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A new Career Services system allowing students to:

- Request appointments with a Career Consultant
- Search and apply for part-time jobs, full-time jobs, internships, and volunteer opportunities
- Submit a document (resume, cover letter, etc.) for critique and approval
- Sign up for Career Services workshops and events

To get started and create your profile today, visit: augusta.joinhandshake.com

AUGUSTA UNIVERSITY
Career Services
Phone: (706) 737-1604   Email: careercenter@augusta.edu
WHAT IS CANDID CAREER?

- Thousands of career videos! Industry professionals sharing their job descriptions, backgrounds and preparation advice.

- A fun and effective way to explore careers through short 1-2 minute video clips.

- Discover career fields that you did not even know existed, and learn what it takes to get hired in that field.

- “Get Hired” advice videos on interviewing, resume writing, networking and many more topics to help you land that job!

Login for FREE:
www.candidcareer.com/Augusta

Search by:
- Industry
- Career Title
- College Major
- Keyword

Industry Professional Videos:
- Nurse
- Cyber Security
- Accountant
- Social Worker
- Graphic Design
- Chemist
- Many More!

Get Hired Videos:
- Networking 101
- Elevator Pitch
- Resume Do's and Don'ts
- Many More!
CANDID CAREER: View high quality videos on career topics like resume development, dress tips for your interview, and informational interviews at www.candidcareer.com/Augusta

CAREER ADVISING APPOINTMENTS: Discuss your short and long term job search goals.
- Get tips on your resume, cover letter, interviewing and portfolio.
- Develop an effective career development strategy.
- Career counseling to explore majors and career paths for you!

Schedule an appointment! Call (706) 737-1604
Office Hours: Monday– Friday 8:00am-5:00pm
Business students call: 706-737-1560

CAREER ASSESSMENTS: Assess your interests, skills, and values to help make decisions about your major and occupation. Compass, Strong and MBTI®, Focus 2, Knowdell™ Card Sorts, DISC Index and Values are available to all students See full descriptions at http://www.augusta.edu/careerservices/major-and-career-exploration.php

CAREER EXPLORATION: Use a variety of on-line career assessment modules to assess personal skills and interests and to explore majors and occupations.

- **What Can I Do with a Major In:** Major-specific information on industries in which you can use your major, employers who may hire you, and strategies to promote your degree and skills well. Links are provided to major-specific professional associations, Bureau of Labor Statistics Occupational Outlook Handbook information and job boards.

CAREER FAIRS/EMPLOYER EVENTS: Career Services hosts annual Employer and Educator job fairs each February and promotes regional career fairs throughout the year. Check the Career Services website for dates and times.
WITH OUR SERVICES

**CO-OP PROGRAM:** This program provides qualified students with **PAID**, degree-related experiences with local employers. Academic credit is not awarded, but a pass/fail transcript notation is provided upon the successful completion of the co-op term. Meet with your Career Consultant to discuss your qualifications.

**GRADUATE AND PROFESSIONAL SCHOOL:** Schedule an appointment with your Career Consultant to discuss your graduate school options, develop your application timeline, review your application, and assist in development of cover letters, personal statements, and statements of intent. Also schedule mock interviews to help prepare for the admissions formal interview.

**HANDSHAKE:** Find part-time, full-time, and intern opportunities. Accessible with your Jagnet credentials via our website.

**INTERVIEW PREPARATION:** Don’t walk into your interview cold. Call 706-737-1604 to schedule a personalized mock interview with your Career Consultant. Students can also utilize the resource called **Big Interview** to practice their interview skills. Visit augusta.biginterview.com or contact us for more information!

**JOB CORRESPONDENCE CRITIQUES:** Email your resume, CV, or cover letter directly to your Career Consultant for an in-depth critique and suggestions for improvement.

**SOCIAL MEDIA PAGES:** Link to the Career Services Facebook, Twitter, and Instagram pages at the Career Services website or scan the QR codes below.

![QR Codes for Facebook, Twitter, Instagram](image1.png)

**WHO CAN USE OUR SERVICES?:** Services are available to currently enrolled students. Graduating seniors have one year to use our services at no cost. Alumni more than one year post graduation are allowed one free consultation to consider fee paid services.
CAREER

The National Association of Colleges and Employers (NACE) has identified eight career competencies. These competencies are skills that every college graduate should have in order to be successful in their career.

CRITICAL THINKING/ PROBLEM SOLVING
Analyze issues and make decisions

ORAL/ WRITTEN COMMUNICATION
Articulate your ideas through speech and writing

TEAMWORK/ COLLABORATION
Work in a group and manage conflict

DIGITAL TECHNOLOGY
Utilize technology adaptable to new systems

How are these competencies reflected in your resume?
COMPETENCIES

LEADERSHIP
Prioritize/ delegate tasks and offer motivation and guidance

PROFESSIONALISM/ WORK ETHIC
Accountable, ethical, and punctual

CAREER MANAGEMENT
Navigate/ Explore job options and networks

GLOBAL/INTERCULTURAL FLUENCY
Respect and show openness to diverse cultures and backgrounds
COMING TO A CAREER CONSULTANT ABOUT TAKING THE FIRST STEP TOWARDS CHOOSING A CAREER!

Traitify: Interactive, five minute online career assessment using your campus email. [https://augusta.woofound.me](https://augusta.woofound.me)

DISC Index: Designed to help individuals understand how their behavioral strengths and tendencies can impact their goal achievement, interpersonal communication, job selection and optimization of their personal potential.

Values Index: The Values Index helps to identify what motivates you, what you are most drawn to and where your passions lie.
[https://profiles.innermetrix.com/vo/req.php?id=4785e5e9](https://profiles.innermetrix.com/vo/req.php?id=4785e5e9)

Focus 2: Undecided about a major or career? Focus 2 combines self-assessment, career and major exploration, decision making and action planning into one comprehensive product.
[https://www.focus2career.com/Portal/Login.cfm?SID=1183](https://www.focus2career.com/Portal/Login.cfm?SID=1183)

Your student self-registration Access Code is: aug

Knowdell™ Card Sort Program: A hands-on assessment conducted via appointment with your Career Consultant using cards to quickly learn what you value and what motivates you to facilitate selecting a rewarding career path.

Strong and MBTI® Career Report: Provides a complete career development picture based on a combined interpretation of interests and personality using the two leading career inventories available. Includes individualized, interactive content for all clients starting a career, considering a career change, looking for career enrichment, or seeking work-life balance.

Review and identify the assessments you would like to take and call 706-737-1604 to set up your appointment.
## Development Timeline

### Assess, Explore, Investigate
- Complete assessments to help determine your interests, values, skills, and personality
- Explore various majors at and maintain a strong GPA
- Meet with your Career Consultant to learn about different career options related to your major
- Join a student organization to explore your Interests and to gain teamwork and leadership skills
- Attend Career Services programs to learn about different industries and career options
- **Job shadow or volunteer** with an organization to gain major-related experience and develop skills for your resume
- Review all social media accounts (i.e. Facebook) and delete any negative information

### Focus & Refine
- Focus on a major and continue to research major-related options
- Complete your core coursework
- Research and apply for an internship or a co-op to gain experience related to your major
- Conduct **informational interviews** with employers in fields of interest
- Refine and build your resume with additional work experiences and extra-curricular activities
- Join student organizations and develop your leadership skills
- Volunteer with an organization and begin networking with people in your chosen areas
- Review all social media accounts (i.e. Facebook) and delete any negative information

### Planning
- **Build your network** by developing and maintaining relationships with your professors
- Familiarize yourself with **potential employers**
- Attend career fairs, employer information sessions, and review job postings on Handshake
- **Join a professional association** as a student member to build your network of references
- Complete an additional internship or co-op, or continue employment to further develop your skills
- Develop a plan of action by meeting with your Career Consultant
- Research graduate school requirements and prepare for standardized tests
- Review all social media accounts (i.e. Facebook) and delete any negative information

### Action
- Create a **job search strategy** with your Career Consultant
- **Research employers** of interest to determine their hiring activity, needs, and training programs for new graduates
- Attend as many local/regional job fairs as possible
- **Fine tune your resume, cover letter and interviewing skills** through mock interviews with your Career Consultant
- Attend employer information sessions and volunteer until you get hired
- Complete application process for **Graduate School or Professional School**
- Google your name and open a **Linkedin.com** account to network, communicate, and keep in touch with others in the industry

### Freshman Year
- **Augusta University Career Services | University Hall, Suite 210 | www.augusta.edu/careerservices | 706-737-1604**
The Augusta University Office of Volunteer Services is now recruiting local college students to volunteer for key support roles at AU Medical Center.

To volunteer at AU Medical Center, go to:
www.augustahealth.org/volunteer

How to find other Student Volunteer Opportunities in our area:
http://www.augusta.edu/student-life/service/volunteer-sites.php

Other Online Volunteer and Internship Links
- Volunteer Augusta: www.volunteer-augusta.com/
- Opportunity Knocks: www.opportunityknocks.org
- Idealist: www.idealist.org
# EARN AND LEARN

Handshake connects students to part-time positions on and off campus.

## The Student Assistant Program
Student Assistants are employed in departments on campus for no more than 20 hours a week and the student must be enrolled in a degree or certificate program.

## Federal Work Study Program
Federally paid program that provides part-time employment for students on campus or with a state or non-profit entity off campus. Students must qualify through the office of Financial Aid for FWS program.

## Graduate Assistant Program
Part-time, paid, graduate positions in research or applied learning areas on campus. You must be fully admitted to a graduate program, maintain enrollment and academic qualifications of the program.

## Part-Time and Temporary Jobs
Posted by Augusta area employers in Handshake. Positions range from childcare and hospitality to clerical and customer service.

## Cooperative Education (CO-OP)
Helps students get paid, career related experience in their field of interest. To qualify, students must:
- have completed at least 30 credit hours
- have an overall GPA of 2.5 or higher
- be enrolled full-time, excluding summers

## Internships
Positions that may be paid, unpaid and/or for academic credit. Typically, internships are one semester in length and provide hands on experience in the field of interest. Many academic departments offer elective credit internship programs.

Log onto Handshake to view posted jobs. Check out our Social Media on Thursdays for our “Job of the Week” post.
DETECTING SCAM JOBS

If it sounds too good to be true, it probably is!

AU Career Services does not endorse any employer and urges students to use good judgment in all of their interactions with employers. Jobs posted on the AU Handshake system may or may not be reviewed before posting. Site users are urged to validate job postings and use caution and common sense when applying for positions.

TIPS

1. Do not disclose social security numbers, credit card information, or bank account numbers to unknown employers.

2. Positions that transfer money to your bank account for you to wire to someone else and take a percentage of the deposit as pay are not legitimate.

3. Job seekers should never have to spend any of their own money on an employment “opportunity.”

4. Information about available federal jobs are all publicly posted and free to access on usajobs.gov.

5. Be aware that scammers will post positions that appear legitimate (even under a known organization) and then change the type of position upon your application to one of the red flags mentioned.

6. Interview in public places only and always ensure a loved one knows the time and location of your interview.

Students should report any questionable recruitment practices by employers using the Handshake system directly to AU Career Services.

To learn more about safe job search practices and how to report them, visit: http://www.rileyguide.com/scams.html

Augusta University Career Services | University Hall, Suite 210 | www.augusta.edu/careerservices | 706-737-1604
IDENTIFY YOUR CURRENT NETWORK

- **Take Inventory**: Brainstorm a list of people you know
- **Classify**: Define your relationship status with these individuals and strategically determine which relationships you would like to further develop or utilize.
- **Contact**: Contact networks and practice good networking etiquette. Log all of your communication efforts to ensure proper follow-up and to track potential leads.

Think about the people you know who can help you reach your academic and professional goals. List people from the following groups:

<table>
<thead>
<tr>
<th>Professors</th>
<th>Religious Leaders</th>
<th>Neighbors</th>
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<tr>
<td>Coaches</td>
<td>Volunteer Leaders</td>
<td>Professional Parents of friends</td>
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<tr>
<td>Internship or Work Supervisors</td>
<td>Professional Mentors</td>
<td>Coworkers</td>
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<tr>
<td>Academic Advisor or Career Consultant</td>
<td>University Faculty and Staff</td>
<td>Family Members</td>
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My Academic Contacts | How I know them | Where they work |
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My Professional Contacts | How I know them | Where they work |
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My Personal Contacts | How I know them | Where they work |
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DEVELOP YOUR CURRENT NETWORK

- **Brainstorm New Contacts**: Identify who you would like to be in your network. You should have people who can provide you information, advice, and/or referrals for specific job openings. Ideally, you would like to establish a relationship with an individual with hiring power.
- **Tap Ready-Made Networks**: Become a member of networks like student or professional associations, social and community organizations. Check with your local library for a list of organizations in your area. Talk with your Career Consultant for additional resources to help you identify interest-related networks.
- **Expand your network with LinkedIn** (see page 13)
Networking Etiquette Tips

Know your purpose:
In the early stages of exploring majors and careers your purpose is to gather information about occupations of interest.

If you are looking for full-time employment, then your purpose is to obtain advice on how to conduct my job search and how to develop job leads.

Define and then practice stating your networking purpose clearly...

My Purpose is to

Dress professionally:
- Watch the videos on Candid Career for tips and advice.
- Visit the Dressing for Success page in the career guide.
- Ask your career consultant to approve your wardrobe choice.

Be respectful:
Professionals are busy, so respect their time.
- Request a meeting time that is convenient for the professional.
- Confirm the selected time by phone or e-mail.
- During your appointment, make eye contact, listen, and actively engage in the conversation.
- Don’t wear out your welcome. Leave at the agreed time.
- See if they use LinkedIn and ask to connect to keep in touch.

Be thankful and follow-up
- Send a thank you letter within 24 hours of your meeting.
- Follow-up with the professional in the near future to build and maintain the relationship.

Do your homework:
Present a professional image by having some knowledge of the employer, the industry, and the individual you are meeting.
- Use the internet to find the company website and links related to the company.
- Use your research to generate a list of questions you might ask in an informational interview or at a networking function.

Brief Introduction or 15 Second Commercial

“Hello, Mr. Jones, my name is John Smith. I’m currently a junior Computer Science major at Augusta University, and I am interested in the IT industry. I see that you currently work for IBM as a Technical Support Analyst and I am very interested in what you do and how you got here.” (On Candid Career, watch videos about informational interviews.)

Your 15 Second Commercial
# Tips for On-line Networking

You have one chance to make a GOOD first impression. Use these tips to ensure that you make the best impression possible when networking on-line.

## Do . . .
- **Protect yourself and your family:** Select Privacy and Preference settings carefully.
- **Widen your network:** Seek out on-line contacts with similar professional, academic, and social interests.
- **Create and maintain a professional Profile:** Join on-line groups within networking sites like Facebook and LinkedIn that connect you with professional, academic, and civic contacts.
- **Know your audience:** Exchange ideas with your contacts that are appropriate for the conversation. When in doubt, leave it out!
- **Increase your job search success:** Use your status, profile and descriptions to announce your accomplishments, projects and goals.

## Don’t . . .
- **Risk your safety and the safety of your family** by posting your home address, vacation plans, phone number and email to all.
- **Ruin your professional and academic reputation** by complaining or gossiping about coworkers, supervisors, professors, friends, and family in a forum or wall.
- **Create the wrong impression** by using your status or profile description to broadcast intimate activities.
- **Limit your professional opportunities** by using offensive or profane language.
- **Raise questions about your sense of judgment** by uploading pictures of questionable activities/poses engaged in by yourself or others.

---

**Remember:**

What you put on the internet stays on the internet, so make sure your posts, comments and updates make a positive, lasting impression!

Call 706-737-1604 to schedule an appointment for a free on-line profile review.

Networking Safety Site: [www.onguardonline.gov](http://www.onguardonline.gov)
First Three Things To Do After Creating Your Page

- **List and link to your University.** This will allow you to find and connect with your classmates and professors.

- **Join groups.** Groups exist for activities, interests, organizations, and much more. This is great for networking. You can start off by joining the AU Career Services LinkedIn group here: [https://www.linkedin.com/groups/8437399](https://www.linkedin.com/groups/8437399)

- **Create your virtual resume.** List your professional experience, objective, and education. Don’t forget to use a professional picture!

For more information on the LinkedIn Redesign watch the YouTube video at: [https://youtu.be/14dLPXFaH5Q](https://youtu.be/14dLPXFaH5Q) or scan the QR code to the right.
EMPLOYER RESEARCH

FIVE STEPS TO SUCCESSFUL EMPLOYER RESEARCH

1. Identify companies that may be hiring in your field of interest by using search engines like www.indeed.com and www.simplyhired.com as well as company websites to find job listings.

2. Learn about company values and expectations by reviewing company mission statements, by reading news coverage about the company, and by conducting informational interviews of company professionals.

3. Consult with the reference librarians at the campus library. There are resources they have to identify and research employers through various databases.

4. Focus your attention on those companies whose values and mission support your own.

5. Reach out to people you know who are employees or vendors of the company to learn about recent company trends and changes.

6. Understand how your skills and experiences meet the current needs of the companies you research. Draft a cover letter that concisely describes how your skills meet the requirements listed in a job announcement you select.

CONDUCTING EMPLOYER RESEARCH CAN HELP YOU...

- Make an informed employment decision.
- Determine if the employer is a good match for your skills, goals, and values.
- Identify the employer’s needs to market yourself more appropriately.
- Show potential employers your initiative and enthusiasm.
- Ask and Answer interview questions more confidently.

The top 5 personal qualities/skills employers seek, according to NACE's Job Outlook survey, are:

1. Ability to communicate verbally with persons inside and outside the organization
2. Ability to work in a team structure
3. Ability to make decisions and solve problems
4. Ability to plan, organize, and prioritize work
5. Ability to obtain and process information

Source: Job Outlook 2014, National Association of Colleges and Employers

How does your resume reflect these skills?
INFORMATIONAL INTERVIEW

Five Steps to a Successful Informational Interview

1. Identify a professional in a career field of interest to you
   - Talk to roommates, classmates, professors, family members, neighbors, co-workers, professional organizations, and your Career Consultant to identify occupations and contacts of interest.

2. Research the professional and the organization/industry.
   - Do your homework so you can intelligently state specifically why you are contacting this person and how they can assist you.
   - Select 5 to 10 questions to ask during the informational interview. The better prepared you are, the better information and insights you will gain from the informational interview.

3. Contact the professional.
   - Ask to speak directly to your preferred contact person.
   - If your contact is not available ask for the best means of leaving a detailed message for him or her.
   - If you speak with your contact directly, ask if you reached him or her at a good time, and briefly explain that you are contacting them to arrange an informational interview.
   - Ask for no more than 20 minutes on the phone or 30 minutes in person.
   - Practice writing your request here:
     ___________________________________________________________
     ___________________________________________________________
     ___________________________________________________________

4. Conduct the interview.
   - Dress professionally, take an updated resume and a notepad to record your notes.
   - Arrive early, be courteous, and thank them for taking time to share their advice and experience.
   - Do not stay longer than the length of time agreed.
   - At the end of the interview, verify the contact’s preferred method of follow-up (email, phone call, office visit) so that you can stay in touch.

5. After the Interview...
   - Find a quiet place to organize the notes you took during your interview.
   - Send a thank you note — either by email or by mail — to show appreciation for his or her time and to keep the professional updated on your progress moving forward.
   - Then prepare a follow-up plan for this contact that should include a request to connect on professional networking sites like LinkedIn or Twitter.
INFORMATIONAL INTERVIEW QUESTIONS

- Select open ended questions like the ones below that can be answered within a 20-30 minute informational interview.
- Base these questions on research of your contact and your contact’s company.

What’s a typical day like in your job?

How did you get started in this field?

What’s the employment outlook in your field?

Based on my experience, where would I fit in this field?

Are there programs available for students?

What kind of degree will I need?
BASIC RESUME FORMAT

HEADER/CONTACT INFORMATION:
- Type your name and make this the largest font on the page (16-18 pt.)
- List contact information such as your phone number and email address below your name

OBJECTIVE
- **The objective statement is optional.** A student does not have to have this on their resume.
- The objective statement is best utilized when you are tailoring your resume for a specific job posting. Your cover letter is an additional tool to notify the employer of your goals.
- If used, the objective should be a clear and concise statement that summarizes the purpose of your job search. Example: “To obtain a part-time job on campus while completing my degree.”

EDUCATION
- Your education section displays degrees you have earned and degrees that are in progress.
- Your high school does not need to be listed here.
- You can choose to add in relevant courses to show classes you have completed.
- List your overall GPA if it is above a 3.0.

WORK EXPERIENCE
- Your work experience section outlines paid positions and/or internships.
- Start with the most recent position you’ve held and work in reverse chronological order.
- Begin each bullet point with an action verb (see page 20) and highlight skills you learned and how you contributed to the organization.
- Be sure to list the city and state you worked in as well as your dates (month, year) of employment.
- How can your incorporate evidence of the competencies on pages 3-4 into your experience and skills?

VOLUNTEER EXPERIENCE
- Your volunteer experience section outlines any work you’ve completed on a volunteer basis.
- This section can be formatted similarly to that of your work experience.

SKILLS AND CERTIFICATIONS
- Your skills section can include hard skills and certifications.
- Hard skills are things like language skills (fluent in Spanish) and technical skills (proficient in Photoshop).

MISC.
- You may choose to include the following sections as they pertain to you:
  - Honors / Awards
  - Activities / Extracurricular Involvement
  - Professional Organizations/ Affiliations

For more tips, visit the resume writing section on Candid Career at:
www.candidcareer.com/augusta
John Doe

737 Opportunity Lane | Augusta, GA 30909 | 706-555-5555 | jpotter7@augusta.edu

OBJECTIVE
To obtain an internship at the Savannah River National Laboratory.

EDUCATION
Augusta University
Bachelor of Science in Chemistry
HOPE Scholarship Recipient
Overall GPA: 3.5

RELEVANT COURSEWORK

WORK EXPERIENCE
Augusta University Chemistry Department Research with Dr. Granger
Undergraduate Researcher
Augusta, GA
January 20XX – Present

- Assist a Ph.D. Chemist with academic research in a biochemical laboratory
- Characterize products using High Performance Liquid Chromatography (HPLC)
- Maintain a clean and safe lab environment
- Presented research:
  - American Chemical Society Conference—May 2016

Augusta University Student Success Center
Tutor
Augusta, GA
January 20XX – August 20XX

- Assisted over 100 students with math homework
- Met with students for individual or group appointments
- Coordinated learning activities for advanced students

VOLUNTEER EXPERIENCE
University Hospital
Volunteer
Augusta, GA
January 20XX – August 20XX

- Greet patients and visitors as they enter the facility
- Answer phone calls and route to appropriate person

SKILLS AND CERTIFICATIONS
- Proficient in Microsoft Word, Excel, PowerPoint, Publisher, and Outlook
- CPR Certified Expiration June 20XX
- Bilingual: Fluent in Spanish and English
Federal resumes have a different format than traditional resumes. Career Services suggests that students use the Federal Resume Builder in USAJobs.gov to create their Federal Resume.

Profile
In this section, you will provide basic information such as your name, contact information, and citizenship.

Identify whether you have ever worked for the federal government.

Indicate whether you qualify for Veteran’s Preference. If you have never served on active duty, you are not eligible.

Work Experience
Fill in the required sections for any relevant work experience such as the employer, location, position title, start and end date, average hours worked per week, responsibilities and accomplishments.

Listing your supervisor(s) as a reference and your salary is optional. Choosing not to list your Salary will not prevent your resume from being considered.

Education
Provide information from all schools attended and coursework completed.

Only list degrees from accredited schools or programs that meet the Office of personnel Management’s Standards.

If you want to substitute education for experience to qualify for a job, include as much information as you can about your coursework on your resume.
## ACTION VERBS

Use these action verbs to kick off your experiences, achievements, and more on your resume.

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<th>Communication Skills</th>
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<td>Address</td>
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<td>Arbitrate</td>
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<td>Advise</td>
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<th>Creative Skills</th>
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<td>Abstract</td>
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<td>Care</td>
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<td>Commit</td>
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<th>Leadership/Management Skills</th>
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<tr>
<td>Accomplish</td>
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<td>Administrator</td>
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<td>Analyze</td>
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<td>Appoint</td>
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<td>Approve</td>
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<th>Teaching Skills</th>
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<td>Adapt</td>
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<th>Technical Skills</th>
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<td>Apply</td>
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<td>Assemble</td>
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Augusta University Career Services | University Hall, Suite 210 | www.augusta.edu/careerservices | 706-737-1604
Jane Doe

2500 Walton Way ▪ Augusta, GA  30904
706-555-555 ▪ jdoe323@augusta.edu

REFERENCES
Dr. Jane Smith (Internship Supervisor)
Licensed Clinical Health Psychologist
Outpatient Behavioral Health Services
Department of the ARMY
e-mail@army.gov.mil
706-555-5555

Dr. John Doe (Professor)
Professor of Psychology
Georgia Southern University
jdoe@ga.southern.edu
(861) 555-1212

Ms. Sue Jones (Supervisor)
Owner & Director
Georgia Family’s for America
sjones@gafam.com

BEFORE YOU LIST A REFERENCE

- Ask permission before listing individuals as references.
- Be sure that your references are willing to give you a ‘positive’ reference.
- Don’t be afraid to ask what they will say about you!

Electronic Correspondence Example

Dear Dr. Smith,

I hope you are doing well! I mentioned a few weeks back that I am beginning my job search for after graduation. I was wondering if you would be willing to serve as a reference for me. I believe that you are a good judge of my academic and professional abilities, and I would really appreciate your help. If you think you may be willing or have any additional questions, please let me know.

Thank you.,
Jane Doe
Dear Ms. Brent:

I have nine years of accounting experience and am responding to your recent posting for an Accounting Manager on AugustaHotjobs.com. Please allow me to highlight my skills as they relate to your stated requirements. Correspondence

<table>
<thead>
<tr>
<th>Your Requirements</th>
<th>My Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting degree, four years experience</td>
<td>Obtained a Bachelor of Business Administration in Accounting in 20XX and have over four years experience as an Accounting Manager</td>
</tr>
<tr>
<td>Excellent people skills and leadership</td>
<td>Effectively led a staff of 24 to exceed annual goals by 10 percent</td>
</tr>
<tr>
<td>Good communication skills</td>
<td>Trained new supervisors and staff via daily coaching sessions, communication meetings, and technical skill sessions.</td>
</tr>
</tbody>
</table>

My attached resume will offer more details about my background. I believe the highlights outlined in this executive briefing show that I am an ideal addition to your firm. Please contact me at 706-737-1400 to discuss how I can help McCoy, LLC achieve its goals.

Sincerely,

Joe Black
COVER LETTER FORMAT

RETURN ADDRESS (or HEADER):
- Type your name and mailing address at the top of your cover letter.
- You may use the same Header used at the top of your resume.

INSIDE ADDRESS
- Type the name and title followed by company name of recipient
- Type company address of recipient

GREETING
- Use Mr., Ms., or Dr. as a title followed the recipient’s last name

1ST PARAGRAPH
“Why Am I Writing?”
- Identify the position title or industry interest area
- Indicate how you heard about the opportunity
- State briefly why you decided to contact the employer

2ND PARAGRAPH
“Who Am I and Why Should You Consider Me?”
- Identify your qualifications for position
- Provide an example of your experience as it relates to the job using vocabulary from job description

3RD PARAGRAPH
“My Next Step”
- Refer reader to attached resume or link to web portfolio
- State your intention to follow up with the contact on a specific date
- Invite reader to contact you and provide email address and phone number

CLOSING
“My Next Step”
- Refer reader to attached resume or link to web portfolio

For more tips, visit the Career Services Website at www.augusta.edu/careerservices. From the ‘Students’ tab, then select the Job Preparation link in the left-hand menu.
Your Name
Your Present Address
City, State Zip Code

June 10, Year

Name of Person, Title
Company/Organization Name
Street Address
City, State Zip Code

Dear Mr./Ms./Dr. Last Name, (confirm the preferred title of the recipient)

I am excited to learn about the ______ position with ______ that is posted on the AU Career Services Handshake. This position seems to fit very well with my education, experience and career interests. I’m confident that my passion and knowledge of the ___________ industry, as well as my ________, will make me a strong asset to your organization.

My experience at XXX Company enabled me to develop strong ______ skills and to consistently exceed ______ expectations. While interning with XXX Company, I _________(Give specific example of how you used these skills.). Additionally, I gained knowledge/experience with ______ while volunteering with ___________ this past semester.

My background and career goals seem to match your job requirements well. Furthermore, I am genuinely interested in the position and in working for XXX Corp. I would appreciate the opportunity to meet with you to see how I can contribute to ______ Company. I will contact you next week to discuss the next step. In the meantime, you can reach me at 706-XXX-XXXX. Thank you for your consideration.

Sincerely,

(Your handwritten or electronic signature here)

Your Printed Name Here
Accepting a Job Offer

Hannah Hess
100 Bold Place
Augusta, GA 30909

August, Year

Mr. Nigel Byrd
Director of Personnel
Better Technologies, Inc.
1000 Broad Street
Augusta, GA 30909

Dear Mr. Byrd:

This letter will serve as my formal acceptance of your offer to join your team at Better Technologies as a full-time computer programmer. Your thorough review of your company’s current goals and needs convinced me that your company is the best place for me to start my computer programming career.

I understand that a condition of my employment is to receive positive responses from my references and to pass a background check. During this process, please let me know if you require additional paperwork to complete my file.

In the meantime, I have submitted a two-week notice of resignation at my current position so that I can be available to work by the beginning of September. I look forward to meeting with you to discuss my first projects next Monday, September 8th at 9:00 a.m.

Sincerely,

(Handwritten Signature)
Hannah Hess
Enclosure

Networking Letter

Mike Hampton
2121 Lumpkin Place
Athens, GA 30622

Month Day, Year

Ms. Cynthia S. Kennedy
Vice President
Second City National Bank
8555 Peach Tree Blvd.
Atlanta, GA 39584

Dear Ms. Kennedy:

I am writing this letter to request an informational interview to learn more about the field of human resources and your career path in the field. Mr. John Doe, whom I met at a recent meeting of the Society of Human Resource Management, suggested that I contact you about my interest in entering the human resources field. I am currently a Psychology major at ABC University and I feel my interpersonal and organizational skills can be a potential fit for a career in human resources.

I would be very grateful for 30 minutes of your time to talk about the HR industry and your career path into this industry. I greatly appreciate any information you can provide. I will call you next week to schedule a time for us to meet, if your schedule permits. Meantime, you are welcome to call me at 706-555-8976. Thank you for your time and consideration.

Sincerely,

(Written Signature)
Mike T. Hampton
Enclosure

Rejecting a Job Offer

Audrey Herring
1234 Andrews Avenue
Augusta, GA 30906

January 14, 20XX

Sandra Blevens, Hiring Manager
Essential Securities, Inc.
96 Herringbone Lane
Aiken, SC 29842

Dear Ms. Blevens:

It was indeed a pleasure meeting with you and your staff to discuss your needs for a Graphic Design Manager. I found your description of your company’s needs and mission very informative.

As we discussed during our interview, this first meeting was meant to explore a possible creative partnership between me and your company. I understand from our meeting that you need a candidate who can provide strong design as well as leadership skills within the department. After careful thought, I have decided to withdraw my name from consideration for this position. My decision is based, in part, on the fact that I have accepted a position that is a better fit for my needs. In this position I will spend at least 50 percent of my time on graphic design projects while in the other 40 to 50 percent I will spend on administrative and operational duties.

I want to thank you for interviewing me and giving me the opportunity to learn more about your operations. You have a fine team and I am sure you will find the right candidate to fill your position.

Best wishes,

Audrey Herring

Resignation Letter

Betty Lungsford
1234 Fleming Street
Augusta, GA 30904

August, Year

Carol Gates, Human Resource Director
Better Gardens Magazine
258 High Street
Maryville, Tennessee 30025

Dear Ms. Gates:

I am writing to notify you that I am resigning from my position as Financial Manager at Better Gardens Magazine. My last day of employment will be May 10, 20XX.

This was not an easy decision to make. The past five years have been very rewarding and I have enjoyed working for you and managing a team of dedicated professionals who have provided excellent customer service to all of our clients.

I will be working for a local non-profit organization and look forward to the new direction of my career. Thank you for the opportunities that you have provided me during my tenure with the company, as well as your professional guidance and support.

I wish you and the company the best of success in the future. If I can assist with the transition, please let me know.

Sincerely,

Betty Lungsford
THANK YOU CARDS

It is good practice to send thank you cards after an interview. It shows that you are well-mannered and gives you a chance to reiterate your interest. They may even set you apart from other candidates.

Tips

• Bring your blank thank you cards with you to your interview and fill them out after you leave. Everything will be fresh on your mind and you can go ahead and drop them off to be mailed.
• Handwrite your message and add a personal note from the interview. This will show the panelist that you were paying attention and that you didn’t write the cards beforehand.
• Don’t beg for the job or repeat your qualifications. Use this opportunity to genuinely thank everyone for their time.

Dear Dr. Jones,

Thank you so much for taking the time to interview me today. I enjoyed learning more about your company and am now even more excited about the position. Thank you for sharing your experiences at Augusta University with me...Go Jags! Please let me know if I can provide any additional information.

Thanks again,

Jane Smith
INTERVIEW ETIQUETTE

Before the Interview:
- Accept or decline the invitation to interview for the position in a timely manner.
- Set up a professional voicemail on your cell phone.
- Research the position for which you will be interviewing (see page 14).
- Research the organization/employer thoroughly.
- Obtain interviewer(s) name and title.
- Confirm the time/date/location of the interview.
- Identify your skills that relate to the job; review your resume and be able to elaborate on it.
- Review frequently asked questions and practice by doing a mock interview!
- Prepare questions to ask the interviewer.
- Know the general salary range for the position.

During the Interview:
- Arrive 15 minutes early.
- Bring extra copies of your resume.
- Relax; be yourself; be positive.
- Follow the lead of the interviewer. (Don’t try to take over the interview).
- Listen closely to the interviewer’s questions; ask for clarification if needed.
- Be concise in your answers; give concrete examples to back up your claims.
- Never talk negatively about a former employer or colleague.
- Be aware of your posture and body language; watch your grammar.
- Be sure to clarify any follow-up arrangements.

After the Interview:
- Write a thank-you letter to the interviewer(s).
- Evaluate your performance by asking yourself questions such as:
  “How well did I present my qualifications?”
  “Did I use clear, concrete examples?”
  “What points did I make that seemed to interest the interviewer?”
  “How can I improve on my next interview?”
- Follow up with a phone call to find out the status of your application if the employer has not contacted you within the time frame stated.

If You Don’t Get the Job:
- Ask for feedback from your interviewer.
- Do a self-analysis to determine how to perform better in the next interview.
- Schedule mock interviews to better prepare for the next interview.
- Disappointment is normal. Be careful not to blame or badmouth others.
- Keep in mind that your resume may be passed on to another employer.
- Establish an action plan and activate that plan.
- Don’t give up. Lean on your support system and Career Consultant for encouragement.

Possible Reasons You Didn’t Get the Job:

Appearance:
- Poor grooming and careless dress.

Attitude:
- Attitude of “what can you do for me”.

Enthusiasm:
- Lack of enthusiasm and/or interest; no evidence of initiative.

Expression:
- Inability to express self well, poor speech habits.

Goals:
- Lack of goals and ambition; does not show interest; uncertainty and indecision about career goals.

Maturity:
- Lack of maturity; no leadership potential.

Preparation:
- Lack of preparation for the interview: failure to research the position, inability to ask thoughtful questions during or at the conclusion of interview.

Personality:
- Poor presentation of self; lack of poise; lack of self confidence; hesitant approach; arrogance.

Watch videos on career topics from interview attire to employer research in Candid Career.
www.candidcareer.com/
Augusta

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Three Main Types of Interview Questions

1. **TRADITIONAL INTERVIEW QUESTIONS**: Traditional interview questions are asked to gain basic information about your background, interests, skills, and reasons for applying.

   **HOW TO PREPARE:**
   - **Know Yourself:**
     - What are your employable skills and how do they correspond with this position?
     - Is this opportunity compatible with your work values?
     - Are your interests consistent with the general career area and this specific job?
   - **Know the Organization:**
     - Knowledge of the organization, its products or services, and needs are essential.
     - The more you know about the organization, the industry it represents, the job position under consideration, and how this all relates to your own career goals, the better impression you will make during the interview.
   - **Know the Fit:**
     - Understand how your qualifications address the needs of the organization.
     - Be prepared to explain how your skills and experiences can benefit the organization.
     - How do you best demonstrate the competencies on pages 3-4?

2. **BEHAVIORAL BASED QUESTIONS**: Behavioral based interview questions require that applicants discuss the best examples of previous experiences. These questions are based on the premise that past performances can predict future performances.

   **HOW TO PREPARE:**
   - Identify critical skills needed for the position and brainstorm 3-5 success stories from your academic background, activities, or work experiences that demonstrate those skills.
   - Use the **STAR** Technique:
     - **S** - State the **SITUATION**
     - **T** - What **TASKS** were involved?
     - **A** - What **ACTION** did you take?
     - **R** - What was the **RESULT**?

3. **CASE/SITUATIONAL BASED INTERVIEW QUESTIONS**: Case-based interview questions present the candidate with a situation or case to analyze. Employers are more interested in how your response shows your approach and analysis of the situation.

   **HOW TO PREPARE:**
   - **Utilize the resource** Big Interview **to practice your skills at augusta.biginterview.com**
   - Practice thinking out-load and explaining your reasons for providing a particular conclusion or solution.
   - Give specific details for each step to show that you are considering all facts related to the scenario.
   - The resource Big Interview provides discipline based question banks.

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### Traditional Interview Questions:
- Tell me about yourself.
- What are your strengths? Weaknesses?
- Which completed courses will contribute the most to your effective performance in this job?
- What actions have you taken in your educational career and brief work experience to prepare you for this position?
- What 2-3 accomplishments in college have given you the most satisfaction?
- How do you handle stress?
- Where do you see yourself in 5 years?

### Behavioral Interview Questions:
- Discuss an instance when your work was criticized.
- Discuss a difficult person you worked with and how you handled this.
- Describe a poor decision you have made.
- Tell me about a challenge you faced and how you overcame it.
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time you failed.

### Industry Specific Questions:
- What do you see as the future of the ______ field?
- Discuss the market for our products. For example, what could we do better, what do you think we do well?
- How would you summarize what we do as a business?
- What do you know about our customer base?
- What have you read lately?

### Questions to Ask the Employer:
- How would you describe your corporate culture?
- Where do you see your company in two years?
- Can you please discuss the review and promotion process at your organization?
- How often has it been filled in the past five years?
- What are the immediate challenges and objectives facing an individual in this position?
- What are the next steps in your search process and what is your timeline?
- Can I provide you with any additional information to assist you in your hiring decision?

### Illegal Question Topics:
Questions the interviewer has no legal right to ask because the answers are protected by federal, state, and local employment laws.
- Marital Status
- Sexual Orientation
- Family Status/Background
- Disability
- Age
- Gender
- Race/Ancestral/National Origin
- Religion

Practice these questions and more on Big Interview at augusta.biginterview.com
## Answers to Interview Questions

<table>
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<tr>
<th>Question</th>
<th>Answer</th>
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<td>Question 1:</td>
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<td>Question 3:</td>
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<td>Question 4:</td>
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<tr>
<td>Question 5:</td>
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</table>
YOUR EXPERIENCE EXAMPLES

Practice telling the story of how you came to apply for your job of interest. List four examples of these experiences in the chart below.

Example: You work in a retail environment. Describe a challenging day on the job that gave you an opportunity to grow professionally.

<table>
<thead>
<tr>
<th>Summary/Overview</th>
<th>Obstacles/Issues/Learning Opportunity</th>
<th>Final Result: The end of your story.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe the project or situation, what you were trying to accomplish and who was involved.</td>
<td>Describe the task assigned and the obstacles you faced to show the interviewer that you can handle difficult challenges.</td>
<td>What happened in the end? Were you successful? Did you learn something new? Describe the measurable result in numbers.</td>
</tr>
</tbody>
</table>

| Example 1 | | |
| Example 2 | | |
| Example 3 | | |
| Example 4 | | |

The key to telling your story with confidence is to Practice, Practice, Practice.

Schedule a mock interview with your Career Consultant for feedback on your interviewing skills.

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# DRESS FOR SUCCESS

More than 70% of your first impression is what people see. Make a good first impression by dressing professionally and by being well-groomed at your interview.

## FOR WOMEN

**Grooming:**
- Hair should be pulled away from your face and neatly cut and styled.
- Wear daytime, natural-looking makeup—no heavy eyeliner or glittery shadows.
- Nails should be neat and clean.
- Avoid overly long fingernails and flashy nail polish.
- Avoid overpowering scents, such as lotions and shower gels.

**Suit:** Wear a dark-colored conservative, two-piece matching business suit. Knee-length skirts or pant suits are both appropriate.

**Blouse:** Light-colored professional button-down shirt or blouse should be worn under your suit jacket.

**Hosiery:** Never show bare legs in an interview! Wear near skin-toned pantyhose, and always have a spare pair in case you get a run.

**Shoes:** Low-heeled and closed-toe pumps are recommended. Polish your shoes!

**Accessories:** Keep it simple.
- No visible tattoos or piercings.
- Remember the “wear five rule,” two rings (one of each hand), two earrings (one in each ear), and one watch.
- Carry either a small purse or professional bag not both.

## FOR MEN

**Grooming:**
- Have your hair neatly trimmed, including facial hair.
- Heavy cologne or other overpowering scents should be avoided.
- Nails should be neat and clean.

**Suit:** Wear a conservative dark-colored, two-piece matching business suit.
- Two or three button suits are preferred, and the bottom button should be undone.

**Shirt:** Wear a long-sleeved, light-colored, collared shirt. Shirt should fall 1/4 to 1/2 inch below suit sleeve.
- Be sure to iron your shirt.
- Consider wearing a white t-shirt underneath to hide perspiration and protect your suit.

**Ties:** Choose a tie with a conservative pattern that ends at mid-belt.

**Socks:** Wear dark-colored dress socks to match your suit. Socks should be worn over the calf.

**Shoes:**
- Wear comfortable polished dress shoes with laces.
- No sneakers, sandals, or casual shoes.

**Accessories:**
- Leather belts should match the color of your shoes.
- No visible piercings or tattoos.

## GENERAL TIPS

- Bring a professional briefcase or leather notebook to carry extra copies of your resume or portfolio, keys, pens, and breath mints.
- NO CELL PHONE! Leave it in the car or at home!
- Appropriate professional dress depends on the industry. If you are unsure about appropriate dress, always dress conservatively to ensure a positive first impression.
- In a manufacturing or factory setting, consult with your Human Resources contact for appropriate dress.
- For more information on dressing for an interview, visit: www.symsdress.com, www.quintcareers.com/

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Watch Videos on Candid Career about interview dress for men and women

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YOUR PORTFOLIO

A portfolio is a collection of materials to document your experience and skills. Use your portfolio during interviews to capture the attention of graduate school committees, hiring, managers, and prospective clients. Portfolios can be presented as binder or Web-based portfolio. What’s the difference?

Binder portfolios:
- Ideal for face to face interviews
- Provides tangible evidence of your skills and experiences during an interview
- Displays your creativity and attention to detail
- Most effective when developed for a specific opportunity

Web-based portfolios
- Ideal for use as presentation tools for research, art, or community presentations
- Web-link to portfolio allows you to easily share materials by adding the link to your email signature line or by inserting the link in an email message
- Allows for the collection and display of large numbers of documents and graphic files

How do you assemble a binder portfolio?

Step 1: Collect Academic, Professional, and Creative Materials
- Start saving work related to your major like reports, articles, essays, photos, presentations.
- Select a safe place to store computer documents like a cloud storage site, portable hard drive, or USB drive.

Step 2: Sort Your Materials by Relevance
- Determine the purpose of your portfolio. Whether you are submitting your portfolio as part of a graduate school application packet or for a job interview, include only those materials that reflect skills and talents related to the opportunity you seek.
- Select the materials and documents for your portfolio that represent your best and most recent work. Writers include 10-15 writing samples. Artists include 10-15 visual samples of your work.

Step 3: Assemble Your Tailored Portfolio
- Divide your portfolio into sections by skill or type of experience: research, writing, marketing, volunteer experiences.
- Provide a title page, a table of contents, and section dividers to organize your binder portfolio.
- Use sheet protectors in binder portfolio to protect and to display your documents.
- Follow instructions carefully for graduate school applications to ensure you have included all the documents and samples requested.
- For job interviews, assemble a separate give away portfolio to leave with the interviewer.
- Have your portfolio reviewed by a professor, academic or Career Consultant before distributing or presenting portfolio.

What to Include:
- Updated, tailored resume
- Reference list or recommendation letters from professors and employers
- Letters of recognition
- Articles written by or about you
- Internship or co-op summaries
- Writing samples: letters, essays, reports, articles, newsletters, ad copy, speeches, flyers, press releases or lesson plans,
- Design, art, technical samples: photographs, pictures of art compositions, graphic design presentations
- Audio and video files of presentations
- Lists of presentations made at conferences

Digital Portfolio Resources:
- Behance.net
- Slideshare
- Wix.com
- LinkedIn.com
"Graduate school can be one of your best investments. If you are thinking about applying, think long and hard about what you want to major in. If you find yourself on the fence, find shadowing opportunities. Make that investment work for you and you will reap the benefits for years to come."

Kristen Sexton  
Master of Public Health  
Class of 2018

10 Steps for Applying to Graduate School

1. Research graduate programs and schools  
2. Make a list of all the requirements for each  
3. Review guidelines, dates and resources at Augusta University Graduate School (www.augusta.edu/gradstudies)  
4. Take Standardized Tests  
5. Update your resume and assemble a portfolio of your work  
6. Write your Personal Statement (see tips on next page)  
7. Request letters of Recommendation  
8. Request transcripts  
9. Complete all application forms  
10. Apply for Financial Aid

"Never let anyone or anything stop you from achieving your goals."

Brittany Blocker  
Physician Assistant Student  
Class of 2019

Schedule an appointment with your Career Consultant for mock interviews, application reviews, and help with your personal statement or essay.
TIPS FOR WRITING A PERSONAL ESSAY

Ask yourself: What sets you apart from the crowd?

- **First paragraph must be GREAT!** You need to catch the readers' attention. Remember that the admissions boards read tons of these so yours must stand out.

- Describe the events that led you to your professional or educational aspirations. Which experiences helped shape your values?

- Reflect your intellectual curiosity, motivation, and persistence. Assure the committee that you will be successful in the program.

- Make sure **you are clear on how you will add value, what you will contribute** to the strengths of each school. (This means you will have to tweak each one specifically when possible.)

- **Address your challenges, obstacles, failures** and be clear on how you’re overcome them AND what you learned from each.

- **Demonstrate how your goals and interests align** with the courses, faculty, and research areas offered by your prospective program.

- Make sure to **ask others to read your statements** before you send them out. It's inevitable that you'll have typos or little errors that you've missed. Visit the **Writing Center** and use writing and grammar aids.

An effective personal statement is persuasive; it is intended to convince the admissions committee that you are the right choice and fit for their program.