



# DEPAUW

## Career Services Guide

The Kathryn F. Hubbard  
Center for Student Engagement



## An Introduction from the Director of Career Services

As a DePauw University student, you have a wonderful variety of opportunities to explore your community, the world, and your interests during your time on campus. Yet eventually, all students must move beyond DePauw. The career services offerings and staff in the Kathryn F. Hubbard Center for Student Engagement will help you to understand the skills you have gained in your liberal arts education, and explore how to apply those skills in professional environments. We can help you plan to maximize your time while on campus, and we also will help you find and apply for internships, jobs, fellowships, and graduate school opportunities. This guide includes great information to help you along your way.

Yet career services programming is only a portion of what the Hubbard Center has to offer. Instructions found in this guide should complement your academic, leadership, and off-campus study experiences – all of which will impact your lifelong personal and professional goals. You can set up an appointment with a Hubbard Center adviser by calling 765-658-4622, or you can also just stop by the Center. Also, look for announcements about all of the programs we offer to help you prepare for your future.

The Hubbard Center staff is happy to meet with you and provide assistance. We hope you find the information in this guide helpful. We look forward to working with you!

Sincerely,

Deb Jones  
Director of Career Services  
Kathryn F. Hubbard Center for Student Engagement

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The Kathryn F. Hubbard Center for Student Engagement

The Hubbard Center supports students in leading lives of purpose and accomplishment by facilitating the learning and connections that allow students to grow through applied experiences.

[www.depauw.edu/hubbardcenter](http://www.depauw.edu/hubbardcenter)

[opportunities@depauw.edu](mailto:opportunities@depauw.edu)

# Self-Assessment

## Self-Assessments

Your personality, strengths, and interests can help guide your career and post-graduate interests. You can schedule an appointment with a Hubbard Center career adviser to take the following assessments for free:

- Clifton StrengthsQuest — Learn more about your top five strengths.
- Strong Interest Inventory — Determine your academic and career interests.
- Myers-Briggs Type Indicator — Understand your personality in four areas of life.

## Self-Reflection

If you have already taken an assessment or you want to learn more about yourself, consider asking yourself the following questions – and be sure to allow plenty of time and space to come up with the answers:

- When am I “in the zone?” Are there ever situations when time just flies?
- What would I do with my time if I never had to work another day?
- What type of work would I enjoy doing for free?
- What did I want to be when I was young – and why?
- Do I see any common themes in my interests and skills? How can I combine my interests?
- To what kinds of activities am I naturally drawn?
- What activities do I seem to pick up very quickly?
- Have I ever thought to myself after completing an activity, “When can I do that again?”

## Top Candidate Skills Employers Seek: Your DePauw Liberal Arts Education in Action

When employers were asked what qualities they want most from the college students they consider for employment, the focus was on specific skills:

Communication Skills	Detail-Oriented	Entrepreneurial
Analytical/Quantitative Skills	Technical Skills	Creativity
Ability to Work in a Team	Interpersonal Skills	Leadership
Tactfulness	Strategic Planning Skills	Strong Work Ethic
Problem Solving Skills	Initiative	Computer Skills
Flexibility/Adaptability	Organizational Ability	Friendly/Outgoing Personality

Source: *Job Outlook 2014*, National Association of Colleges and Employers (NACE). DePauw is a current NACE member.

# Resumes

## General Tips for Making Your Resume Great

### **Format:**

- An employer will look at your resume for 15 – 20 seconds. Make it easy to read!
- Stay concise and on one page; make margins no smaller than .5 inch.
- Use a sans serif font such as Arial, Tahoma, or Helvetica; size 11 or 12 (14 for your name). This will make it easier for keywords in your resume to come up in automated searches when your resume is submitted to a database.
- Avoid *italics*, underlines, text boxes, vertical lines, columns, templates, etc.
- Create a consistent format. Make sure that headers are alike, indentations line up, bullet points match, etc.
- For a finance or consulting resume, use a bullet format. For other resumes, paragraphs may be acceptable.
- For science and computer science students, put skills near the top and break them into categories. For example, while many students will have a category for “Computing Skills,” a computer science student might have more specific categories such as “Computing Languages,” “Operating Systems,” “Development Environments,” and “Other Software.”

### **Advice:**

- Target your resume to the specific job, internship, or employer.
- Use action-oriented language and show results.
- Be sure to have a professional voicemail set up for the phone number you list on your resume.
- List a professional e-mail address for recruiters to e-mail you back (create one if you don’t have one).
- Ask for feedback from as many people as possible, especially someone in the field.
- Proofread! And then proofread some more!
- **Save and send as a PDF**, so that you won’t lose your formatting when sending a copy.
- Create a specific file name when saving and sending your resume. “JohnSmithResumeAugust2014.pdf” is more specific than “MyResume.pdf.” It will be easier for a recruiter to know it is your resume, and you will know what version of your resume it is when you make future changes.

Remember, a strong resume for one job may not be the same for another position. Think about your readers and what they want to see.

### **Government Positions**

Resumes for full-time positions in government must be directed toward the specific job. When writing your resume, use the exact keywords found in the job announcement, as these are the words the hiring agency will use to search for candidates to match their position. These words must show up on your resume for you to appear as one of the strongest candidates. Remember to keep the information on your resume relevant to the position. Keep in mind that, although networking contacts can offer helpful advice, when it comes to government jobs a contact alone cannot get you in the door. Government agencies use a percentage matching system based on keywords and your resume must pass that screening.

# Resumes

## Resume vs. Curriculum Vitae' (CV or just Vitae')

The way to consider the difference is that a resume is a 15-second commercial, while a CV is a life history. Both should include only information that is relevant to the position. A CV often includes publications, presentations, consulting, etc. For most students and recent graduates, there is virtually no difference, as most students do not have enough relevant experience to expand a resume into a CV. Read a position announcement carefully to see what is requested. If a resume is requested, it should be one page. If a CV is requested, it may expand to a second page **provided everything on the document is relevant to the position**.

## PARTS OF A RESUME

### Heading

The heading should include your name (as you want to be referred to professionally) and updated, permanent contact information. Now is a good time to consider creating a permanent email account, so that recruiters who receive your resume will have your contact information after graduation. Do not put an address if your resume is to be posted to a public site.

*Example:*

### **Ellie Freedman**

elliefreedman@gmail.com | (765) 658 - 6004 | linkedin.com/in/elliefreedman

### Objective

An objective is an *optional* field that you should tailor for each position. You should state what you can provide to the employer, and **not** what they can provide for you. An objective probably isn't necessary if your career goals are obvious from the rest of your resume.

*Example:*

### **OBJECTIVE**

Seeking the position in video production where I may utilize my proven skills and experience in digital audio editing, production, and design.

### Education

For current students and recent graduates, a large portion of your experience consists of education and should be near the top of your resume. After all, an employer looking for an intern, or a graduating senior or recent college graduate, will want to know this information first. The education section should include:

- Highlight your degree (Bachelor of Arts or Bachelor of Music)
- Institution(s)
- City, State

# Resumes

## Education (continued)

- Expected graduation date
- Major(s) & minor(s)
- GPA/Major GPA (if above 3.0)
- Specialized training/instruction (certifications)

This section may also include:

- Honor Scholar and Fellows Programs
- Awards
- Off-campus study

## Relevant Coursework

Relevant Coursework is optional but **highly recommended** in the Education section. If you have studied abroad, be sure to include where and when under the Education header. It may also be appropriate to include a brief description of your coursework if it is relevant to your job search. Internships, leadership experiences, or work abroad should be included in the appropriate experience category. See the following sections for more information.

Many employers currently use resume database technology. When an employer receives a resume (electronically or in paper format), they put it into a resume database which creates three files: a data file which is your name, degree, and other basic information; a second file, which is an image-like copy of your resume; and a third, which is a keyword file that includes every word on your resume. When recruiters search for candidates, they use keywords. The particular classes you completed in your education can be very helpful describing your qualifications and providing keywords on your resume. If you include coursework in your resume, be selective in choosing only courses that are related to your career goals or show skills useful to those goals. You may want to consider including coursework on your resume if:

- You are entering an occupation that has strict requirements regarding employees' skill sets. For example, graduates with a technical background may want to detail the courses they completed.
- Classes taken are of a special nature - anything that might pique a particular employer's interest.
- If you are applying to a job that is "not an exact fit" to your major. For example, a philosophy major applying to a sales job may want to include any communication courses taken.

*Example:*

### EDUCATION

DePauw University, Greencastle, Indiana

Bachelor of Arts, Major: English Literature, Minor: Media Studies

Coursework Included: Public Communication and Controversy, Interpersonal Communication, Intercultural Communication, Electronic Journalism, Film and Culture.

May 2015

GPA: 3.7/4.0

University of Edinburgh, Edinburgh, Scotland, Fall 2013

# Resumes

## Experience

You can include a few sections such as “Relevant Experience,” “Media Experience,” “Research Experience,” “Work Experience,” etc. The first section should be most specific to the position. Include your leadership and community service experience, especially if that experience is relevant to the position for which you are applying. If you had an internship or job abroad, make sure you include that in the proper experience category. **Keep in mind that within each category on your resume, entries should be in reverse chronological order with most recent first.** Remember: Experience does not always have to be paid work experience. Any **relevant** experience you have completed (i.e., student organizations, research, student teaching, volunteer, coaching, etc.) should be included. For each entry within your experience section(s), include:

- Job title
- Name and location of organization/company
- Time frame (month/year, games/season)
- A dynamic description that illustrates what you did and what you accomplished
- Remember to use action verbs and keywords that may be used to search for qualified candidates (sample action verbs can be found in Appendix A)

*Example:*

### MEDIA ARTS EXPERIENCE

#### Audio Production Intern

May 2013 – July 2013

Media Company, Indianapolis, IN

- Produced 60-second radio spots by cutting, editing, and processing sound effects
- Trained and supervised five volunteers to help produce broadcast quality audio

## Descriptions

When constructing your descriptions, start each one with an action verb (see Appendix A). Understand that you should highlight your **accomplishments**, including the “**how**” and “**why**.” By showing your results, you illustrate what you are capable of doing. To highlight your impact, **quantify when it makes sense** to do so. Remember to write for the reader. If possible, use words found in the position announcement. If applying for a federal job, this is absolutely necessary as recruiters will use those as keywords to search a database for candidates. Finally, if you have a job description available, try to match relevant skills.

*Example:*

### TEACHING EXPERIENCE

#### Teaching Assistant

May 2013 – July 2013

DePauw University Department of Biochemistry, Greencastle, IN

- Supervised 15 juniors and 10 seniors in the laboratory four hours per week in order to monitor safety and ensure best practices
- Lectured one hour biweekly on the foundations of inorganic chemistry by utilizing various teaching methods and interactive media in the classroom
- Updated lesson plans alongside professor to include updated resources and activities which aided in a 95% satisfaction rate on course feedback

# Resumes

## Descriptions: Good to Great

Sometimes it can be difficult to grasp the words to adequately convey your message. If you are struggling to find the right words to describe an experience, you can: look back at the position description, talk with a friend who knows about your experience (e.g., the student who previously held your position), or ask your supervisor for his or her feedback on a particular experience.

*Examples:*

Good: “Organized rush activities for fraternity.”

**Great: “Developed new recruitment strategies; doubled number of prospective members.”**

Good: “Helped students with their homework.”

**Great: “Tutored five students in biology, which increased test scores an average of 10 points.”**

Good: “Promoted organization.”

**Great: “Developed effective marketing materials using Adobe Photoshop and InDesign.”**

## Skills Section

The skills section is an *optional* field that you can tailor for each position. Stick to technical skills, and not interests. You can split skills up by type if you wish (i.e. computer, lab, language). Science students – break into categories and be specific!

*Example:*

### SKILLS

Proficient in Pro Tools; Digital Performer; Adobe Photoshop; Adobe Audition; Microsoft Word, Excel, Power Point; Moderate in Spanish

## Sample Resumes

Sample resumes are included on the next several pages. These examples are meant to show you ways to format and write your resume. If you have any questions, or to have your cover letter and resume reviewed, you are encouraged to meet with a Hubbard Center adviser.

# Resumes

YOUR NAME

[smart@provider.com](mailto:smart@provider.com)

108 March St. #21, Boone, NC 28607 (611) 555-3755

**Objective:** A position in public relations utilizing my background in communications and customer service.

**Education:** **DePauw University**, Greencastle, Indiana  
Bachelor of Arts in Anthropology/Sociology GPA 3.35  
Date of Graduation, May 2015 **Honor:** Dean's list Spring 2014  
**Off-Campus Study:** University of Cape Town, South Africa, Fall 2013. Studied social and political environment and culture.  
Winter Term in Service, El Salvador, January 2012. Conducted interviews with a variety of people to create oral histories of the region.  
**Relevant Coursework:** Cultural Anthropology; Social Problems; Language and Culture; Ecological Anthropology; Social Psychology; Acting I; Acting II – Improvisation; Introduction to Economics; Comparative Public Policy Issues; Practical Logic

## Relevant

**Experience:** **Communications Intern**, Hubbard Center for Student Engagement, DePauw University, Greencastle, Indiana, Fall 2014. Created newsletter that was published twice per month and distributed to 550 seniors. Utilized QuarkXPress to design newsletter layouts. Independently planned, developed, and distributed advertising materials. Wrote one article per week for publication in the college newspaper. Presented one career-related topic per week in a group setting.

**Intern**, *Advocate-Messenger*, Danville, Kentucky, Summer 2014. Researched and wrote one article per week. Utilized library resources and personal interviews in preparation for articles.

**Sales Manager**, *The DePauw*, DePauw University, Greencastle, Indiana, Fall 2013 – Spring 2014. Solicited advertising for weekly student newspaper. Interacted with campus groups and community members to successfully increase advertising revenue by 15%.

## Leadership

**Experience:** **College Mentors for Kids**, DePauw University, Greencastle, Indiana, Fall 2012 – Present. Supervised the efforts of 12 student volunteers in local elementary school tutoring program. Coordinated with school officials to arrange tutoring times and to match volunteers with children.

**Captain**, DePauw Cheerleaders, DePauw University, Greencastle, Indiana, Spring 2013 – Present. Guided efforts of cheerleading squad at all sporting events. Led practices and created routines.

## Other

**Experience:** **Camp Counselor**, Sterling Farms Riding Camp, Winona, West Virginia, Summers 2011 and 2012. Taught horseback riding skills to 15 beginners ranging in age from 10 to 15.

**Skills:** **Computing:** Quark, Microsoft Windows 7, MacOS, Mathematica, Maple, Microsoft Office (Word, Excel, and PowerPoint)  
**Language:** Intermediate Spanish

# Resumes

YOUR NAME

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**Off-Campus Study: University of Cape Town**, South Africa, Fall 2013. Studied social and political environment and culture. **Winter Term in Service, El Salvador**, January 2012. Conducted interviews with a variety of people to create oral histories of the region.  
**Relevant Coursework:** Cultural Anthropology; Social Problems; Language and Culture; Ecological Anthropology; Social Psychology; Introduction to Economics

## Relevant

**Experience:** **Communications Intern**, Hubbard Center for Student Engagement, DePauw University, Greencastle, Indiana, Fall 2014.

- Created newsletter that was published twice a month and distributed to seniors.
- Utilized QuarkXPress to design newsletter layouts.
- Worked independently to plan, develop, and distribute advertising materials.
- Wrote one article per week for publication in the college newspaper.
- Presented one career-related topic per week in a group setting.

**Intern, Advocate-Messenger**, Danville, Kentucky, Summer 2014.

- Researched and wrote one article per week.
- Utilized library resources and personal interviews in preparation for articles.

**Sales Manager, The DePauw**, DePauw University, Greencastle, Indiana, Fall 2013 – Spring 2014.

- Solicited advertising for weekly student newspaper.
- Successfully increase advertising revenue by 15%.

## Leadership

**Experience:** **College Mentors for Kids**, DePauw University, Greencastle, Indiana, Fall 2012 – Present.

- Supervised the efforts of 12 student volunteers in local elementary school tutoring program.
- Coordinated with local school officials to arrange tutoring

**Captain**, DePauw Cheerleaders, DePauw University, Greencastle, Indiana, Spring 2013 – Present.

- Guided efforts of cheerleading squad at all sporting events.
- Led practices and created routines.

## Other

**Experience:** **Camp Counselor**, Sterling Farms Riding Camp, Winona, West Virginia, Summers 2011 and 2012.

- Taught horseback riding skills to 15 beginners ranging in age from 10 to 15.

**Skills:** **Computing:** Quark, Microsoft Windows 7, MacOS, Mathematica, Maple, Microsoft Office (Word, Excel, and PowerPoint)

**Language:** Intermediate Spanish

# Resumes

YOUR NAME

[smart@provider.com](mailto:smart@provider.com)

108 March St. #21 Boone, NC 28607 (611) 555-3755

**Objective:** A summer opportunity in public relations utilizing my background in communications and customer service.

**Education:** DePauw University, Greencastle, Indiana  
Bachelor of Arts in Anthropology/Sociology  
Date of Graduation, May 2017

**Relevant Coursework:** Cultural Anthropology; Social Problems; Ecological Anthropology; Social Psychology; Acting I; Introduction to Economics; Comparative Public Policy Issues; Practical Logic; Creative Writing; Identity, Self, and Society

## Relevant

**Experience:** **Communications Assistant**, Hubbard Center for Student Engagement, DePauw University, Greencastle, Indiana, Fall 2014.

- Created newsletter that was published twice per month and distributed to 550 seniors.
- Utilized QuarkXPress to design newsletter layouts.
- Worked independently to plan, develop, and distribute advertising materials.
- Wrote one article per week for publication in the college newspaper.
- Presented one career-related topic per week in a group setting.

**Sales Manager**, *The DePauw*, DePauw University, Greencastle, Indiana, Fall 2013 – Spring 2014.

- Solicited advertising for weekly student newspaper.
- Successfully increased advertising revenue by 15%.

**Social Media Assistant**, Easton High School, Easton, Pennsylvania, Fall 2011 – Spring 2013.

- Worked with staff to develop a social media plan for the high school.
- Created an electronic newsletter that an average of 40% of the students read each week.

## Leadership

**Experience:** **College Mentors for Kids**, DePauw University, Greencastle, Indiana, Fall 2013 – Present.

- Tutored three middle school students an average of two hours each week in grammar and writing.

**Member**, DePauw Cheerleaders, DePauw University, Greencastle, Indiana, Spring 2013 – Present.

- Helped create routines.
- Practiced two hours per day and attended all sporting events.

## Other

**Experience:** **Camp Counselor**, Sterling Farms Riding Camp, Winona, West Virginia, Summers 2013 and 2014.

- Taught horseback riding skills to 15 beginners ranging in age from 10 to 15.

**Skills:** **Computing:** Microsoft Windows 7, MacOS, Mathematica, Maple, Microsoft Office (Word, Excel, and PowerPoint)

**Language:** Intermediate Spanish

# Resumes

YOUR NAME

[smart@provider.com](mailto:smart@provider.com)

108 March St. #21, Boone, NC 28607 (611) 555-3755

- Objective** Seeking a position that allows me to fully utilize my knowledge of laboratory chemistry.
- Education** DePauw University, Greencastle, Indiana  
Bachelor of Arts in Chemistry, May 2015 Cumulative GPA: 3.45  
**Honors:** Dean's List Spring 2014, Faculty Scholarship  
**Study Abroad:** National Laboratory, Galapagos Islands, January 2014. Studied the genetic idiosyncrasies of several species found on the Islands.
- Relevant Courses** Instrumental Chemistry, Physical Chemistry, Inorganic Chemistry, Organic Chemistry, Analytical Chemistry, Microbiology, Molecular Genetics, Macromolecules in Biochemistry, Introduction to Cellular and Molecular Biology, Anatomy, Physiology, Physics, Calculus
- Skills** **Laboratory:** Gas, column, and thin-layer chromatography, flash-column systems, chromatotron, NMR, IR UV-VIS, and Mass spectroscopy, glove-box, high-vacuum line, rotovap, extractions, filtrations, distillations, purifications, and crystallizations.  
**Computing:** MacOS, Mathematica, Maple, Microsoft Office (Word, Excel, and PowerPoint), SPSS.
- Relevant Experience** **Research Experience for Undergraduates, XYZ University, Somewhere, PA, Summer 2014.** Ten-week organic chemistry program. Synthesized a non-ionic, water-soluble dendrimer. Submitted protocols for synthesis and purification to be used in future research. Presented results to the university's chemistry faculty and graduate students.
- Lab Assistant, DePauw University, Fall 2013 – Spring 2014.**  
Assisted students with inorganic syntheses, answered questions concerning procedures, and helped with calculations and lab reports.
- Leadership Experience** **President, XYZ Social Fraternity, DePauw University, Fall 2013 – Spring 2014.**  
Supervised executive committee, conducted bi-weekly meetings, and programmed activities, study sessions, and philanthropic activities. Chapter GPA average increased by .3 during my tenure.
- Executive Committee, College Mentors for Kids, DePauw University, 2013.**  
Supervised the efforts of 12 student volunteers in local elementary school tutoring program. Coordinated with local school officials to arrange tutoring times and to match volunteers with children.
- Student Senate, DePauw University, Greencastle, Indiana, Fall 2011 – Spring 2013.**  
Nominated by faculty and selected by peers based on academic standing as one of 12 students to represent the student body on the College Council.
- Activities** **Relay for Life Volunteer, DePauw University, Greencastle, Indiana, 2011 – Present.**  
**Hospital Volunteer, Putnam County Hospital, Greencastle, Indiana, 2011-2014.**

# Resumes

YOUR NAME

[smart@provider.com](mailto:smart@provider.com)

108 March St. #21, Boone, NC 28607 (611) 555-3755

## Education

DePauw University, Greencastle, Indiana

Bachelor of Arts in Chemistry, May 2015

Cumulative GPA: 3.45

**Honors:** Dean's List Spring 2014, Faculty Scholarship

**Study Abroad:** National Laboratory, Galapagos Islands, January 2014. Studied the genetic idiosyncrasies of several species found on the Islands.

**Relevant Courses:** Instrumental Chemistry, Physical Chemistry, Inorganic Chemistry, Organic Chemistry, Analytical Chemistry, Microbiology, Molecular Genetics, Macromolecules in Biochemistry, Introduction to Cellular and Molecular Biology, Anatomy, Physiology, Physics, Calculus

## Skills

**Laboratory:** Gas, column, and thin-layer chromatography, flash-column systems, chromatotron, NMR, IR UV-VIS, and Mass spectroscopy, glove-box, high-vacuum line, rotovap, extractions, filtrations, distillations, purifications, and crystallizations.

**Computing:** Microsoft Windows 7, MacOS, Mathematica, Maple, Microsoft Office (Word, Excel, and PowerPoint), SPSS.

## Relevant

### Experience

**Research Experience for Undergraduates, XYZ University, Somewhere, PA, Summer 2014.**

- Ten-week organic chemistry program. Synthesized a non-ionic, water-soluble dendrimer.
- Submitted protocols for synthesis and purification to be used in future research.
- Presented results to the university's chemistry faculty and graduate students.

**Lab Assistant, DePauw University, Greencastle, Indiana, Fall 2013 – Spring 2014.**

- Assisted students with inorganic syntheses.
- Helped with calculations and lab reports.

## Leadership

### Experience

**President, XYZ Social Fraternity, DePauw University, Greencastle, Indiana, Fall 2013 – Spring 2014.**

- Supervised executive committee, conducted bi-weekly meetings.
- Programmed activities and study sessions, as well as other philanthropic activities.
- Chapter GPA average increased by .3 during my tenure.

**Executive Committee, College Mentors for Kids, DePauw University, Greencastle, Indiana, Fall 2012 – Spring 2013.**

- Supervised the efforts of 12 student volunteers in local elementary school tutoring program.
- Coordinated with local school officials to arrange tutoring times and to match volunteers with children.

**Student Senate, DePauw University, Greencastle, Indiana, Fall 2011 – Spring 2013.**

- Nominated by faculty and selected by peers based on academic standing as one of 12 students to represent the student body on the College Council.

## Activities

**Relay for Life Volunteer, DePauw University, Greencastle, Indiana, 2011 – Present.**

**Hospital Volunteer, Putnam County Hospital, Greencastle, Indiana, 2011 – 2014.**

# Cover Letters

A cover letter serves to introduce you to the employer. A well-written cover letter is **professional, concise (less than one page), and focused on the needs of the employer**. In order to pull that reader in, you should research the organization and highlight two or three skills/experiences that align with the job description. This is not the space to reiterate everything from your resume - that's why they have your resume! Furthermore, you are fortunate to attend a school that places a heavy emphasis on writing. Therefore, you should use this opportunity to display that skill and, as always, be sure to proofread effectively.

Keep in mind that your cover letter should change for every application. Look at the skills desired and show that you have them. Incorporate the company culture. In one page, the cover letter should convey your specific knowledge of the employer and position, highlight relevant skills and experiences, and demonstrate your genuine enthusiasm.

## LETTER STRUCTURE

### **Heading/Date**

To present a well-written professional document, include your contact information, the date, then the company contact information.

### **Greeting**

Find out the recruiter's name and greet that person with a professional tone. When all else fails, you can use a general professional title. Examples include:

- Dear Mr. Smith,
- Dear Hiring Manager,
- Dear Human Resources Professional,

A cover letter contains three parts: introduction, body, and conclusion. General tips include:

- Be professional: Write like a colleague and not a student. Be formal in content and style. This is the profession you seek to explore and perhaps join. Step up to the challenge.
- Be concise: Write a draft and then cut everything that does not contribute to the reader making a good decision about you as an employee. Cut. And cut again.
- Know your audience: Know the language cues that are meaningful to your reader. Write about your experience from their perspective.

### **Introductory Paragraph**

Think about your audience and make your content and writing appealing to that individual. Beyond that, your introduction must include:

- Why you are writing.
- Where you saw the job posting or who referred you if possible (include the position title).
- What makes you the perfect candidate.

# Cover Letters

*Example:*

Please accept this letter and attached resume as an application for the position of Marketing Assistant with Emmis Communications, which was recently recommended to me by Christine Munn in the Hubbard Center for Student Engagement at DePauw University. My passion for, and education in, the Media Arts combined with my varied professional experiences in communications settings make me an ideal candidate.

## **Body**

Next, you must prove the skills you mentioned in your first paragraph. Again, think about the job description and company culture, then describe why your experience(s) make you more than capable of fulfilling the responsibilities and working well with your co-workers.

You should use the CAR or STAR method to describe an accomplishment/project. This means you should tell a story. The **CAR (Circumstance, Actions, Results)** or **STAR (Situation, Task, Actions, Results)** methods serve as excellent framework to convey how you work.

*Example:*

I have gained extensive knowledge in radio production as an Intern for Audio Production Media Company as well as assumed leadership roles within the organization. I was given the responsibility to both train and supervise the organization's five volunteers. In this role I led the station's annual pledge drive by training the volunteers on proper customer service and phone etiquette. I also advertised the drive through several media outlets including writing an article for the local newspaper, creating a 60-second radio spot, and designing posters to be placed throughout several local businesses. At the end of the drive we were able to raise over \$15,000, which is more than any previous year. I hope to bring this effort and passion to the Marketing Assistant position at Emmis Communications.

## **Conclusion/Enclosures**

Most importantly, thank them for their time and consideration. Also, reiterate why they should hire you, and emphasize that you would like to meet in person. Unless the employer has given specific instructions not to call, you should call them to follow up, usually in a week.

*Example:*

My resume is attached for your review. I look forward to speaking with you about this opportunity and will call you in a week to see if any further information would be helpful. Thank you for your time and consideration.

Sincerely,  
(Sign here)

# Cover Letters

## E-MAILING A COVER LETTER

Some job postings require that applicants e-mail their resume and cover letter. This leads many students to ask: is it better to include the cover letter with a resume as an attachment, or should the cover letter be included in the body of an e-mail (creating a “cover e-mail”)? While both ways can be acceptable, you must remember:

- Follow the instructions of the employer. The recruiter may indicate a preference and job applicants must abide by whatever is preferred.
- In the subject line, be sure to include the job title and your name.
- If you are pasting the cover letter into the e-mail, use formal language and format, just as you would in an attached letter. (In particular, include all of your contact information in your signature.)
- Attach a copy of the cover letter to the e-mail, in case the employer chooses to print it out for review. A printed document will look more professional if it is in an attachment, compared to an employer printing an e-mail.
- Always send it to yourself first as a test.

If the employer does not have a preference, there are some advantages to including the cover letter into the body of the e-mail:

- You capture the attention of the reader immediately.
- It is possible the recruiter won't be able to open attachments, but if the letter is included in the body, the recruiter may be interested enough that he or she will follow up with you to request the materials to be delivered in a different way.

# Cover Letters

## Sample Cover Letter

**This letter is provided for guidance only. Please do not follow this too closely as employers notice when all letters from a single institution sound alike.**

DePauw University  
408 S. Locust St.  
Greencastle, IN 46135

September 17, 2014

Ms. Ima Manager  
Director of Public Relations  
Super Public Relations Firm  
101 New Career Boulevard  
Candy Hill, NC 28787

Dear Ms. Manager,

Please accept my application for the position of Public Relations Assistant. When I found your position posted in the TigerTracks system at DePauw University, I was excited by how closely the description matched my background and interests.

A variety of oral and written skills are needed as a public relations assistant. As a communications assistant and social media assistant, I had the opportunity to write informative articles as well as to prepare newsletters and numerous flyers. My volunteer activities with College Mentor for Kids, as well as other organizations such as the local homeless shelter, gave me the opportunity to interact and communicate effectively with a wide variety of people. My coursework also taught me how to present ideas and information to an audience. Computer skills are also important in public relations. I have worked extensively with a variety of computer programs, including QuarkXPress and PowerPoint.

I would very much like to speak with you regarding your position and my qualifications. I will call you during the week of September 24 to discuss this opportunity. In the meantime, my resume is enclosed. Please feel free to call or e-mail me if you have any questions.

Thank you for your consideration. I look forward to speaking with you.

Sincerely,  
(Sign here)

Chris Smart

Enc. (Note: This indicates an attachment such as a resume)

# References

When you ask for a reference, don't just say "Could you give me a reference?" or "Could you write a reference letter for me?" Instead, ask, "Do you feel comfortable giving me a reference?" This way, you can be sure that the person who is recommending you for employment is willing and able to give you a good reference. Additionally, your potential reference has an out if they don't believe they can provide a strong endorsement or if they don't have the time to write a letter or take phone calls from employers on your behalf. Be sure to provide your references with at least a copy of your resume and possibly any other application materials you are providing to potential employers. References are not a part of your resume but are a separate sheet that can be attached if necessary.

*Example:*

## References of Your Name

108 March St. #21  
Boone, NC 47401  
(611) 555-3755

Professor Name  
Professor of Philosophy  
DePauw University  
Greencastle, IN 46135  
(859) 555-1234  
favorite@depauw.edu  
My professor for three courses.

Supervisor Name  
Volunteer Coordinator  
Center for Volunteer Services  
100 ½ Cherry Brook Lane  
Boone, NC 28607  
(859) 555-9876  
super@allnet.com  
My supervisor for two years as a volunteer.

**(Note: You should include four or five references.)**

# *Find Friends, Make Mentors*

Between your family, roommates, classmates, professors, teammates, coaches, and DePauw's network of over 30,000 successful alumni, you should never feel without support. We recommend that you intentionally connect with those people who may be able to help lead you in the right direction (or away from the wrong one). A few reasons for connecting with members of the DePauw community, such as alumni, include:

- Contacts can assist you in determining career or graduate school goals by providing information on their job, industry, career path, and any other advice they have regarding transitioning to life after DePauw.
- Starting to connect as early as possible will ensure that you have a strong network by the time you graduate, which you will use for the rest of your life.

The vast majority of jobs and internships are found via networking versus applying online directly to opportunities, so this is a skill you want to master long before you graduate.

## **Connect & Network**

Before reaching out to anyone for your internship or job search, keep in mind that you are representing yourself, as well as DePauw. **Networking is NOT asking for a job.** Networking is building a relationship with someone, which you can also do by articulating how a person can help you by offering professional and personal advice. Before you connect, be sure to keep in mind:

- Networking is about quality, not quantity. Do not reach out to anyone who you do not intend on maintaining a professional relationship with, as it is a waste of everyone's time.
- Proofread everything you send. Typos or grammatical errors of any kind reflect negatively upon you and DePauw, and could severely limit your chances of receiving professional support from your contacts.
- Prepare for your meeting by thinking of questions in advance, researching your contact's LinkedIn profile, and learning as much as possible about the person's industry, company, or position. This will ensure you have a productive meeting, and your contact may be more impressed by your effort.
- Have a pen and paper to take notes, as well as a resume just in case your contact offers to take a look at it (but do not assume the person will).
- Keep meetings to **no more than 30 minutes** - your contact's time is very valuable!
- **Always be willing to meet on your contact's terms**, whether it's via e-mail, over the phone, or at a location that is more convenient for them. Remember that you are doing most of the work, not your contact.
- Follow-up with your contact. People in the working world are very busy. If you do not hear back within a week or two of contacting, follow up once. If you still do not hear back, consider reaching out to someone else.
- Send a thank you note, and let your contact know how their advice has helped your progress.

# *Find Friends, Make Mentors*

## Sample Networking Letter

**This letter is provided for guidance only. Do not follow it too closely as employers do notice when all letters from one institution appear alike.**

DePauw University  
408 S. Locust St.  
Greencastle, IN 46135

September 17, 2014

Mr. DePauw Alumnus  
Director of Public Relations  
Fictional Company  
100 ½ Cherry Brook Lane  
Bean Blossom, NC 27768

Dear Mr. Alumnus:

I am in the process of exploring my career options and public relations is of great interest to me. Professor Smith in the Department of Communications suggested I contact you.

Currently, I am beginning my sophomore year at DePauw University. Over the summer, I interned with the Hubbard Center for Student Engagement as a communications assistant, where I helped the Hubbard Center strengthen its campus image. This position has sparked my interest in exploring the field of public relations. If you are willing and available, I would like to ask you some questions about the field, current trends, and the preparation needed to begin a career in public relations.

I will call you the week of September 24 to arrange a convenient time to talk. In the meantime, please let me know if you have any questions. Thank you for your help.

Sincerely,

(Sign Here)

Chris Smart

# *Find Friends, Make Mentors*

## Ways to Connect to DePauw Alumni

Talk with your professors, staff, coaches, and others around campus. Just as they have developed a relationship with you, they also built relationships with DePauw alumni.

### **Office of Alumni Engagement**

There are many ways to connect with alumni. A networking etiquette program is highly recommended before contacting alumni and is required for access to mentors (Tiger Connect Network) and for Job Shadowing.

- Regional chapters serve to connect alumni to each other and the university, but students can also utilize them. This resource will allow you to search for alumni who live in cities all over the United States in order to learn more about their career path or tips for moving to the city in which they live.
- The online Alumni Directory allows you to search for recent and seasoned alumni in virtually every industry you can imagine.
- Separate from the online directory, TigerTracks also offers the “Tigers Connect Network,” a database of alumni interested in mentoring students.
- “Like” the DePauw Alumni and Friends Facebook to engage in discussions and become more connected. Most regional chapters also have a Facebook page that you can find in the Social Media Directory on the website.

### **LinkedIn**

- When connecting, always write a personal message explaining why you would like to connect.
- Join the DePauw University Alumni Association group to engage in discussions and become more connected.
- Do an advanced search to find a DePauw graduate with a certain job title, in a particular industry or company, or who lives in a particular city. You also can use the “Network” tab to “Find Alumni.”
- Start growing your network by first connecting with other students, former supervisors, professors, and anyone else with whom you already have an established relationship.
- It’s about quality, not quantity - be sure that you are making meaningful connections.

# *Find Friends, Make Mentors*

## Sample Thank You Letter

**This thank you note format can be used for networking contacts, job fair contacts, or after an interview. Please note that this is only a sample format. Please do not follow it too closely as employers do notice when all letters from one institution appear alike.**

DePauw University  
408 S. Locust St.  
Greencastle, IN 46135

September 17, 2014

Mr. DePauw Alumnus  
Director of Public Relations  
Fictional Company  
100 ½ Cherry Brook Lane  
Bean Blossom, NC 27768

Dear Mr. Alumnus:

Thank you for taking time to speak with me on September 17 regarding my interest in the field of public relations. Your insights on the skills I still need to develop to enter the field were particularly helpful and I have begun applying for relevant internships. I also very much appreciate your feedback on my resume.

Once again, thank you! I will keep you informed as I continue to prepare for a career in public relations.

Sincerely,  
(Sign here)

Chris Smart

# Work a Career Fair

Career fairs provide an opportunity for networking, to search for an internship or job, and serve as a forum for professional development. DePauw annually hosts two career fairs (one each semester) and one graduate/professional school fair. DePauw also participates in collaboration with other colleges and universities.

## Before a Career Fair

You should determine who is attending the fair. Research company websites and identify five to seven employers most aligned with your career goals. Based on your research, develop potential questions to ask the recruiters, and think about how you will respond to questions they ask you. You will also want to update your resume and prepare copies before the event.

Questions you might ask:

- Do you have a formal internship program or do you host students on a case-by-case basis?
- Do you have an internship coordinator I could contact if I have specific questions?
- When is the best time of year to apply for a summer internship?
- What experience might I have as an intern in your organization?
- What coursework or skills do you look for in potential interns?
- What skills do you look for in candidates?
- What type of previous work experiences do you look for in candidates?
- What is the best way to apply to your organization, and how long does the process usually take?
- Will you be on campus to interview or host other events?

Questions the employer may ask you:

- Tell me about yourself.
- What kind of position are you looking for?
- What geographic areas are you interested in?
- Why did you stop at our table today?
- May I have a copy of your resume?

## Day of the Fair

Dress appropriately (business attire), approach employers with a firm handshake, and be prepared to briefly introduce yourself. **Do not chew gum or eat candy at the fair!** Be prepared to ask and answer questions. At the conclusion of your conversation, offer your resume and ask for a business card. Don't be concerned if the employer does not take your resume; fewer employers are collecting resumes at job fairs but most will still take note of the names of students they meet. They may also ask you to submit your resume electronically.

## After a Career Fair

Send a thank-you note or e-mail to the employers with whom you spoke. Employers report that few students follow up after a fair. This simple step can give you a big advantage. If you did not have the opportunity to connect with certain employers, send them a message articulating your interest and regret that you did not meet them at the event.

# *Informational Interviews*

The informational interview is an information gathering session with a networking contact designed to help you choose or refine your career path by giving you the “insider” point of view. Asking current professionals questions about the path they have taken allows you to build your network and gain information on the skills necessary to succeed in that particular field. The experience also can help you learn about the realities of a specific job and increase confidence in talking with people, which can help you identify personal strengths and weaknesses. Informational interviews can also help you:

- Evaluate whether the field is compatible with your interests, lifestyle, and goals.
- Gain access to the hidden job market. More than 85% of quality jobs are secured through networking!
- Expand your network of contacts in your field of interest for future opportunities.
- Gain referrals to other professionals in the same field for additional networking.

Informational interviews are not only for students ready to graduate, but are also appropriate for first-year students through alumni. If you are in the process of choosing an academic major, making career choices or beginning a job search, they can be an excellent tool to explore your options and increase your knowledge. Subject areas that can be discussed about the industry/organization during the informational interview are:

- Work environment
- Ideal skill set/qualifications
- Industry trends
- Career path of interviewee
- Lifestyle
- Challenges/rewards
- Possible career progression

## **Prepare for an Informational Interview**

In advance of the meeting, you should prepare as you would for a traditional interview. Conduct research and read about the career area or organization in which the person you are interviewing is affiliated. Check the company/organization’s web site and find out as much as you can about the work they do, and research the person you will be meeting with so that you can ask appropriate questions.

Develop a number of well thought out, open-ended questions to stimulate a meaningful discussion. Write these questions down neatly on a professional notepad, and bring them with you during your interview. This will also enable you to take valuable notes so that you can refer back to them after the interview. When meeting, dress appropriately for the field and practice professional etiquette.

## **Questions to Ask During an Informational Interview**

Avoid asking questions that are easily answerable by a quick scan of the person's bio or company website. Modify and supplement questions based on your advanced research, and leave them open-ended in nature.

# *Informational Interviews*

*Examples:*

- How did you get started in this field?
- What is your typical day (week) like at \_\_\_\_\_ ?
- What do you enjoy most about what you do? What do you enjoy least?
- What kinds of skills and abilities are required for this type of work?
- What kinds of people are successful in this field (this organization)?
- What training or education is required for this type of work?
- Can you describe the work environment in your organization in terms of individual effort vs. teamwork, pressure, deadlines, workload, etc.?
- What publications are especially important for people in your field?
- If you were starting out now, how would you get into this field?
- What strategies would you use to get your foot in the door?
- What advice would you give to someone in my position?

If you are able to interview the person at their place of work, be prepared to observe many aspects of their workplace for additional information on the company:

- How are people dressed (formally, informally, uniformly)?
- How diverse is the work setting (age, gender, ethnicity, race)?
- How do the staff members address each other? Is there a hierarchy?
- Is the atmosphere calm? Stressful? Fast-paced?
- How were you treated when you arrived?
- Do people appear to enjoy working there?
- Do your contacts talk with you freely or did they seem restricted?
- Are the employees working in offices, cubicles, or open spaces?
- What is the noise level? How is the lighting?
- What equipment do you see? Who is using it?

Think about what you saw and how you felt in the work setting. Can you see yourself working there?

## **After the Informational Interview**

- Write a thank you note within two days of your meeting. Comment on how the meeting expanded your knowledge of the field or cite the follow-up steps you plan to take. A handwritten note is preferred.
- Keep a record of your networking activities: when your conversations took place, suggestions your contacts made, the dates you mailed your thank you notes, and any follow-up steps you took. If there's any information you can provide to your contact that might be helpful, do so.
- Maintain your networking relationships by e-mailing or phoning periodically. For example, you might send a link to an interesting article or word of a conference that may appeal to your contact. Keep your networking connections updated on your progress, and always remember that networking is a skill for life!

# Interviews

## Prepare for Interview Success

Preparing for an interview can seem intimidating. That is typically the chance for you to finally meet the potential employer and discuss why *you* are the best fit. Yet it's also important to remember that this is the time for you to see if the opportunity is a good fit for you.

**Research** and **practice** will be key to your success in an interview. You can make an appointment with a Hubbard Center adviser to schedule a mock interview to get a better idea of what to expect in a formal interview setting. All DePauw students also receive access to GlassDoor, a U.S.-based job and career site where interviewees can provide information on the format and structure of the interview, and employees can contribute with information on the company culture, salary, job growth potential, and more.

## Before the Interview

- Research the organization, department, people, position, mission statement, industry themes, current events, etc., before you enter the interview room.
- Know yourself by reviewing which two or three qualities set you apart, and make a list of everything you have done (a master resume).
- Practice putting these two pieces together by scheduling a mock interview with a Hubbard Center staff member, peer, or adviser. See Appendix B for an exercise you can do with a friend.
- Have a portfolio (multiple resumes, work samples, etc.) and contact information to give your interviewer.
- Prepare solid questions to ask if they give you time. Some examples include:
  - What is the career path for this position?
  - Does the organization support ongoing training and education for employees to stay current?
  - How will my leadership responsibilities and performance be measured, and by whom?
  - Can you describe the company's (or division's or department's) management style?

## During the Interview

Great interviews feel like conversations, and are not Q&A sessions. Be sure to show your respect to the interviewer, but work hard to make them feel comfortable, so they can see why you would be an excellent colleague. Unless they have indicated they want some silence to review material or write notes, treat this conversation like you would others, and fill that awkward silence with your curious, innovative enthusiasm.

- Arrive early (15 minutes) in professional attire.
- Remember to be courteous to everyone, give a firm handshake, and maintain eye contact, positive body language, and enthusiasm.
- Listen to the interviewer's description of the position; match your presentation skills to the interviewer's needs.
- At the end of your interview, thank the interviewer, and ask solid questions, such as:
  - The next step in the process
  - How to follow up
  - For their business cards and offer them yours

# Interviews

## Follow-Up

Write a thank you note to every person you met during your interview process. Be timely (within 24 hours) and personal. Reiterate your interest/fit for each person you contact.

### Example:

Dear Mr. Smith,

Thank you for meeting with me on January 28 to discuss my qualifications for the Warehouse Manager position. After meeting with you and your staff members, I am even more excited about the prospect of joining your team. I especially enjoyed the tour of the facilities; it provided me with insight into the company culture and your dedication to the growth and development of your employees.

I believe that my communication skills and my past experience with solving complex problems align well with the objectives of this position. I am eager to prove myself as an asset to your team and believe that I am capable of playing an instrumental role in your vision for the future of ABC Warehouse.

Again, thank you for your time. I look forward to speaking with you again soon.

Sincerely,

(Sign here)

Jane Butler

## Let's Get Specific: Dress, Questions, Alternative Interviews (Meals, Skype, etc.)

### Men: Dress to Impress

- Your suit should be navy, black, or dark grey.
- Wear a long-sleeved shirt (in white for banking, finance, or consulting; you should dress conservatively on any interview, regardless of the career field or industry).
- Wear a conservative, matching tie.
- Wear a belt.
- Socks should be dark and should match the suit.
- Shoes should be conservative and leather (no brown shoes).
- Your hairstyle should be neat.
- Limit your use of aftershave.
- Trim your nails.
- If possible, take a portfolio with you.

# Interviews

## **Women: Dress to Impress**

- Your suit should be navy, black, or dark grey.
- Your skirt should be long enough that you can bend over and sit comfortably.
- Your blouse should be coordinated.
- Shoes should be conservative.
- Limit your jewelry.
- Make sure your hairstyle is neat and keeps your hair out of your eyes.
- Wear light make-up.
- Wear little or no perfume.
- Nails should be neat and clean.
- If possible, bring a portfolio with you.

## **Frequently Asked Interview Questions**

Think about how to respond to these frequently asked questions. Some hints are included below:

- *Tell me about yourself.*  
Answer in about two minutes. Avoid personal details; do not ramble. Touch on the relevant following areas: education/activities, work experiences, and career interests. Highlight your strengths and provide examples.
- *Why should I hire you?*  
This is where you should really sell yourself.
- *Highlight the areas of your background that relate to the employer's needs.*  
Recap the interviewer's description of the job, matching it with your skills.
- *What are your long-term career objectives?*  
Employers want to see that you are thinking about the future. A good way to answer is to identify yourself with the profession you want to get into. Also, consider incorporating the company that you are interviewing with into your future.
- *What is your greatest strength?*  
Isolate high points in your background and back your answer with an example.
- *What is your greatest weakness?*  
If there is a minor part of the job that you lack knowledge, but will gain it quickly, use that. Put the weaknesses in the past. You are working on ways to overcome the weakness. Always end on a positive!
- *What qualifications do you have that will make you successful?*  
In addition to your academics, add relevant experiences that you have obtained outside of the classroom that demonstrate your strong points.

# Interviews

- *Why are you interested in this position? Industry? Company?*  
Your research prior to the interview should provide you with the answer to this question. Tell them what you have read about their company and mission. Reply with the company's attributes as you see them.
- *Why did you choose DePauw University?*  
This question tries to examine your reasoning processes. Focus on the practical.
- *Can you work under pressure?*  
Do not just give a yes or no answer; elaborate with specific examples.

## Other Common Questions

- How do you define success?
- Do you think your grades are a good indication of your capabilities?
- What motivates you?
- What have you learned from extracurricular activities (or a particular activity)?
- What has been your greatest achievement?
- What kind of leader are you?

## Behavioral Questions

The best predictor of your future behavior is your past behavior or performance. Behavioral-based questions are used to provide the recruiter with real examples of how you work or respond. **Utilize the STAR** (Situation, Task, Action you took, Results you achieved) method to answer these types of questions effectively. Be specific, give details, and focus on how you contributed to the result. Remember, the recruiter may follow-up for more specific details.

- Tell me about a time you dealt with conflict.
- Describe a time when you had to share unpopular information/when you had to deliver bad news. How did you approach the task?
- Tell me about a time you have had to think quickly under pressure.
- Tell me about a time when you had to make a difficult decision.
- Describe a situation where you had to prioritize your time to get your work done.
- Give me an example of a time a teammate wasn't pulling his/her weight. What did you do?
- Tell me about a time when you sold an idea to someone else.
- Tell me about a time when you solved a problem.
- In a work environment, when have you had to tell other people what you thought?
- When have you had to be particularly creative dealing with a problem?
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Tell me about a time when you have been a particularly effective member of a team.
- Describe a situation where you wished you had acted differently with someone at work/school.

# Interviews

## Case Questions

There are three types of case questions: Guess the Number, Brain Teaser, and Business Problems. The interviewer often does not know the answer to case questions, nor is there a right or wrong answer. They are most interested in the way your mind works and how logically you approach the problem. When an interviewer asks you a case question, you are encouraged to ask your own questions. This accomplishes several objectives, which include:

- Allowing you to obtain more information that will make answering the case question much easier.
- Even if you do not receive additional information, you have shown the interviewer that you are not shy about asking questions in difficult situations.
- It helps to turn these questions into a conversation.

## Roleplay Questions

Some interviewers like to ask you to roleplay, posing questions that will force you into a specific situation. You might need to imagine you are a second-grade teacher asking for funding for a field trip, or a VP solving a marketing problem for your CEO. Stop and think for a moment before you begin to answer.

## Industry-Specific Questions

It is important to have done some research on the industry before interviewing for a job in the field. Ken Coquillette, managing director of a major investment banking firm, says, “Don’t even try to interview for an analyst position if you aren’t reading the *Wall Street Journal* daily.” Even for entry-level positions, some interviewers will want to get a sense of how much you know about the industry. For example, they might ask you a question like, “Can you explain the difference between an investment bank and a commercial bank?” Questions like this will be much easier to answer if you have done your research and kept up-to-date on industry-related trends. Additionally, talking with a DePauw graduate or another mentor who works in that field will give you some insight into common conversation topics.

## Alternative Interviews

### Meal Interviews

- Do not forget why you are there. The focus is not on the meal you ordered, but on the interview you are having. You should be engaged in conversation; it is acceptable if you do not eat all of your food.
- Select your menu item carefully, choosing foods that are not the most expensive on the menu and that will be easy to eat without being messy (BBQ ribs and cherry tomatoes, for example, can be messy).
- Use proper dinner etiquette (contact the Hubbard Center if you have questions about this).
- Even if you are over 21, it is inappropriate to have alcohol during a meal interview; this applies even if your host has a drink.

# Interviews

## Skype or Phone Interviews

### Dress to impress...

- You should dress like you would for any other interview – no matter how much of your outfit you think your contact can actually see. This is true even for phone interviews as dressing the part will make you feel and project professionalism.
- Since employers may contact you by phone, be sure to have a professional voicemail message on your phone. For example: “Hi, you have reached <your name>. Please leave your message at the tone and I will return your call as soon as possible.”
- On the Internet, “dress to impress” includes your profile picture and username. Choosing both a professional picture and username will prevent your contact from misjudging you or having to start off by asking awkward questions.

### Stage your setting...

- You should pay special attention to your location for a virtual interview. Look for an uncluttered area with good lighting; a messy or poorly lit background is distracting and can reflect badly upon you.
- Make sure your area is quiet, your phone is silent, and your friends and family know not to bother you. This may include putting a sign on your door and locking yourself in.
- Reserve a room in the Hubbard Center if you are concerned about finding a quiet space.

### Supporting documents...

- Have a hard copy of your resume, cover letter (if applicable), job description, and questions you would like to ask. This way you can reference them easily, if necessary.

### After the interview...

- Be sure to inquire about how to follow up.
- Write an e-mail and follow it up with a hand-written thank you note as soon as you are off the call.

# *Internships*

The Hubbard Center strongly encourages all students to participate in at least two summer internships during their time at DePauw. Summer internships provide you with vital professional experience, help you establish your first network of contacts, and can help you learn about a career field of interest.

In addition to receiving internship leads, the Hubbard Center and DePauw also have numerous resources for students seeking professional opportunities. Some of these resources and possibilities are listed below.

## **Summer Internship Grant Program**

The Summer Internship Grant Program is a competitive program that provides living wage grants to students pursuing unpaid internships in nonprofits, government agencies, start-ups, and social entrepreneurships. These internships provide an opportunity for students to connect their liberal arts education to their personal and professional goals.

To be eligible for a grant, you must secure your own internship placement before submitting your application. These internships must be full-time (35 hours or more per week), or a combination of internships which equal a full-time position, and take place over at least 10 weeks during the summer. Because of the obligations associated with this grant program, students must be full-time and returning to DePauw as a student after the internship. If you are interested in applying for the Summer Internship Grant Program, you should meet with a member of the Hubbard Center advising staff to prepare your application materials. These application materials will likely include: an application form, application letter, resume, one letter of recommendation (from anyone who can speak to your professional skills), budget, and contract.

## **Semester-Long Internships**

If you are interested in pursuing a semester-long, high-quality, immersive learning experience, you may choose to participate in a semester-long internship. Many of the off-campus study programs approved for DePauw credit integrate internship experiences into their missions, or they offer internship components. If these programs are not an appropriate fit for you, you may also consider applying for an independently-designed off-campus internship, which can be for credit if done in conjunction with academic work.

Planning for a semester off-campus involves extensive collaboration with faculty and staff far in advance, so you should seek advising as early as possible.

## **Short-Term Internships**

A short-term internship is an opportunity to gain first-hand experience in the career field of your choosing. Through participating in a short-term internship, you should achieve individualized learning goals centered on the following objectives:

- Professional communication: You will develop written and verbal communication skills.
- Organizational literacy: You will gain a practical understanding of workplace culture and dynamics, as well as the expectations and appropriate behavior for your role in a specific professional environment.
- Personal career development: You will be able to set and assess achievement of personal, individualized goals related to professional skills, knowledge, and awareness.

# Job Search Resources

Searching for a job or internship may seem like a daunting task. While many job and internship leads are received through networking (the online Alumni Directory is a great resource), there are also many websites, organizations, and services that provide leads.

## **TigerTracks & NACElink**

TigerTracks provides you with a listing of jobs and internships specifically for DePauw students and alumni, and you may login with your DePauw e-mail address and e-Services password. DePauw is also a member of the National Association of Colleges and Employers (NACE). Accessible via TigerTracks, the NACElink database holds more than three million active employer contacts. You must complete your TigerTracks profile before applying for any jobs or internships, or attending any Hubbard Center event. It takes just a few minutes to create your TigerTracks profile.

## Negotiate the Job Offer

### **Handle the Salary Issue**

The topic of salary will probably come up in your selection interviews. Do not bring up the issue of salary and benefits unless the interviewer has already talked to you about the subject or if you are in the negotiating phase. It is a good idea to have a salary range in mind based on your research prior to the interview. Current salaries at a variety of occupations can be found at the Occupational Outlook Handbook from the U.S. Department of Labor.

### **Accepting the Offer**

- Make certain you understand, in detail, all the terms of the offer and subsequent employment.
- Do not accept an offer knowing that you have no intention of taking the position.
- Notify the Hubbard Center for Student Engagement ([careercenter@depauw.edu](mailto:careercenter@depauw.edu)) of your employment plans. Get any final questions answered that might make a difference in your decision.

### **Postponing the Acceptance**

- The purpose of a postponement is to give you more time to examine opportunities with other employers.
- If you have other interviews that were scheduled prior to receiving the offer, it is appropriate to keep those appointments, unless you are absolutely certain you are not interested in those other opportunities.
- Most employers place time limits on their offers, but many usually grant extra time.
- An employer may withdraw an offer at any time prior to your acceptance.

**Never accept an offer and continue to interview. Also, do not accept an offer and then renege on that acceptance! It hurts your reputation and that of DePauw University and could eliminate employment chances for other DePauw students with that employer.**

### **Rejecting an Offer**

- You do not have to accept an offer, but do not reject one before carefully considering the assignment, growth potential, and salary.
- If you have decided not to accept the offer, notify the employer of your decision immediately.
- Try to be constructive in stating your reasons for declining the offer.

# *Job Search Resources*

## **Why You Didn't Get The Job**

Rejections are part of the process; however, by keeping your self-esteem high and not feeling rejected, your opportunity for success in the next interview is that much greater. Many factors can prevent an employer from offering you a job. Some of them you have control over, and others you do not. By controlling those you can, and thinking reasonably about those you can't, your chances of maintaining a healthy perspective toward job search issues are better. Remember, the employer is making a business decision. If you prepared properly, it probably has nothing to do with you personally.

Furthermore, every interview offers a learning opportunity. If you did not receive an offer, feel free to follow up and ask for information on why an offer was not extended. This act also reiterates your interest in the organization and position, which may keep you on their radar in case another position becomes available in the future.

## **Additional Resources**

We recognize that you may have various interests or needs that go beyond the scope of this guide. Fortunately, many additional resources exist in the Hubbard Center and across campus that may be helpful as you determine and achieve your postgraduate goals.

For students interested in an **internship or career abroad**, there may be cultural, linguistic, and other customs to be aware of that vary from those in the U.S. In addition to speaking with a career services adviser, you can meet with Mandy Brookins Blinn, Director of Off-Campus Study, or Loutfi Jirari, Director of International Student Services, to learn more about careers and living in countries around the world. If you would like information on creating a CV for an international opportunity, interviewing abroad, and anything else as it relates to your job search, we encourage you to use Going Global: [www.goinglobal.com/](http://www.goinglobal.com/).

We also have several job search resources available for **students with disabilities**, including information on how to disclose your disability to an employer or graduate school. You can also contact Pamela Roberts, Director of Student Disability Services and ADA Compliance, as an additional resource for your internship or job search. For an online resource, visit the Job Accommodation Network website: [www.askjan.org/](http://www.askjan.org/).

Students interested in a work environment supportive of the **LGBTQ community** have a variety of resources available. If you are concerned about any part of your job search or would like ideas on how to navigate a constantly evolving workplace in the U.S. or abroad, you can meet with a Hubbard Center adviser or speak with Vivie Nguyen, Director of Cultural Resource Centers and Coordinator of LGBT Services. Several online resources are also very helpful, such as Out and Equal Workplace Advocates: [www.outandequal.org/](http://www.outandequal.org/).

For additional job search and graduate school resources, please visit the Hubbard Center website: [www.depauw.edu/hubbardcenter](http://www.depauw.edu/hubbardcenter). You can find information that can help you create your resume or plan for an internship or career search.

While this guide is intended to assist you in your career preparation and search for jobs and internships, we recognize that personal and professional development cannot take a one-size-fits-all approach. **Please come and visit us in the Hubbard Center for additional resources and a personalized advising appointment to meet your specific needs!**

# Appendix A

## Sample Action Verbs

(Note: You can also Google search “action verbs” for more ideas.)

Accelerated	Accomplished	Achieved	Adapted	Administered
Aided	Allocated	Amplified	Analyzed	Answered
Appointed	Approved	Arbitrated	Arranged	Assisted
Assumed	Augmented	Awarded	Began	Broadened
Built	Circulated	Catalogued	Chaired	Charted
Compiled	Conceived	Conducted	Constructed	Consulted
Contracted	Controlled	Cooperated	Coordinated	Counseled
Created	Delegated	Demonstrated	Designed	Determined
Developed	Devised	Devoted	Diagrammed	Directed
Displayed	Distributed	Edited	Effected	Eliminated
Employed	Established	Evaluated	Examined	Expanded
Expedited	Extended	Focused	Fortified	Founded
Generated	Guided	Handled	Headed	Implemented
Improved	Incorporated	Increased	Influenced	Initiated
Installed	Instituted	Instructed	Interpreted	Introduced
Launched	Led	Lectured	Maintained	Managed
Modified	Monitored	Motivated	Negotiated	Observed
Operated	Organized	Oriented	Originated	Overhauled
Participated	Performed	Planned	Pinpointed	Prepared
Presented	Preserved	Processed	Produced	Programmed
Proposed	Proved	Provided	Received	Recruited
Recommended	Rectified	Reduced	Regulated	Reinforced
Reorganized	Researched	Reshaped	Resolved	Restored
Reviewed	Revised	Scheduled	Selected	Set up
Simplified	Solved	Streamlined	Structured	Supervised
Supported	Taught	Trained	Tutored	Volunteered
Worked	Wrote			

# Appendix A

## Action Verbs to Help You Write Your Resume

<b><u>Decision Making</u></b>	<b><u>Management</u></b>	<b><u>Supervision</u></b>	<b><u>Administration</u></b>	<b><u>Planning/Control</u></b>	<b><u>External Activity</u></b>
Approve	Execute	Adhere	Purchase	Plan	Negotiate
Require	Approve	Supervise	Requisition	Forecast	Cooperate
Decide	Direct	Request	Reject	Assume	Represent
Test	Change	Exercise	Store	Allocate	Coordinate
Accept	Organize	Participate	Ship	Schedule	Publicize
Authorize	Meet	Maintain	Furnish	Control	Strengthen
Terminate	Establish	Delegate	Administer	Measure	Define
Render	Manage	Encourage	Supply	Progress	Develop
Consider	Anticipate	Counsel	Procure	Formulate	Prepare
Solve	Evaluate	Assess	Secure	Acquire	Recommend
	Plan	Develop	Justify	Extend	Submit
	Adjudicate	Report	Engage	Monitor	Purpose
	Analyze	Foster	Process		Investigate
		Define	Insure		Compile
		Demonstrate	Reclaim		
		Meet	Receive		
		Assign			
<b><u>Change</u></b>	<b><u>Auditing</u></b>	<b><u>Communication</u></b>	<b><u>Personnel</u></b>	<b><u>Research/Development</u></b>	<b><u>Helping</u></b>
Modify	Review	Write	Train	Identify	Assist
Upgrade	Analyze	Inform	Select	Evaluate	Arrange
Create	Report	Declare	Interview	Determine	Give
Stimulate	Conclude	Interpret	Promote	Review	Guide
Improve	Change	Contact	Transfer	Analyze	Counsel
Compare	Recommend	Issue	Handle	Research	Serve
Design	Guide	Testify	Employ		Contribute
Make	Assist	Speak	Appraise		Initiate
Activate	Evaluate	Display	Recruit		Solve
Establish	Compare	Critique	Screen		
Assemble			Discharge		
			Seek		

# Appendix B

## Practice Makes Perfect: Mock Interview Activity

1. Ask your interview partner the “Tell me about yourself” question, three traditional questions, and three behavior-based questions (included in this manual).
2. Provide verbal feedback at the end of the interview.
3. Complete the feedback grid below and provide it to your partner.

Interviewer: \_\_\_\_\_

Candidate: \_\_\_\_\_

Criteria	Strengths	Areas to Improve
<b>Physical Presence</b> <ul style="list-style-type: none"><li>· Firm Handshake? Eye contact?</li><li>· Appropriate body language?</li></ul>		
<b>Tell me about yourself.</b> <ul style="list-style-type: none"><li>· Did it focus on strengths?</li><li>· Were examples provided?</li><li>· Was there a strong conclusion?</li></ul>		
<b>Behavior Based Question #1</b> <ul style="list-style-type: none"><li>· Were specific actions mentioned?</li><li>· Was the result communicated?</li><li>· Was the answer strong enough evidence?</li></ul>		
<b>Behavior Based Question #2</b> <ul style="list-style-type: none"><li>· Were specific actions mentioned?</li><li>· Was the result communicated?</li><li>· Was the answer strong enough evidence?</li></ul>		
<b>Behavior Based Question #3</b> <ul style="list-style-type: none"><li>· Were specific actions mentioned?</li><li>· Was the result communicated?</li><li>· Was the answer strong enough evidence?</li></ul>		
<b>Additional Feedback</b> <ul style="list-style-type: none"><li>· What else should your partner know?</li></ul>		

## The Hubbard Center's Commitment to Diversity and Equality

The Kathryn F. Hubbard Center for Student Engagement at DePauw University is committed to providing all students and alumni equal opportunity to the Center's programming and activities on a nondiscriminatory basis regardless of race, ethnicity, color, religion, gender, sexual orientation, marital status, age, national origin, citizenship status, disability, or veteran status.

**All students and alumni are welcome to the Hubbard Center for Student Engagement. You are encouraged to inquire about what programs, resources, and services we provide that can benefit you.**



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