeply considering this option?
- Does the essay introduce me as a person and as a future practitioner in the field?
- Do I write in a manner that proves I have strong written communication skills?
- Do my personal values relate to the field?
- Do the action words accurately describe me?
- Are there specific, personal examples to support my statements and illustrate my qualities?
- Are there guiding questions posed in the program application and have I answered them?
- Would the reader want to meet me after reading my statement because it is unique?
- How would the program benefit by accepting me?

## Organization

Even the best content will be lost if the ideas are presented in a jumbled and incoherent manner. Clear writing starts with a definitive outline:

- What is the best, strategic order to tell your story and themes?
- Write your most important sentences. These direct your themes to your overall message.
- Write your introductory paragraph that hooks the reader and leads into your message/themes.
- Write so your thoughts seamlessly transition from one paragraph to the next.
- Does the final essay say what you want in a logical and compelling way?

## Edit

Poor grammar, incorrect spelling and typographical errors will ruin your personal statement. Review your essay for the following:

- Check guidelines for appropriate length and other guideline specifics required by the graduate program.
- Use varied sentence structures.
- Avoid starting too many sentences with “I.”
- Do not use exclamation points or contractions, except in dialogue.
- Use active voice rather than passive voice. For example: “I lost the assignment” versus “The assignment was lost by me.”
- No run-on sentences or sentences with more than 30 words.
- Separate into paragraphs and indent first lines.
- Watch for proper subject and verb agreement.
- Use 10- to 12-point font and double spacing, unless requested otherwise.

# What makes Sparrow a great place to work?

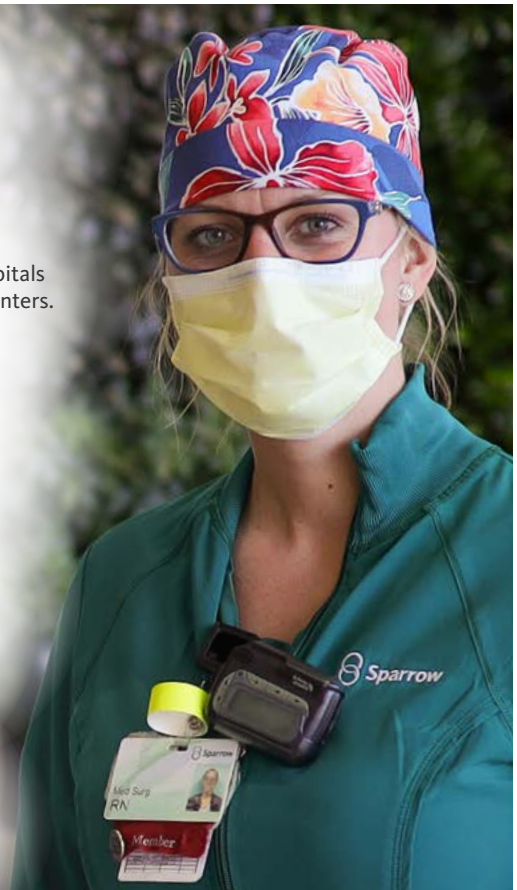
We are Mid-Michigan's largest private employer with two Lansing campuses, hospitals in St. Johns, Ionia, Charlotte, and Carson City as well as dozens of satellite care centers.

- » Sparrow Mid-Michigan's premier healthcare organization and the region's largest private employer.
- » Nurse Magnet® Designation is the nation's highest prestigious honor for nursing achievement and excellence. Sparrow was originally designated as a Magnet hospital in 2009 and redesignated in 2014 and 2019.
- » The Sparrow Hospital Emergency Department is the only Level 1 Trauma Center in Mid-Michigan.

## Sparrow = Safety

Sparrow has been a leader in protecting our caregivers during the pandemic. We were among the first hospital laboratories in the state to perform in-house COVID-19 testing, we were a leader in implementing caregiver and visitor screenings, and we've worked around-the-clock to scour the world for personal protective equipment for our team.

**Join us.** | 517.364.5858 or apply today at [Sparrow.org/Careers](https://Sparrow.org/Careers).



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# 03

## Gaining Experience

**22**

Experiential learning: internships, practicums, course projects, and PLA

**23**

Work-study, student employment associations, and community engagement



# Office of Experiential Learning

## Credit versus noncredit internship

- Some Davenport University academic programs require internships, which are optional electives in all programs designed to help students meet their experiential learning requirement
- Internship managers (IMs) assist students to develop credit-bearing internships, and career coaches will assist with noncredit opportunities and internship prep
- Both types of highly valuable internships are developed by IMs and posted in Handshake

## Practicum

Practicum is a requirement for all allied health students. It provides students with the opportunity to apply health academic theory, leadership, and acquired skills from program participation to a community-based service experience in a hospital, clinic, or office setting, allowing them to meet degree requirements.

## Additional options

### BUSN or TECH 489 class projects

The field experience class is a great alternative to an internship for more experienced students. This trains a cross-functional group of students to be consultants.

### Prior learning assessment (PLA)

Students who have gained college-level learning in their career and personal experience complete a petition outlining their experience and find out if it qualifies for course credit. Petitions are assessed by faculty, and credit is assigned based on merit.

## Internship and practicum | How to get started

### 1. Prepare for your experience one to two terms before the intended semester of internship or practicum:

- Consult your academic advisor to discuss academic eligibility and identify the semester of your experience.
- Meet with your career coach to prepare résumé, cover letter, networking, interview preparation, and search strategies.
- Register for and attend a MANDATORY internship workshop or practicum seminar up to one year prior to SEMESTER OF EXPERIENCE.\*

### 2. Follow the requirements for applying for your practicum or internship. Practicums (CoHP): Submit the following to your practicum manager:

- Completed application — including all medical immunizations
- Practicum Seminar Certificate of Completion
- Signed Degree Plan from academic advisor and associate department chair
- Résumé with “Approved” status in Handshake

### Internship (CoB, CoT, CoAS):

- Contact your Academic Advisor to verify the semester of academic eligibility for your internship course and get added to the waitlist for that semester
- Upload your resume to your handshake account
- Attend an Internship Workshop in BlackBoard Collaborate
- Respond to the Post Internship Workshop Survey

If any special circumstance applies, meet with your internship/practicum manager immediately, as advance and additional planning, costs, applications, paperwork, and approvals may be required:

- Seeking an experience outside of Michigan
- Not a U.S. citizen
- Interning at a company that provides medical services/direct care to patient
- Interning with a department at Davenport University

### 3. Adhere to the deadlines for applying for your practicum or internship:

#### College of Health Professions Practicum application deadlines:

- Fall Semester: May 15
- Winter Semester: Sept. 15
- Sp-Sum Semester: Jan. 15

#### Colleges of Business, Technology, and Arts and Sciences Internship experience request via Handshake deadlines:

- Fall Semester: Aug. 15
- Winter semester: Dec. 15
- Spring-Summer semester: Apr. 15

\*All information regarding requirements and steps will be covered in detail at your MANDATORY Internship Workshop or Practicum Seminar. Options vary from in-seat to online via Blackboard Collaborate. Find scheduled workshops and RSVP in Handshake.

Links, forms and, contact information for internship and practicum managers available at [my.davenport.edu/experiential-learning](https://my.davenport.edu/experiential-learning)

# Work-study and student employment



## On-campus work-study

### Eligibility

- Must be eligible for federal work-study funding — discuss with your financial aid counselor
- Must be registered for six credits per semester for undergraduate students
- Must be registered for three credits per semester for graduate students
- Students can work up to 20 hours/week

## Off-campus community service work-study

### Eligibility

- Requirements are the same as those for on-campus work-study
- Sites can be developed from existing volunteer sites
- Positions must provide direct service to community members

## Student employment

### Eligibility

- Student employment positions are a part of each department's payroll budget
- Students are employed by Davenport as part-time employees and can work as long as they are students at Davenport

## How to find and apply for student employment

To apply for student employment, including on-campus work-study or off-campus work-study, go to [jobs.davenport.edu](http://jobs.davenport.edu) and select "Students."



Pay attention to directions for onboarding after you receive an offer letter. See page 57 for details.

## Associations and community engagement

### Start on campus

- Employers look for candidates who know how to get involved and have an impact
- Get involved on campus and build your future network
- Participate in a Registered Student Organization (RSO) or start your own

### Volunteer work

- Be a person employers look for — someone with the ability to connect with the community
- Accept larger roles and build your leadership skills

### Professional associations

- Join a professional association that is related to your field of study
- Contact your faculty or career coach for major-specific associations





From training tracks and development opportunities, to paid volunteer time and higher education benefits, you bring your talent, drive, and skills, and we'll bring the rest.

**Join us today.**

To learn more or to apply, visit [LMCU.org/Careers](http://LMCU.org/Careers).



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As one of the lakeshore's premier health care providers, our team believes you can find meaningful work, while finding a deeper purpose.

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Make a difference with a career in health care.

Visit [hollandhospital.org/careers](http://hollandhospital.org/careers) and apply today!



# CAREERS

## AT WOLVERINE HUMAN SERVICES!



As Michigan's largest Child Welfare non-profit agency, we offer career opportunities for Social workers, Criminal Justice majors, Master level Therapists and anyone else interested in Human Service fields such as:








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- SOCIOLOGY
- HUMAN AND CHILD DEVELOPMENT
- FAMILY AND CONSUMER SCIENCE
- AND MANY MORE!

Competitive Wages, Full Medical Benefits, Team Culture, Education Reimbursement Program, and Multiple Therapeutic settings to work in!

**LEARN MORE AT [WOLVERINEHS.ORG](http://WOLVERINEHS.ORG)**

# 04

## Application documents

- 26** Résumé checklist 
- 27** The reverse chronological résumé 
- 28** Key action verbs 
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- 30** Résumé statements by industry
- 32** Curriculum vitae (CV)
- 33** Federal résumé
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- 35** The comparison letter
- 36** References 
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# Résumé checklist

## Heading

- Make sure name is large and in an easy-to-read font at the top of the page
- Follow name with current contact information like phone and email address; home address is optional

## Objective (optional)

Best used for part-time, internship, or career fairs.

- Be brief, clear, and concise
- Indicate realistic career plans that are specific to the company and position for which you are applying
- Be sure your résumé supports your stated objective

## Education

- Omit extraneous or irrelevant words and high school information
- List degree(s) and majors accurately to match your transcript and in reverse chronological order
- Include school name and location, including city and state
- Provide only the month and year of graduation
- State overall GPA if it is 3.0 or higher
- Use 2-5 position relevant course titles, if appropriate, as they appear on your transcript, not course number

## Experience

- Separate experience into “Relevant” and “Additional Experience” sections if applicable
- Utilize strategic order, such as reverse chronological, when listing experience
- Include nonpaid roles like internships, activities, volunteer work and projects
- Provide complete information for each entry: organization, location, start, and end dates and position title
- Use action verbs like supervised, oversaw, designed to describe responsibilities and accomplishments
- Provide quantifying information when appropriate, such as “supervised 10 employees”
- Illustrate and focus on skills appropriate to the job for which you are applying

## Technical skills or skills (optional)

- List any computer software you are familiar with and any certifications obtained
- Avoid listing transferable skills like “great communication,” “teamwork-oriented,” and “leadership skills”
- Categorize language proficiency as fluent, conversational, or basic; international students, see page 48

## Awards, honors, activities, volunteer experience (optional)

- Provide names of professional, community, or campus organizations and position(s) held; include dates
- Indicate positions held and recognitions received from organizations
- Exclude high school activities and awards unless you are a first-semester freshman

## Appearance, format, and proofreading

- Avoid templates – find one you like, then create it manually
- Correct any misspellings and grammatical errors
- Use appropriate verb tense throughout résumé
- Avoid personal pronouns and use bullet points rather than complete sentences
- Use capitalization and punctuation consistently
- Use bold, italics, capitalization, and spacing to produce a visually attractive document
- Use a font style and size that are appropriate, consistent, and easy to read
- Arrange sections so the most important information is listed first, from top to bottom and left to right
- Ensure length of résumé is appropriate given your experience, one page preferred, two pages maximum  
Exception: federal résumés and CVs
- Do not include references or the phrase “References available upon request”

# The reverse chronological résumé



Recruiters typically prefer chronological résumés. It should be easy to read quickly, understand the candidate's goal, and determine whether the candidate is qualified. Be strategic about every word on your résumé; the fewer "filler-word" phrases used the better.

- A one-page résumé is recommended for entry- and mid-level positions
- When using a two-page version, the most relevant information must be on the first page, and there should be enough content to fill one half or more of the second page
- Experience is shown in reverse chronological order or the most recent experience listed first
- Bullet points are preferred for easy reading; paragraphs are acceptable if it better fits your style or is a federal résumé or CV
- Font size in the body of your résumé should be 10-12 point and easy to read; your name can be larger
- Margins should be 1/2" to 1" — left, right, top, and bottom
- A résumé is your marketing tool — it promotes and supports your "brand"
- Each résumé should be customized to each position applied for. Your résumé is also an interview script
- Each properly crafted résumé should help drive the information shared in an interview

**Related Coursework** is a good addition for individuals with less experience. When used, the sections only include courses specific to the position applied for.

**Key or Related Skills** is an alternative for more experienced individuals. The skills listed should be terms drawn from current and past experience.

**Experience** is more than just what you are paid for. It can include long-term volunteer work, leadership positions in an organization, internships and special projects. If transferable skills are gained, it is experience.

Use **onetonline.org** for Action Verb Statement writing.

**Technical Skills** List operating systems, software or hardware. Technology majors: see page 30 for example.

**Certifications** Indicate ability to learn new skills and mastery.

**Languages** Specify level of fluency in a foreign language as fluent, conversational, or basic. If applying internationally, English can be included as a language.

**Honors** can have their own section or be embedded in your education section.

**Organizational Involvement** Title or type of involvement and the name of the organization are required. Span of involvement is optional.

**Pounce Panther**  
313 Prairie Point | Lansing, MI 48933  
(616) 698-7111 | PPanther@email.davenport.edu

**Objective:**  
To obtain a Fall 2021 internship at Auto-Owners Insurance, utilizing my education and previous experience

**Education:**  
Davenport University, Grand Rapids, MI GPA: 3.68  
Bachelor of Business Administration in **Management** April 2024

**Related Coursework:** Principles of Risk Management and Insurance, Insurance Company Operations and Regulations

**Experience:**

Davenport University Grand Rapids, MI  
Collegiate Athlete—Basketball August 2018 - Present

- Maintain and balance schedule efficiently to ensure academic and team success
- Attend scheduled practices, games, and training sessions
- Analyze performances to identify strengths/weaknesses and make improvements
- Compete professionally by executing instructions from coaches
- Collaborate with a team of 22 to accomplish daily, weekly, and seasonal goals
- Awarded "Most Coachable" for 2020 season

Brann's Steakhouse Caledonia, MI  
Server May 2016 - Present

- Ensure every customer is satisfied with their experience by providing high level of customer service
- Communicate with kitchen staff of 6 to effectively expedite food times to customers
- Manage a section of 15 tables with the potential for 75 guests at a time
- Train new wait staff on proper technique and Brann's protocol

Chemical Bank Warren, MI  
Customer Service Representative March 2016 - May 2018

- Balanced and monitored cash items for 10,000+ accounts
- Monitored risk for account holders and identified issues of delinquency
- Performed account transactions, account maintenance, customer correspondence, consistent balancing, and completing delegated reports and projects as scheduled
- Solved routine customer problems with professionalism and efficiency

**Technical Skills:**

- **Software:** Microsoft Excel, PowerPoint, Access, SAP, Photoshop, InDesign
- **Certifications:** CPR, First Aid, Project Management
- **Languages:** Fluent in French, Conversational in Spanish

**Honors:**

- President's List (3 semesters), President's Scholarship for Academic Excellence, National Society for Leadership & Success (NSLS) Eagle Scout, Outstanding Service Award

**Organizational Involvement:**  
Student Association for Project Management, Alpha League, Habitat for Humanity, Panther Prowl Pack Leader



# Key action verbs

Key action verbs help employers understand the qualitative aspect of your experience.

## Communication

Addressed	Authored	Contacted	Edited	Interpreted	Presented	Spoke
Advocated	Briefed	Convinced	Educated	Interviewed	Promoted	Summarized
Arbitrated	Clarified	Corresponded	Explained	Lectured	Proposed	Translated
Articulated	Communicated	Demonstrated	Illustrated	Marketed	Publicized	Transcribed
Attested	Composed	Drafted	Informed	Persuaded	Reported	Wrote

## Customer service and patient relations

Accommodated	Alleviated	Counseled	Educated	Listened	Related	Satisfied
Advised	Answered	Customized	Fulfilled	Negotiated	Remedied	Sold
Adjusted	Arranged	Dedicated	Guaranteed	Provided	Repaired	Strengthened
Aided	Collaborated	Eased	Identified	Recommended	Restored	

## Organization and administrative

Arranged	Cataloged	Collected	Inked	Planned	Recorded
Assembled	Centralized	Compiled	Orchestrated	Processed	Regulated
Budgeted	Charted	Correlated	Organized	Procured	Scheduled
Calculated	Classified	Indexed	Oriented	Purchased	Systematized

## Leadership and management

Administered	Assigned	Designed	Enabled	Guided	Led	Solved
Advised	Authorized	Dispatched	Encouraged	Hired	Monitored	Spearheaded
Allocated	Chaired	Directed	Endorsed	Influenced	Motivated	Supervised
Allowed	Coached	Educated	Enhanced	Instructed	Officiated	Trained
Appointed	Created	Elicited	Facilitated	Interviewed	Recruited	
Approved	Delegated	Empowered	Fostered	Judged	Represented	

## Teamwork

Accomplished	Assisted	Collaborated	Cooperated	Executed	Participated
Achieved	Brainstormed	Contributed	Coordinated	Mediated	Partnered

## Technical and analytical

Analyzed	Devised	Negotiated
Ascertained	Diagnosed	Prescribed
Assessed	Estimated	Prioritized
Audited	Evaluated	Projected
Compared	Examined	Rated
Computed	Forecasted	Recommended
Conceptualized	Formulated	Researched
Concluded	Integrated	Scrutinized
Confirmed	Investigated	Solved
Constructed	Justified	Validated
Determined	Measured	Verified



### Mind your tenses

- Use the past tense version of a word if you are no longer working in a position when describing past role responsibilities.
- Use the present tense version of a word if you are currently or just recently worked in the position you are describing.
- Avoid action verbs with negative connotations or ending in "ING."

# Action verb statements that show results



## What are action verb statements that show accomplishment?

Accomplishments are things you started, completed, worked on, created, developed, or made possible. They are things that happened because YOU were there. They can be a long- or short-term project or something created by you or in collaboration with others. They are always specific and they are always things you played an active role in, even if others worked with you.

Look at the difference between a job duty or responsibility (which does not market you effectively but is the way most people write their résumés) and the same situation described as an accomplishment.

Note that the accomplishment described the job duty using “quantifying and qualifying” words. Accomplishments should be stated with easy-to-understand qualifying action verbs and/or in quantifying number (#, \$, %) statements. These positive results are the benefits your previous employers received for hiring your skills.

### Summarize your accomplishments

For each action verb statement, write down the answers to the following questions:

- What was the pre-existing problem, duty, or situation?
- What work did you do? Be specific. The more detail and data, the better.
- What were the results? Quantify the results (use numbers)!

**How much?** \_\_\_\_\_

**How many?** \_\_\_\_\_

**How often?** \_\_\_\_\_

**With whom?** \_\_\_\_\_

After answering the questions above, summarize your answers in an action verb statement (bullet) and include it with your experience.

Here is a task, job duty or responsibility like those that appear on a typical résumé:

**“Wrote weekly reports on sales and submitted these to the home office.”**

Now the same task, job duty or responsibility written as a detailed accomplishment:

**“Completed 134 summary reports on sales, including weekly volume, percent of increase and new clients seen. Received commendation from sales manager for accuracy and for never missing a deadline.”**

# \$ %



Use [Onetonline.org](https://www.onetonline.org) for action verb statement writing.

A few more examples:

**Before:** Worked in accounts receivable  
**After:** Reduced accounts receivable from 33% to 1.5% by collaborating with 12 different external vendors and redeveloping the internal invoicing procedures

**Before:** Supervised IT Department  
**After:** Supervised 8 employees within the IT Department supporting 85 clients and 200+ end users

**Before:** Experienced working in the human resources field  
**After:** Provided progressively responsible human resources services in a fast-paced manufacturing environment, managing the recruitment and retention of 240+ employees



### Tips

- Do not use personal pronouns like I, my, me, we, our ...
- Do not talk about the company or the organizations; your résumé should focus on you and your experience



# Résumé specifics by industry

### Summary of qualifications

Experienced applicants can use this to highlight specific skills related to the desired positions.

### Accounting

Bold “Sitting for CPA: Expected Date” listed in education section if CPA is part of your career plan.

### Sports Management

Bold “COSMA accredited” in Education section.

### Nursing

Bold “Eligible to sit for NCLEX-RN in {Month Year}” in “Education” or “Certifications and Licensure” section. Clinical experiences are strategically placed above non-industry experience.

### Legal

Bold “ABA — approved program” in education section; Westlaw in skills.

### Marketing

There is freedom to include more color, design, and creativity. Marketing recruiters are looking for candidates who stand out. Include links to your social media and expect them to review it. Make sure social media is appropriate and profile/privacy settings are up-to-date.

### Technology

Technical Skills sections: typically, skillset in technology is the most qualifying asset. Listing Technical Skills at the top of the résumé is the most strategic placement. Check [isograd.com](http://isograd.com) for expertise levels.

### Military experience

Military experience is translated into civilian terms. See page 49.

### Summary of qualifications

- 3+ years of human resource and recruiting
- 10+ years of experience in a customer service
- 5+ years of Navy military service
- SHRM Certified since May 2017
- Advanced knowledge in Excel, QuickBooks, and ADP
- Bilingual in Spanish and English

### Nursing example

### Clinical Experience

<b>Holland Hospital</b> , Leadership, 90 hours	Winter 2021
<b>Covenant Healthcare</b> , Community, 90 hours	Winter 2021
<b>Mary Free Bed</b> , Pediatric Unit, 90 hours	Fall 2020
<b>Spectrum Health Hospital</b> , Postpartum Unit, 90 hours	Fall 2020
<b>Metro Health Hospital</b> , Medical: Surgical Unit, 140 hours	Winter 2020
<b>Mercy Health</b> — Saint Mary’s Hospital, Neuro Unit, 135 hours	Fall 2019
<b>Pine Rest</b> , 45 hours	Winter 2019
<b>Samaritas</b> , Long-term Care, 90 hours	Fall 2018

- Obtained vital signs, measured, and recorded intake and output
- Administered medications to patients and monitored for reactions or side effects
- Monitored, recorded, and reported symptoms or changes in patients’ conditions
- Consulted and coordinated with healthcare team members to assess, plan, implement, and evaluate patient care plans
- Charted effectively with **Epic & Cerner** software

### Technology example

### Technical Qualifications

Programming Languages: C#, C++, Java (Expert)  
 Database Systems: Microsoft Access, Oracle Database, Oracle SQL Command (Advanced)  
 Software Knowledge: Microsoft Office (Word, Excel, PowerPoint, Access, Visio), Adobe Illustrator, VMware Workstation, Microsoft Visual Studio, Notepad+ (Advanced)  
 Operating Systems: Windows Vista Home, Windows 7 Home (Expert)

# Are you ready to make a difference?

Work for one of Michigan's best and fastest-growing companies.



- Generous PTO & holidays
- Employee assistance programs
- 100% 401(k) match up to 10%
- Ongoing training
- Life and disability insurance
- Community service opportunities



[www.consumerscu.org/careers](http://www.consumerscu.org/careers)



## Greater Kent County Chapter of Medical Assistants

An affiliate of the MICHIGAN Society of Medical Assistants

Join us on the third Saturday of most months at the Davenport Lettinga Campus. We offer the occasional free CEU and plenty of opportunities for networking!

Follow us on Facebook for more information:



## WORK HARD PLAY HARD

If you like **technology** and want to be immersed in it, we have been looking for **you!** Things can be fast paced, but we sustain a playful environment and embrace a healthy work/life/play balance.

- On-site gym
- Pool Table
- Lounge/Gaming
- Training Materials
- Casual Everyday
- Nap Zone
- Paid Certification Testing
- Lab & Data Center
- Contests
- Social Gatherings

Send us your resume!  
[nsoit.com/apps/resume](http://nsoit.com/apps/resume)

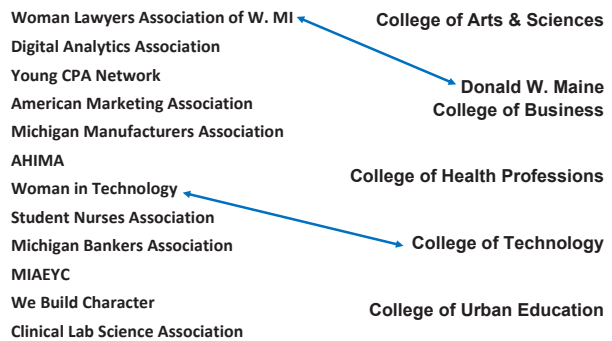


## Association Membership = Career Growth



- With every program Davenport offers, there are professional organizations
- Within all industries, there are professional trade associations
- Most organizations have a young, woman's or minority group

### See if you can match the association with the appropriate college:



# Curriculum Vitae (CV)

## Latin for “course of life”

- A CV is often a longer document used to apply for specific types of positions: academic, teaching, research, grants, or scholarships
- A CV is a complete record of your academic and professional achievements, so it does not have length restrictions
- A CV can include sections such as education, work history, skills, publications, public speaking/presentations, research, laboratory or field skills, awards/grants, teaching experience, licenses/certifications, study abroad, and professional memberships
- Many organizations will provide a format they want used to apply with a CV, so check the website for specific instructions
- An international posting may request a CV. This is usually synonymous with “résumé,” but can vary by country
- For assistance, please see your career coach

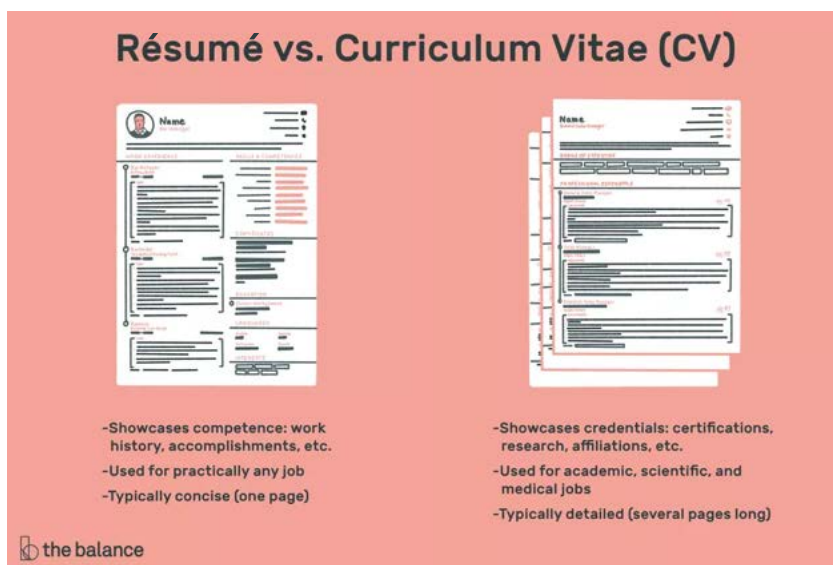
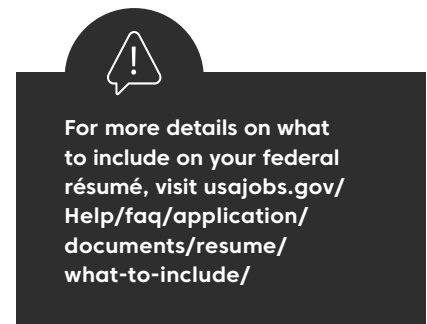


Image by Adrian Mangel © The Balance 2019



## Federal résumé

- Tailor each federal résumé to EACH job announcement for which you apply
- Federal résumés do not have page limit restrictions; include ALL experience (paid and unpaid), education, activities, special projects, military experience, research, etc.
- Be clear, not vague. Explain your skills as they directly relate to the qualifications
- Paragraph form is acceptable, but bullets are easier to read
- Use reverse chronological order ONLY

### Defining your experiences:

- Include exact dates whenever possible – June 1, 20XX
- Describe paid and unpaid experience in the same manner by highlighting the transferable skills gained
- Do not speak in terms of what you were “responsible for.” Speak in terms of what you did and what you did well
- Do not worry about being overqualified. The issue is about not having enough experience, not too much
- Be repetitive in order to meet qualifications across multiple experiences
- Discuss both paid and unpaid experiences in great detail

## ABRAHAM LINCOLN

111 President Drive  
 Washington DC 20005 US  
 Mobile: 202 200 2222  
 Email: alincoln@pastpresidents.com

Country of Citizenship: United States of America  
 Veterans' Preference: No  
 Highest Grade: GS-02- 07, 06/20XX-08/20XX

**Availability:** Job Type: Permanent, Temporary, Recent Graduates  
 Work Schedule: Full Time

**Desired Locations:** US-DC-Washington/Metro  
 US-VA-Arlington  
 US-VA-Alexandria

**Work Experience:** **Department of State (Educational and Cultural Affairs)** Washington, DC US **9/20XX – 8/20XX**  
 Grade Level: 02  
 Hours per week: 02  
**Public Affairs Assistant**  
**Supervisor:** John Smith (XXX-222-2222)  
**Okay to contact this Supervisor:** Yes

- Supervised ten contractors on communications, ensured project was delivered on time and budget
- Contacted and pitched media for program publicity resulting in four

**Department of State (Educational and Cultural Affairs)** Washington, DC US **9/20XX – 8/20XX**  
 Grade Level: NA  
 Hours per week: 20

**Intern**  
**Supervisor:** John Smith (XXX-222-2222)  
**Okay to contact this Supervisor:** Yes

- Wrote fifteen articles about foreign education initiatives in Bureau newsletter and press releases
- Drafted twenty memoranda for the Undersecretary of State
- Assembled financial and budget information for use in Educational and Cultural Affairs internal materials
- Assisted with administrative tasks such as filing documents and organizing meeting logistics

**Education:** **B.A., (May 20XX), Marble House College, Philadelphia, PA 19019 US**  
 35 Semester Hours  
 GPA: 3.50 out of 4.0  
**Major:** Economics, Spanish Language (double major)  
**Relevant Coursework, Licenses and Certifications:**  
 Macro Economics, Micro Economics, Statistics, Public Policy Process

**Language Skills:**

**English**  
 Spoken: Advanced  
 Written: Advanced  
 Read: Advanced

**Spanish**  
 Spoken: Advanced  
 Written: Advanced  
 Read: Advanced

**Affiliations:** National Spanish American Foundation Member (20XX – present)

**References:**

Name: George Washington  
 Employer: Marble House University  
 Title: Professor, Spanish Language  
 Phone Number: XXX-333-3333  
 Email Address: gwashington@pastpresidents.org  
 Reference Type: Personal

**Additional Information**

**Skills:**

- Grant writing experience (awarded "Dream Catchers Award" by Community and Recreation Services, Delaware County Government, Dec. 20XX)
- Regional expertise in Balkan, Post-Soviet, and Western European political issues (Including extensive regional travel)
- Proficient in Microsoft Office programs (Word, Excel, PowerPoint, Outlook)

The General Schedule (GS) is the predominant pay scale for federal employees, especially employees in professional, technical, administrative or clerical positions.

Don't forget to include past salary or GS level

Include the number of hours per week

Great way to highlight subject area expertise

Note: Do not use abbreviations; write out Educational and Cultural Affairs, not ECA

Federal résumés require you to include number of semester hours to ensure eligibility

Use this section to highlight relevant class projects, volunteer work, and other leadership roles that may not be on your private sector résumé

Be specific in the programs you are proficient in





# The traditional cover letter

Every job you apply for should have its own unique cover letter. If a posting has an optional cover letter, it is a trap ... always consider it MANDATORY!

To start, it is best to understand what a cover letter is for:

- It serves as a writing sample — how good is your written communication?
- It shows your level of interest in the company and position
- You can discuss personality traits and transferable skills that are not apparent from your résumé
- It is designed to create interest in reading your résumé and get you an interview
- It provides another avenue for you to brand yourself. Your résumé will tell whether you are qualified; your cover letter is designed to help readers determine whether you are a good fit

International students, see page 48

Brand your cover letter with the same header as your résumé.

Use date submitted.

Do your research: Find address and correct contact. Address letter to them; “Dear Hiring Manager” is OK if contact cannot be found.

Tell them you want what they have to offer! State exact match to open position.

State why YOU are uniquely qualified. How you will do your job?

Make a direct ask for the interview or the position, and ALWAYS say thank you.

## Additional tips:

- Always match your abilities and skills to the job description. Pull the exact wording and terms used in the job description. For example, if they use the term “clients” to refer to customers, your cover letter (and résumé) should be tailored for that language
- The art is in your storytelling; write in a way that makes them picture you in the role by using concrete examples
- Cover letters can be more than three paragraphs but should never exceed one page

**Pounce Panther**  
313 Prairie Point | Lansing, MI 48933  
(616) 698-7111 | ppanther@email.davenport.edu

January 1, 2021  
Mr. Randy Davenport  
Steelcase, Inc.  
901 44th St. SE  
Grand Rapids, MI 49508

Dear Mr. Davenport,

The opportunity presented by Steelcase for Product Marketing Specialist greatly interests me. Growing up in the Grand Rapids area, I have always dreamed of working for a large company like Steelcase. I believe that with my innovation and initiative, I could complement your team well.

My studies in marketing at Davenport University were designed to be a springboard for my future. Product and sales research courses have provided me with valuable insight into customer needs and wants. Social media expertise and my B2B sales experience complement my knowledge base, as well, preparing me for such a challenging marketing position as the one at Steelcase, Inc. The innovation behind Steelcase furniture is certainly the wave of the future, and I want to bring my passion and excitement to your team.

Please refer to my enclosed résumé for further substantiation of my qualifications, education, and experience. I would welcome the opportunity to become a part of the Steelcase marketing team. I can be reached at (616) 698-7111 during business hours. Thank you in advance for your consideration.

Sincerely,

(Handwritten Signature or blank)

Pounce Panther

If you are emailing your application, the body of your email will be your cover letter and you must attach all other requested documents. You will not need to have a formal header and address.

# The comparison cover letter

Comparison cover letters are slightly different than the traditional style listed on the previous page. Be strategic about which style to use; the easiest choice is not always the best choice. Consider your industry. The comparison style could be beneficial for:

- Extremely large companies where cover letters are only skimmed because of the number of applicants
- Job roles that have very little written communication (Accounting, Technology, Clinical Health)
- Companies or personnel that are typically succinct and presentation-oriented (Legal)
- Candidates that have all requirements and preferred requirements that are clearly labeled and achievable in the job description

Match header on your résumé.

Use the hiring manager's name, if you have it. If not "Dear Recruiter, Dear Hiring Manager" are all acceptable.

Match your skills with highlights from job posting. Make it easy for recruiters to see you are a match!

**Pounce Panther**  
 313 Prairie Point | Lansing, MI 48933  
 (616) 698-7111 | ppanther@email.davenport.edu

January 1, 2021

Dear Hiring Manager:

I am a business professional with 7 years of experience working in sales and customer service. I would love to have the opportunity to put my knowledge to use at Textron Fluid & Power as a Customer Services Representative.

I have an excellent work ethic, and I am a loyal employee who always reports early for work and thrives on opportunities that allow me to go above and beyond what is required of me. I am excited to bring the following qualifications and experiences to your position:

<b>Job Requirements</b>	<b>My Qualifications</b>
Experience in a customer service or technical environment	Seven years of customer service experience, which includes five years specifically in contributing individual sales to increase company revenue
Four-year college degree	Full-time student pursuing BBA in Marketing, expected graduation April 2021
Require Microsoft Word, Excel, and Outlook knowledge	Extensive use of Microsoft Suite (Word, Excel, Outlook and PowerPoint), with experience in data entry
Ability to work with people in a variety of situations and demonstrates good problem-solving skills	Quickly, politely, and professionally manage multiple customer service and sales requests in a fast-paced environment

My experience has included a complete range of services in Sales, Data Entry, Purchasing (handling purchase orders), and customer service. I am confident that my background will prove to be an asset to your team, and I really want to meet with you so we can discuss the position and my qualifications in detail. I look forward to hearing from you soon.

Sincerely,

Pounce Panther





# References

- Include three to five professional references on a document separate from your résumé
- Use professional references only: those who can speak of you as a professional, including work or volunteer supervisors, professors, coaches, project team members, colleagues, and those you have supervised
- Contact your career coach about any concerns you have about using someone as a reference
- Check with each reference; ensure they are EXCITED about being a reference for you — use those individuals as references
- Make sure your reference contact information is up-to-date
- Send the job description to all references so they understand topics to cover and highlight about you

## Pounce Panther

313 Prairie Point | Lansing, MI 48933  
(616) 698-7111 | ppanther@email.davenport.edu

### REFERENCES

Name (amount of time known)

Title

Company

Address

City, State, ZIP

Email Address

Phone

Ms. Alex Anderson (6 years)  
Supervisor  
Superior Management  
1515 W. Fulton  
Grand Rapids, MI 49506  
aanderson@superiormanagement.org  
(616) 887-6238

Mr. Michael Brown (2 years)  
Professor  
Davenport University School of Business  
6191 Kraft Ave. SE  
Grand Rapids, MI 49512  
michael.brown@davenport.edu  
(616) 555-1212



Employers will ask for your references when needed.

- Have your references ready to use to complete the online or paper application form
- Provide your references document when it is requested



*Headers on all application documents should match your résumé and cover letter.*

# Thank-you notes



## Thank-you notes

- Can be typed or handwritten in a letter or email format
- Proper salutation: "Dear Mr./Ms./Dr."

Be sure to write down the names of your interviewers or request their business cards

- Thank them for taking the time to meet with you
- Reference the date and time of interview
- Reiterate your interest in the company
- Mention what you think they are looking for in a candidate and how you meet those needs
- Exude confidence in your ability to succeed in the role
- Include any anecdotal pieces of information that will make them remember something specific from the interview or about you
- Thank them for their consideration and reiterate next steps and a time you will follow up if you do not hear anything
- Do not prewrite thank-you notes — wait until you have completed the interview; thank-you notes are a great opportunity to clarify or confirm points made during the interview

## Template

Dear [Interviewer]:

[Thank them for their time] + [mention something about your conversation that you found interesting or helpful] + [reiterate your interest in the job and company] + [emphasize what about your experience would make you good at the job]

Best, [your name]

## Email

Dear Ms. Sparrow:

I want to thank you for the opportunity to interview for the Brand manager position on August 15, 2020. I enjoyed meeting you and learning more about your organization. My enthusiasm for the position and my interest in working with you are even stronger as a result of the interview.

You indicated that you are looking for an individual with experience in merchandising. I know that I am capable and knowledgeable, and my training has been excellent. My education as well as my work experience parallel the job requirements. I am certain that I could make a significant contribution to your team and the organization.

I would like to reiterate my strong interest in the position and working with you and your team. You provide the kind of opportunity I seek. Please feel free to call if I can provide you with any additional information.

Again, thank you for the interview and for your consideration. I look forward to hearing from you soon.

Sincerely,

Pounce Panther

## Handwritten

*Dear Ms. Sparrow,*

*Thank you very much for the opportunity to interview for the medical assisting position. I enjoyed meeting you and learning more about your company. My enthusiasm for the position and my interest in working for Holland Hospital are even stronger as a result of the interview.*

*Again, thank you for the interview and for your consideration. I look forward to hearing from you soon!*

*Sincerely,  
Pounce T. Panther*

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SKILLS

PRESENTATION  
SKILLS

REAL-WORLD  
EXPERIENCE

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# 05

## Job search strategies

**40** Where to search



**41** Identify your target companies

**42** Proud hiring sponsors of Davenport University students and alumni

**44** Handshake



**45** Perfect your online image



**46** Networking and LinkedIn



**47** Attend the Davenport University and regional career fairs



**48** International students

**49** Active military and veteran students



# Where to search



## Handshake

Handshake is an online job platform designed to connect students with employers. Customize your profile and include your résumé to interact with employers more effectively. Find careers, jobs, internships, employer contacts, events, and up-to-date Career Services information all in one spot! Click the Handshake icon found on your “Student Connections” page.



## LinkedIn

Did you know that only 20% of all jobs are ever posted to a job board? Use LinkedIn to find and cultivate connections. Reach out to recruiters and Davenport University alumni directly and introduce yourself. Keep up on the latest LinkedIn techniques to get seen and reviewed by employers.



## Google and Indeed

These engines pull jobs from a broad network of websites, including Monster and Career Builder. They are extensive and can be more time-consuming to search. It is important to have a clear idea of what you are looking for before starting your search. Don't forget to explore using advanced search functions.



## Career Service events

There are great networking opportunities at all Davenport University Career Services and alumni events. Go to your Handshake accounts to view events.



## Staffing firms and temp agencies

They move quickly to serve their clients' needs immediately. You never know what opportunities might present themselves at a moment's notice (temporary/contract, temp-to-hire or direct hire).



## Government jobs: township, city, state, federal, etc.

Note: These jobs have different requirements and timelines than typical applications. See page 32.

State level:  
[governmentjobs.com/careers/michigan](http://governmentjobs.com/careers/michigan)

Federal level: [USAjobs.gov](http://USAjobs.gov)



## TEAMWORK ONLINE

Find lucrative careers in the sports industry through TEAMWORKONLINE. Davenport University offers this opportunity to its students who are specifically seeking professional sport industry careers: [teamworkonline.com](http://teamworkonline.com)



## Fraudulent postings

- If it's too good to be true, it probably is
- If there is no onboarding process
- If all interactions are email
- If they request or send money
- If they ask you to cash a check before you have been hired
- If the sender's email address is not a corporate address
- If it has a high salary with no requirements

Report it to Career Services and avoid it!

## Completing applications

- Complete applications with honesty and without errors
- Pay close attention to an employer's instructions when submitting an application. When in doubt, contact your career coach to discuss what is included and appropriate in any of these documents
- Always fill out all fields as completely as possible throughout every application
- HR departments will require application information in different fields, so avoid using a statement like "See résumé." Employers need to report and organize large amounts of data
- Do not skip sections, because this may remove you from the applicant pool automatically

## Proud hiring sponsors of Davenport University students and alumni



Reach out to any of our sponsors on page 42.

**THEY ARE LOOKING FOR YOU!**

# Identify your target companies

Create lasting connections early and stay in touch throughout your time in college and beyond:

Company/ organization	Website	Why interested?	Referral	Most recent application/ contact application
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Document the email account and the password created for each job site you use to apply, since you may need to electronically sign forms. Many companies use automated emails within the application system to electronically collect acceptance of offer, consent form(s), new hire paperwork, and communicate next steps. See offer and onboarding information on page 57.

## Be strategic and keep it together

**Keep track of your applications, companies, and job descriptions:**

Position	Link	Company	Contact	Date Applied	Close Date
Medical assistant	hospitaljobs.com	Metro Health	Iwanna Career	6/2/2021	6/16/2021
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Keep track of search terms and filters used, so they can be refined to optimize electronic searches:

Terms used

_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____



# Proud hiring sponsors of Davenport University students and alumni

---

## Gold sponsors

---



---

## Silver sponsors

---



Bronze and book sponsors





# Handshake

Handshake is an online job platform designed to connect students with employers. Customize your profile and include your résumé to interact with employers more effectively.

## Download the app!



- ▶ **Explore** thousands of jobs available to you
- ▶ **Track** deadlines and put your best foot forward
- ▶ **Discover** jobs in collections made for you
- ▶ **Connect** with employers and meet your potential



Click the Handshake icon found on your “Student Connections” page



**Request appointments** with Career Services & Experiential Learning



RSVP and receive information about **statewide career fairs, events, workshops, and more**



Jobs and internships for **every student**



**Personalized feed and custom recommendations** for you



**Employers eager to connect** with you



**Community of students and alumni** to help you every step of the way



**One-stop shop** for all your career-building and career services needs



Positions NOT found in Handshake:

- Student employment
- On-campus work-study
- Off-campus community service
- Work-study

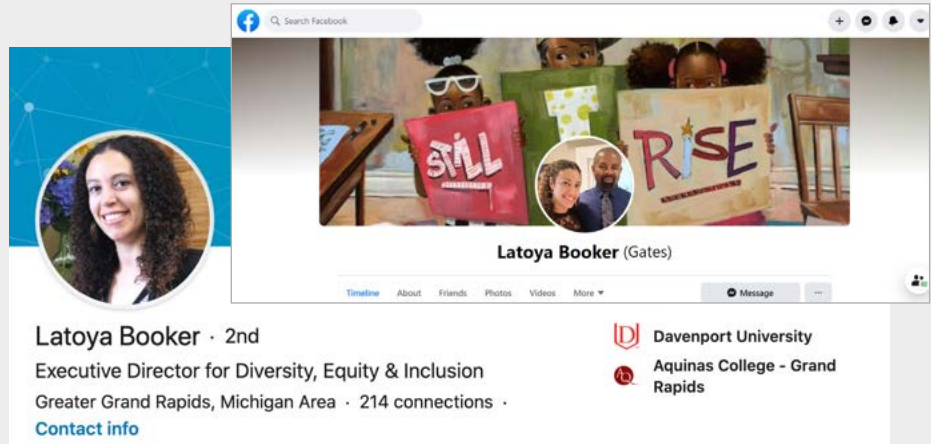
See page 23 for assistance and details or go to [jobs.davenport.edu](http://jobs.davenport.edu) > select > “External Candidate” > select > “Students”

# Perfect your online image



## How you are perceived...

- Your image appears on LinkedIn, Facebook, Twitter, Handshake, in class, at work, and in public
- Are you acting professional, following industry groups, obtaining certifications, showing leadership?
- Are you nonpolitical, positive, inclusive, balanced, friendly, alcohol- and drug-free?
- Are you engaged in professional or community events, volunteering, contributing to something?



## Meet Latoya Booker

Executive Director of Diversity, Equity, and Inclusion

Latoya “gets” social media and online image.

## Latoya’s presence



## Words of advice:

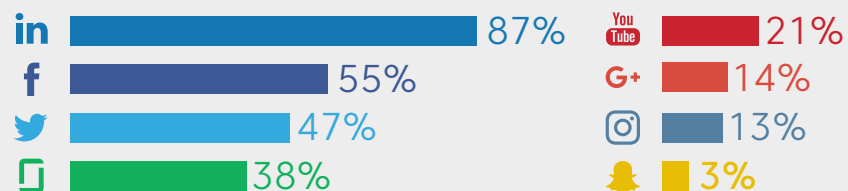
- Google yourself. Do you like what you see and are you OK with a potential employer seeing it?
- Be sure to edit your privacy settings to prevent unapproved persons from viewing your profile. The exception is LinkedIn. LinkedIn should be viewable by all and always professional
- Marketing students should always have strong public profiles if social media is a skill displayed in an application or desired job description

## Do you appear:

Positive	Supportive	Negative	Detracting
Professional	Engaged	Sloppy	Disconnected
Motivated	Aware	Lazy	Clueless
Involved	Sensible	Aloof	Senseless
Healthy	Curious	At-risk	Impassable
Friendly	Improving	Mean	Stagnant
Collaborative	Approachable	Argumentative	Frightening

## Most commonly used social platforms for recruitment

Data from 2015 Recruiter National Survey





# Networking and LinkedIn

## Profile basics

- Post a professional headshot for your profile picture
- Create a headline that is thought-provoking and contains key words you expect to be searched by
- Edit your URL to contain your name to improve searchability
- Include all education (even high school) to begin finding connections
- Include all past companies and job titles to give viewers or recruiters an idea of your professional background
- Select skills you want to market about yourself so connections know what to endorse you for
- Ask for recommendations from connections to help validate your employment history

## Connections

Connections are the most important part of LinkedIn. Who should you connect with? Ask yourself: could they do a favor for you or could you do a favor for them? If yes, CONNECT!

Use your connections to your advantage. Let them know if you applied for a job with their company, or ask them to connect you with someone you need to reach. LinkedIn job postings often have a recruiter assigned to them. Introduce yourself after applying.

## Professional organizations and the Davenport University alumni network

Navigate to Davenport University's Alumni homepage. This page offers insights on where our graduates have landed. You can search by location, company or industry. You already have at least one thing in common, so just see if they would be interested in connecting. Stay relevant by following groups in your area or industry. Consider going to events with your organizations to expand your network.

## Tell me about yourself: 30-second commercial elevator pitch

Include these elements before introducing yourself to employers:

- **Greeting:** Include your first and last name and a firm handshake
- **Education:** Accurately state your specific program and when you graduated or expect to graduate
- **Experience:** Share your related experience in the specific job you want or have applied for already — mention all internships
- **Strengths:** Emphasize skills you possess that are related to the qualifications of the position you want
- **Accomplishments:** Show accomplishments that emphasize your strengths
- **Professional style:** Demonstrate personal traits and characteristics that describe how you perform your job
- **Job search strategy:** Focus on what you want to do with your experience, which jobs are you interested in, or those you have already applied for



General guidelines for content to AVOID:

- Posts relating to alcohol/drugs or showing alcohol/drugs in the background
- Promiscuous photos (of yourself, others, or models)
- Complaints about work, coworkers, and employers
- Large amounts of political leaning opinion/facts/articles
- Proof of you conducting a prank or any illegal activity
- Anything with profanity



## DID YOU KNOW?



Over 80% of jobs are filled without posting. That means networking is the most likely way to get an interview.




# Attend the Davenport University and regional career fairs



Start searching and networking early! Do not wait until you graduate.

Freshmen	Sophomores	Juniors	Seniors
Explore what is out there! Learn and interact with companies that employ in your chosen major.	You need to gain experience. Identify target companies for internships and continue building your network early.	NETWORK! This is the best time to secure an internship to gain field-related experience. Develop positive relationships and remind recruiters if you have met them before.	Start applying for jobs prior to the event and decide what positions you are truly looking for in a career role. Use this time to meet employers in person to address their immediate hiring needs. Identify clear steps and timelines for their processes.

## How to prepare for & attend career events

<p><b>Days and weeks prior to event</b></p> 	<ul style="list-style-type: none"> <li>• Get your résumé reviewed and approved by Career Services</li> <li>• Attend our preparatory workshops with Career Services</li> <li>• Review the list of companies attending</li> <li>• Research and target jobs available for you in those companies and apply for the positions you want ahead of time</li> <li>• Practice your 30-second commercial/elevator pitch. See page 46</li> <li>• Use InterviewStream to practice and review your pitch, so you can see yourself in action and perfect it. Find it at <a href="http://davenport.interviewstream.com">davenport.interviewstream.com</a></li> </ul>
<p><b>The day of the event</b></p> 	<ul style="list-style-type: none"> <li>• Dress to impress. See page 56</li> <li>• Bring résumés and a padfolio to take notes</li> <li>• Prioritize your walk through the job fair by first visiting the booths of those companies you've applied to already or desire to work for most — but see as many companies as possible</li> <li>• Talk to everyone — remember the goal is to network</li> <li>• Collect business cards and take note of who you meet</li> <li>• Be confident</li> </ul>
<p><b>Within 24 hours after event</b></p> 	<ul style="list-style-type: none"> <li>• Follow up with the people you met: Send them an email, handwritten letter, or connection request on LinkedIn. This is how you build relationships with employers and recruiters</li> <li>• Include a small piece of information from your conversation to help them remember you specifically</li> <li>• Thank them for taking the time to speak with you</li> <li>• Keep in mind employers will see over 100 people at a fair; they are most likely to work with those who follow up</li> </ul>



# International students:

## Work authorization options

### Opportunities to market your international assets:

#### On-campus employment:

F-1 and J-1 (unless prohibited by J-1 sponsor) are eligible to work on campus for up to 20 hours per week when classes are in session

\*Some restrictions apply, availability is limited

#### Off-campus employment:

F-1 Visa options:

- Before graduation, CPT = Curricular Practical Training, may apply for paid and unpaid internships or jobs
- After graduation, OPT = Optional Practical Training, may apply for 12 months of work authorization

### Working in the U.S.:

- Know your work authorization options, timelines, and terminology: F-1 CPT, STEM F-1, H-1B OPT, J-1 AT, L-1
- Attend a work authorization workshop
- Use your eligibility to your advantage
- Always market the positive elements of your international perspective
- Search for positions that use your spoken language(s)

### Communicating with employers

- Develop English language communication skills
- Use CPT to get in front of employers early
- Let employers know that CPT incurs no cost and no additional paperwork for them
- Employers only provide a position description and offer letter, as per usual recruiting practices
- Understand that some employers are hesitant to host or sponsor students or pursue work visas

### Get help and use resources

- Join Davenport University's Global Student Organization (GSO)
- Use the Michigan Global Talent Retention Initiative Student Resource information and resources: <http://www.migtri.org/>

- Use the Immigration Law Clinics operated by St. Vincent Catholic Charities: <http://stvcc.org/category/immigration-law-clinic/>
- Search for an immigration attorney through the American Immigration Law Attorneys website: <http://www.aialawyer.org>
- Use GoinGlobal for country-specific career tips, job postings, and internship opportunities: <http://www.goinglobal.com/>
- Use Handshake to find opportunities that fit your goals

### Opportunities to market your international assets:

- LinkedIn profile taglines
- Résumé headlines
- Networking conversations
- Cover letters

#### Did you know?



Teams with diverse members are more productive than teams with like-minded individuals.

### A cover letter example for the final paragraph:

I want to make you aware that I am an international student available for an internship through my college. I will utilize my CPT as my work authorization and experience approval method. This is a process I will work through with Davenport University. I would only need an offer letter from you after being interviewed and selected. (If true, note: I already have a U.S. Social Security number assigned through my past work experience with [LIST COMPANY].) In my future career steps with your organization, or any other U.S. company, I will be required to utilize the OPT and later H-1B Visa status process to transition to longer-term career options. I hope you might be open to that possibility after I prove myself. I strive to keep myself informed of the timing and requirements of international student/graduate work and will make it as simple as possible for your organization to work with me. Thank you for your consideration of my application and situation; it is greatly appreciated!

Respectfully,

Your Name



Visit Handshake on your student connections

# Active military and veteran students



See your career coach for any of the following:

- Converting your military résumé to a civilian résumé
- Interview preparation and mock interviews
- Job search coaching
- Networking and events with local employers
- Utilizing PathwayU Military Crosswalk [davenport.pathwayu.com](http://davenport.pathwayu.com)
- LinkedIn assistance and much more!

Visit the Military Lounges on the W.A. Lettinga (Grand Rapids, MI) and Warren Campuses. These are spaces for military students to relax and study. They are equipped with a TV, video games, drinks, snacks, CAC-enabled computers, and free tutoring.



## Step 1: Utilize contacts and resources through Davenport University

[my.davenport.edu/military-veteran-services](http://my.davenport.edu/military-veteran-services)

## Step 2: Make an appointment with Career Services

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

## Step 3: Use government websites

VA for Vets is one of the most user-friendly websites for veterans  
[vaforvets.va.gov](http://vaforvets.va.gov)

Military skills translator  
[vets.gov/employment/job-seekers/skills-translator](http://vets.gov/employment/job-seekers/skills-translator)

Career InfoNet military to civilian occupation translator  
[careerinfonet.org/moc](http://careerinfonet.org/moc)

Understand military preference for you and qualifying spouses  
[governmentjobs.com/careers/michigan/jobs/1385017/veterans-preference](http://governmentjobs.com/careers/michigan/jobs/1385017/veterans-preference)

Google has a new tool to assist military personnel. Go ahead and search “jobs for vets.” You will be prompted to enter your MOS code. Google will translate your past experience into information and current positions you would qualify for currently.

## Military example

**Many companies look for military experience. It is up to you to connect how your military experience would qualify you for civilian roles!**

- For example: You were an army specialist and led a bulk refueling crew You could say: Led a bulk refueling crew

Or you say:

MILITARY EXPERIENCE

Bulk Refueling Crew Lead

- Responsible for leading a five-person bulk refueling crew
- Transferred over 100,000 gallons of fuel in a combat environment with zero accidents
- Accountable for the maintenance and care of \$13.1 million of equipment
- Developed and implemented a strategic plan to mobilize six military aircraft and 62 military personnel with all required equipment from Michigan to Iraq

More than a Job  
More of What Matters Most



Make a difference in the lives of others with a challenging position in the MidMichigan Health family. You will find a job you love – with supportive coworkers, a team atmosphere and recognition for a job well done.

Learn more at [www.midmichigan.org/careers](http://www.midmichigan.org/careers)



“ Because everyone cares about everyone not only as co-workers, but as a big family. This is a *family-oriented company*, and it makes for a great workplace environment. ”

Two great companies,  
numerous opportunities



Apply today!

[FarmBureauInsurance.com/careers](http://FarmBureauInsurance.com/careers)

## State of Michigan Departments that want to hire you:



See all State of MI Departments Here: <https://www.governmentjobs.com/careers/michigan>

# 06

## Interview skills, strategies, job offers, and budgeting

- 52** Company research
- 53** Sample interview questions
- 54** Give a STAR answer to behavioral questions
- 55** Video and phone interviews
- 56** Dress to impress 
- 57** Evaluating job offers
- 58** Salary worksheet/negotiating offers
- 59** Budgeting 

# Company research: They expect it!

There is nothing worse for an interviewer than a candidate who does not understand the basic job functions, industry, or company. This is where candidates can set themselves apart. The more research you do, the easier it is to connect your experience and skills to the company and job description.

Find the answers to the following questions through:

- Company website
- Annual reports
- Glassdoor
- LinkedIn and current employees
- Better Business Bureau
- Industry and business publications

1. What do you know about the company's mission, vision, and values?
2. Where does the company operate, is there a headquarters, in how many locations and countries is it located, and how many people work there?
3. What does the company do? Does it provide a product or service? What is it? Is it high-end or low-end?
4. Who are the customers?
5. Who are the competitors?
6. Is the company family-owned, publicly traded, nonprofit, or government?
7. What is the office culture or organizational structure?
8. What makes the company special?
9. Any awards, recent news, industry changes/issues, etc.?
10. What departments, projects, and products interest you? Why?

You may not be asked directly what you know about the organization, but get creative in order to incorporate your research in your interview answers.

Write down the questions that come up during your research and save them to ask when you are asked "Do you have any questions for us?" at the end of the interview.

## QUESTION

"Why should I hire you?"

## ANSWER

"Aside from being qualified for the position, I noticed in my research that ... and I ..."



It is acceptable not to answer illegal questions by simply pointing out that the question is illegal and you would rather not get the interviewer into trouble by answering it



*“Be yourself. Who else is better qualified?”*

– Frank Giblin

# Sample interview questions

Focus answers on “you as a professional”; avoid focusing answers on “you as an individual”

## Background

- Tell me about yourself. See page 46.
- Why are you interested in the role?
- What qualifies you for the role?
- What do you do in your free time?
- What is your biggest strength/weakness? What has been your biggest achievement?
- Why should we hire you?

## Behavioral

- (See STAR answers on next page)
- Describe a time when you had a difficult customer and how you handled it.
- What have you learned from a past mistake?
- How do you resolve conflict within a team?
- Describe a project that failed.

## Company- and culture-specific

- What do you know about our company?
- What led you to apply here?
- What qualifications/personality traits would you bring to our company/office/team?
- What database/software programs are you familiar with?
- Why do you want to work for our company?

## Professionalism/work ethic

- How do you manage your time?
- How do you evaluate success?
- How do you work under pressure?
- What do you look for in a supervisor/manager?
- Describe your ideal work environment.
- Do you work better independently or in a team?
- Describe your ideal job.
- Where do you see yourself in 5–20 years?
- What are your short-term and long-term goals?

## Academic

- Why did you choose Davenport University?
- What caused you to choose your particular major?
- What was your favorite course? Least favorite?
- What was your most rewarding experience in college?
- Did you complete an internship?

## Questions to ask the interviewer/employer

- How will you measure the success of the person in this position?
- What are your expectations of the person in this role in the first 90 days?
- What are some of the challenges in this position? Company?
- What do you think are the most important qualities for someone to have in order to excel in this position?
- Why do you enjoy working for this company?
- How would you describe the company culture?
- What are the company’s short- and long-term goals? What role would I play in those goals?
- What are the typical career paths in this company?
- Is there anything that concerns you about my background being a fit for this role?
- What is the timeline for next steps? If I haven’t heard from you by \_\_\_\_\_, is it all right if I follow up with you?

## Illegal questions

- When do you plan to retire?
- Are you married?
- How old are you?
- Do you have or hope to have children soon?
- Do you have any health problems that would cause attendance issues?
- Where do you worship?/What church do you belong to?
- Are you a Republican or a Democrat?
- Is English your first language?



# Give a STAR answer to behavioral questions

Elaborate with direction! These questions are all about the art of storytelling. When an interviewer asks for “an example of” or “a time when,” give them a STAR Answer:

It is hard to know exactly what situational questions an interviewer will ask, but look at the job description and decide what areas they will likely focus on.

## Example question

**Give an example of when you provided great customer service.**

### Situation

Set the scene. What was the specific situation you were involved with? DO NOT pick a daily situation or duty you performed because it will be too general. This should relate to a specific project or moment in time.

In my time with Enterprise Rent-A-Car, customer service was always of the utmost importance. There was a customer who would fly into the airport every week and was always grouchy, so people always tried to avoid helping him.

### Task

What was the end goal or obstacle you faced?

I decided to focus on being the customer's go-to person and made sure he consistently had a positive experience.

### Action

What specific action did you take to accomplish the task? Keep focused on YOURSELF and YOUR ACTIONS, and do not get bogged down in the unrelated details. Do NOT dwell on a coworker's or a boss's shortfalls, mistakes, or issues you've had with them.

I made a reminder every week to set aside the specific car the customer liked and made him feel like a special customer. I would have his contract ready, so I only needed to check his license, swipe his credit card, and send him on his way in a timely manner.

### Result

What was the outcome? Take credit for what happened. Give the story closure. What did you accomplish? Always end on a positive note even if the result did not achieve the result you intended. What did you learn from the mistake?

After only a few weeks, I had built such a great relationship with him that he would even choose to wait in my line just to work with me!

To start, be prepared for STAR answers that relate to all of the following:

- Communication
- Teamwork
- Customer service
- Leadership
- Time management



# Video and phone interviewing

## The basics

- Establish the right time zone (CST/EST) and DO NOT BE LATE!
- Who is calling whom?
- Get from or give the interviewer an alternative phone in the event that there are issues logging into the online interview program
- Fix your privacy settings so your username can be found

## Profile

- Have an appropriate name: e.g., first.last19 vs. wild\_jungle\_cat
- Have a professional photo as your icon and not a vacation or couple photo
- Mind your status — set it to “available”
- Try to have everything in tip-top shape before exchanging information. Feel free to tell the interviewer that you will send them an email with your information to buy time if you’re not prepared

## Be proactive to prevent technical problems

- Test your audio and video
- Make sure your audio doesn’t echo or have static
- Make sure your lighting is adequate and your face can be seen; natural light works best
- Do not have a window behind you to avoid glare and darkened facial features when you are backlit
- Turn off notification sounds and close all other browsers to avoid interruptions during the interview
- Use ethernet instead of Wi-Fi if possible; it is more reliable

- Use a PC or laptop. Do not use a tablet or phone. This will provide steady video feed without shaking and will allow your hands to be free
- Use a headset to minimize echo and background noise
- Do a test run with a friend to make sure you can be heard and seen clearly

## Look and sound professional

- This is an interview; treat it like one — dress professionally from head to toe
- Speak slowly and clearly in case there is a lag or technical issues on the interviewer’s end
- For that same reason, this can be a good excuse to have the interviewer repeat a question if it is unclear
- Eye contact is tricky since the interviewers are on screen, but try to look at your camera directly as much as possible — otherwise, it will appear as if you are looking down
- Keep gestures to a minimum; the interviewer can only see a limited area, you should not act outside of that space as lag can be an issue when gesturing

## Manage your environment

- Roommates and family members: Notify them that you have an interview and put a sign on your door that tells them, “Do not disturb”
- Make sure your pets are outside or placed in a confined room far enough away that they cannot be heard making noises
- Make sure your background is clean and clear with no posters, laundry, trash, dishes, or other visual distractions that could appear to the interviewer

## What to have with you

- Bring your résumé, cover letter, job description, and company research and have them ready to refer to during your interview
- Feel free to put sticky notes on your screen to remind you to address certain key points or even just to smile!
- Warning: Do not rifle through papers during your interview; it is distracting and loud

## Commonly used virtual interview platforms:



Zoom



GoToMeeting



Google Meet



Skype

Make sure you download the appropriate software in advance of your interviews to avoid technical issues with your microphone and camera



interviewstream

*Davenport University's online video interview practice system can help students and alumni perfect their interview skills.*

[davenport.interviewstream.com](https://davenport.interviewstream.com)



# Dress to impress

Better safe than sorry

Always go business professional if you are unsure.



## Dress professionally

- Cleanliness and appropriate dress are a must
- Stick with solid colors and tighter-woven fabrics or simple patterns
- Men: charcoal gray or dark blue suits with tasteful shirt and conservative tie
- Wear a belt
- Women: a good quality suit with flattering, unrevealing blouse
- A skirt should be no shorter than the tips of your middle fingers or just above the knee for good measure
- Avoid tight or overly loose-fitting clothing
- Avoid shirts with lettering or graphics
- Make sure your outfit is wrinkle-free
- Heels OR flats are OK! Just make sure you are comfortable walking potentially long distances, stairs, and all types of terrain (hello, office tour!)
- Never wear white socks

## Hair and make-up

- Be sure to look professional
- Appear well-groomed and up-to-date in style; clean, neat, and flattering

## Pleasant body odor

- Don't forget deodorant
- Avoid perfumes and colognes

## Smokers

- Don't smoke once you're in your interview attire
- Clean interview attire and keep it in a smoke-free place

## Accessories

- Avoid flashy jewelry/accessories
- Keep piercings to a minimum. If you have facial or body piercings that are noticeable, you should remove them before the interview unless there is a high degree of industry acceptance



## Access to Davenport University resources and affordable clothing

The Panther Resource Closet on the lower level of the Academic Building on the W.A. Lettinga campus can help! It stocks nonperishable food items, personal hygiene products, and new or gently used professional clothing — clean and in good condition.

The closet is designed to provide these resources free of charge to students from all campuses, including online. You can access on your own time or submit a request through the Center for Campus Life: [my.davenport.edu/student-life/panther-resource-closet](http://my.davenport.edu/student-life/panther-resource-closet)

Other Options:

Consider consignment or resale shops for new and gently used clothes.

Get fitted at a professional retail clothier and write down your correct measurements. Then search through online sales, outlets, and clearance sales.

### Business Professional Guide

— Required For Career Fairs and Interviews —

**Basics**

**Finished Looks**

**Color**

*Image from the University of Miami*

**Business Professional is NOT business casual**  
 Always wear a blazer or jacket over a dress shirt with a tie.  
 Avoid bare shoulders.



Thank you to Curtis Cleaners for donating free cleaning services to the PRC!

# Evaluating job offers

## You have gotten through your interviews and have received the offer.

Do not feel pressured to accept an offer on the spot. It is always best to ask for at least 24 hours after receiving the **written offer** to make a final decision, even if you fully intend to accept it. There are many components to consider before saying yes.

### Salary

Can you live on this salary? Use the worksheet on the next page to make sure you account for your current cost of living and that your bills will not exceed your projected take-home pay. While your current expenses alone may not be a reason to negotiate a higher wage, having a realistic expectation of what the salary is for a specific position based on industry standards should support your request. Before finalizing negotiations, ask about annual increases, what they are based on and how they have been issued in previous years. See O\*NET OnLine, [onetonline.org](http://onetonline.org) and the Career Services NACE Salary Calculator for more information.

### Benefits

It is not always about the money! Benefits can be negotiable and can include insurance (medical, dental, vision, life, etc.), vacation, holidays, flexibility, overtime options, professional memberships, child care, and retirement options. Keep in mind that benefits can make up about 40% of your total compensation.

### Office environment and company culture

Will you enjoy it there? What are the personalities of your team, and will you be comfortable with the management? If you got the impression you may not get along with your direct supervisor during the interview, take that into account. Do your attitudes, values, and goals align? Is the office culture casual, business casual, or business professional? Keep in mind what your wardrobe looks like; are you willing and able to buy new clothes if necessary?

### How is the commute?

This may sound trivial, but focus on what your commute will look like every day. Consider high traffic times of day, gas, winter weather, construction, work-from-home flexibility, and how far away you are from children, daycare, or medical appointment locations.

If you are moving to a different city or state, the cost of living will change.

Use CNN Money Calculator for different costs of living:

[money.cnn.com/calculator/pf/cost-of-living/](http://money.cnn.com/calculator/pf/cost-of-living/)

The company may offer a relocation package if you are forced to move.

#### 01 OFFER

- Read offer letter (start date, paid time off, benefits, etc.)

#### 02 VERIFY

- Offer letters and start date may be contingent based on background check, official transcripts, physical/drug test, etc.)
- Sign form for consent to background check, order official transcripts, if needed

#### 03 ONBOARDING

- Complete required paperwork: tax forms, policy acceptance, etc.
- I-9 form required on first day — provide original documentation to verify identify and authorization to work in the United States to manager or human resources

#### 04 ORIENTATION

- An orientation is common when you are a new hire; it may be in person or assigned electronically

#### 05 PERFORMANCE REVIEWS

- Many companies will have a 90-day evaluation for new hires
- When starting a new position, work with your manager to set goals for the next performance evaluation cycle

# Salary worksheet

Estimated salary per month	+
Estimated taxes (about 28% of salary — depending on filing status/type)	-
Medical insurance (include dental and vision)	-
Unreimbursed business expenses (gas, parking, etc.)	-
Car and rent/house payments	-
Monthly bills (gas, electric, water, cable/internet, phone, student loan payments, etc.)	-
Average grocery spending	-
Misc. consistent expenses (credit card debt, outstanding bills, childcare, etc.)	-
<b>TOTAL</b> Can you live with the amount (per month) based on your lifestyle? Do not forget about emergency funds and retirement contributions. Consider bonuses and overtime.	=

## Negotiating offers

### It is always awkward

Be confident in your worth and clear on your expectations from the beginning. Avoid asking about salary in initial interviews. If the salary range is not posted in the job description or provided during the interview process, use O\*NET OnLine to understand the range the position should merit. Gather the information and decide what your realistic target number should be. Expect to be at the low end of a range unless:

You have met all AND exceeded some requirements listed in the job description based upon experience and education

- You have achieved “preferred qualifications”
- You have worked for the company previously
- The compensation is not enough to incentivize you to leave your current role

### Asking for a raise or promotion?

This is no easy task, so do not do it unrehearsed. Contact your career coach to have the conversation prepared before you make the big ask. This way you are the more prepared person in the room!

Do your research! Understand the salary range for your region & experience level.

<https://www.jobsearchintelligence.com/etc/jobseekers/salary-calculator.php>



*Not all offers are negotiable due to inter-office equity, company policy or budgets, or nonprofit status. Review the previous page. If a company is not able to offer you more, consider negotiating for moving costs, expense reimbursement such as mileage, schedule flexibility, additional vacation time, professional development, or certifications or other benefits. Engaging in negotiations does not mean you will not accept the position if requests aren't met, but you have been offered the role. Now it's time to discover what they are willing to pay to secure a great candidate. Contact Career Services to gain an impartial opinion and discuss how to best leverage yourself effectively through this conversation.*

# BUDGETING



Use the worksheet below to build your budget. Use the column to the right of the dollar amount column to track whether that expense is a need, want, or savings expense.

<b>Household:</b>	<b>Cost</b>	<b>Need, want or savings</b>
Rent/mortgage		
Utilities (electric, gas, water)		
Cable and internet		
Home telephone		
Cell phone		
Other household expenses		
<b>Total:</b>		
<b>Food:</b>		
Groceries		
Lunches and snacks		
Dining out		
<b>Total:</b>		
<b>Transportation:</b>		
Car payment		
Insurance		
Gas		
Maintenance		
Public transportation		
Other (parking, etc.)		
<b>Total:</b>		
<b>Children:</b>		
Daycare		
Activities		
<b>Total:</b>		
<b>Personal care:</b>		
Clothes and shoes		
Toiletries		
Laundry and cleaners		
Hair care		
Other		
<b>Total:</b>		

<b>Entertainment:</b>	<b>Cost</b>	<b>Need, want or savings</b>
Movies/sports tickets		
Trips		
Music/DVD purchases		
Books/magazines/newspapers		
Hobbies		
Other		
<b>Total:</b>		
<b>Health care:</b>		
Doctor		
Dentist		
Prescriptions		
Insurance premiums		
Other		
<b>Total:</b>		
<b>Miscellaneous:</b>		
Credit card payment		
Savings		
Education expenses		
Gifts and charity		
Pets		
Other		
<b>Total:</b>		

## BUDGET ALIGNMENT CHECK

An ideal budget is 50% needs, 30% wants and 20% savings. Use the numbers from your budget above to see how balanced your budget is.

- Needs ÷ Take Home Pay = Budget %**
- Wants ÷ Take Home Pay = Budget %**
- Savings ÷ Take Home Pay = Budget %**



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