

A Guide for Your Student Affairs Job Search

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This material in this document has been prepared by numerous Student Affairs professionals across the country. Many individuals deserve credit for this work.

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Section 1: **Job Search Overview**

Things to Consider “In the Beginning”

- ❖ Know your skills, goals and objectives.
- ❖ Give careful thought to what you consider to be the “ideal” job.
- ❖ Think carefully about what sorts of transitions you are willing to make: geographic location, public vs. private, large vs. small, etc.
- ❖ Brainstorm all of your experience and involvement throughout your career with descriptions detailing your responsibilities and accomplishments. Focus on the most significant items to include on your resume.
- ❖ Resumes require a large investment of time and energy. Don’t think it’s something you will whip off in a day or two.
- ❖ Begin thinking about people who know your skills and abilities well and would be willing to serve as positive references.
- ❖ Explore the possibility of establishing a credentials file at the Career Planning and Placement Center.
- ❖ Dressing for success is important. Give some careful consideration to your wardrobe.
- ❖ The job search process requires an investment of time, energy, and MONEY. You may want to start financial planning early.
- ❖ Get all of your college transcripts together and ready.

Job Search Do's and Don'ts

DO'S

1. Check your email, US mailbox and conference mailbox often.
2. Schedule your hotel/accommodations ahead of time...hotels tend to fill up fast during conference times!
3. Double-check the time and location of your interview (which tower for OPE).
4. Pre-schedule interviews, but leave some space to pick up other interview offers at the conference.
5. Leave yourself some personal time to eat/relax between interviews.
6. Get names of people you interview with for thank you notes. Write them down while you're in the interview or right after.
7. Research the job and the schools with whom you are interviewing. Utilize websites as well as any materials they put in your mailbox at the conference.
8. Schedule the schools in which you are less interested early in the conference so you can refine your interviewing skills (don't waste your/their time if you are not at all interested).
9. Attend the socials if you are interested in the school and are invited. This is a good way to meet other staff members and have other staff members meet you. At the social, introduce yourself to people...make those connections.
10. Keep the staff from your current institution aware of your top choices. Let them help you through their contacts.
11. Keep track of the details of each interview/school (a chart is recommended), i.e. who you interviewed with, thank you, application dates, and correspondence.
12. Bring snacks...you don't want your stomach growling during interviews.
13. Stay healthy as the conference approaches
14. Put your mailbox number on everything including resume and cover letter.
15. Be relaxed...but confident.
16. Be sincere and listen.
17. Maintain eye contact, especially when making key points.
18. Be able to state specific goals.
19. Dress professionally- formal is usually best.
20. Be friendly and professional - but not pushy or "chummy."
21. Maintain attentive posture and watch your nonverbals.
22. Be problem solver/solution finder.
23. Express 100% interest in the job.
24. Know higher education issues, trends and vocabulary.
25. Be aware that you can't talk yourself into a job, *but you can talk yourself out of one.*
26. Assertively express your strengths and accomplishments.
27. Pause before answering questions – Think about what you are going to say before saying it.
28. Prepare interview answers in advance... write down some points, practice out loud.
29. Use action verbs in your interview and resume.
30. Always give concrete examples to back up your points.
31. Be able to translate your skills into employer needs.
32. Prepare questions to ask the interviewers beforehand. Ask thoughtful questions that pertain to responsibilities, challenges, and opportunity for involvement, staff development, job analysis, supervisor communications, and accountability.
33. Be on time...or a little early.
34. Be ready to answer..."Tell me about yourself." "What can I do for you?" "In what ways can your skills and background be of benefit?"...In 3-5 sentences each.
35. Have several copies of your latest resume at the conference.
36. Have note cards to drop messages to employers along with your resume.
37. Make sure to register at the conference in the Placement Center and leave your resume for the candidate notebook.
38. Use the Placement Center area for helpful job search tips.
39. Check by the Placement Center a couple of times each day of the conference for messages or new listings.
40. Send a resume and a brief note to an employer with whom you are interested in working, but be sensitive that he/she is at the conference for professional development not just to interview candidates.
41. Realize that many positions listed at the conferences may be anticipated, and employers may not start the interview process for several months.

42. Interview days are often long. Wear comfortable shoes and clothes. Never wear a pair of shoes for the first time at an interview.
43. Dress conservatively, don't be too flashy. Ask about climate in the area, and be prepared for weather changes.
44. If you fly, take enough items in a carry-on bag to get by on if your luggage is lost.
45. Remember that all your interactions, formal and informal, are part of the interview. Relax, but be professional at all times. Do not order alcohol at meals.
46. Be positive about yourself, your current position and institution, and your career.
47. Be honest and be yourself, you want them to hire or not hire YOU.
48. Follow-up with perspective employers after the conference.
49. Always remain "professional" at the conference! Consider the whole conference to be an interview. You never know who may be watching you or overhearing what you are saying... this includes in the hotel!

DON'TS

1. Do not talk about schools, the interview or staff members negatively in any conference setting (elevators, lobby, hallways, or social settings).
2. Do not schedule back-to-back interviews (every half-hour) unless there is no choice. Be sure the interviews are close in proximity, if you must do this.
3. Do not interview with a school you have absolutely no intention of choosing...it's a waste of your time and theirs.
4. Relax at night, but don't get too wild out on the town.
5. If you are in a room with someone you did not know before the conference...don't make them your best friend and feel the need to tell them everything.
6. Do not be afraid to sell yourself.
7. Do not confuse this with a student conference. Don't cheer, and don't have a conference romance.
8. Do not use slang, talk over someone, or argue.
9. Do not be critical or negative.
10. Do not say, "Well at X College, we do it this way."
11. Do not be defensive or act intimidated.
12. *Do not chew gum, smoke, or tap the table.*
13. Do not look at the floor.
14. Avoid telling jokes.
15. Do not evade questions.
16. Do not put the interviewer on the spot.
17. Do not beg...or boast.
18. Never bring social life into the interview.
19. Do not be afraid to ask questions.
20. Avoid volunteering personal information; especially values, associations, bad experiences.
21. Do not even suggest that the job is a stepping stone.
22. Do not express "sour grapes" or bad mouth others.
23. Be specific. Don't talk in generalities.
24. Do not waste words and repeat yourself.
25. Never express concern about title, status, salary, fringe benefits during interview.
26. Do not race through your answers - take your time.
27. Do not dress casually or take a casual approach.
28. Never be late... huffing, disorganized, or with limp excuses, "My watch stopped," etc.
29. Do not think that if you do not hear from an employer at the conference, he/she is not interested in you. Many employers come to the conference only planning on listing a position and collecting resumes. Often times, employers wait until they are back on their campus to respond to candidates.
30. Avoid spending too much time in the Placement Center. Enjoy the conference!
31. Do not be a nuisance to a perspective employer. This is a sure way to not get the job.
32. Do not take the last or only copy of a job listing. Write down the information you will need to respond to the listing.
33. Do not expect to have a full day of interviews with several employers. This is not the goal of the Placement Center. Some employers may have informal interviews with selected candidates, many, however, do not.
34. Do not get frustrated if you don't receive much mail while you are at the conference. As mentioned earlier, some employers wait until they are back at campus to do correspondence.

Estimated Finances of a Job Search

<u>Interview Conferences</u>	
<u>Oshkosh</u>	
Hotel/Hall	\$150.00 (3 nights @ \$50)
Food	\$72.00 (9 meals @ \$8)
Personal Spending	\$50.00
Registration	\$100.00
Travel	\$0.00
<u>ACPA</u>	
Hotel	\$200.00 (4 people * 5 days)
Food	\$120.00 (12 meals @ \$10)
Personal Spending	\$100.00
Registration	\$200.00
Travel	\$250.00
On Campus Interview (3)	
Travel	\$500.00
Personal Spending	\$100.00
Food	\$60.00
<u>Administrative</u>	
Phone	\$50.00
Postage	\$25.00
Copying	\$50.00
<u>Clothing</u>	
Suits (2)	\$400.00
Miscellaneous	\$100.00
Total Expenses	\$2,527.00

Financial Tips:

- ✓ Room with others! This will save you lots of money.
- ✓ Travel with others. Gas is not cheap, so carpooling with a group, or with the university's group could save you a lot of money.
- ✓ Be prepared to "front" your travel money to on-campus interviews.
- ✓ Ask about reimbursement for travel to on-campus interviews. Each school handles it differently.
- ✓ Get your OPE information in early to secure a room in the Gruenhagen Conference Center. It costs only \$22 per night per person. You will have a roommate of the same sex, but there will be no traveling... all you have to do is go downstairs!
- ✓ Don't skimp on food during a job search. You need to stay in good health.
- ✓ Borrow as much clothing and accessories as possible to help yourself out. Many candidates do this, so it is acceptable.

Section 2: **Resumes**

For examples, see:

Appendix C: Graduate Resumes

Appendix D: Entry Level Resumes

RESUME CONSTRUCTION

YOUR FULL NAME

Your Address
Your City, State, Zip Code
(Your Area Code)-Phone Number

EDUCATION

Bachelor, Master of ?, Month and Year

University, City and State

Major: ? Minor: ?

Area of Concentration or Specialization

GPA: ? (Only if above 3.0)

Notes: If you are a cum laude graduate, indicate that achievement next to your degree. If you are going to list your Major GPA, you must list your Overall GPA.

PROFESSIONAL / RELATED / CLINICAL EXPERIENCE

The emphasis in this section should be on relevant experience as it relates to your career aspirations. Examples: Student Teaching, Internships, Assistantships, Field Experiences, Cooperative Education, and On-The-Job Experience. Example:

Marketing Intern May to August 1994
Johnson & Johns Advertising, Chicago, Illinois

After listing your title and when and where you worked, you want to discuss your **results and accomplishments** rather than creating a generic list of you job duties. Think “action” and the specific details of your work experiences. Speak in the language of the industry. Look at the examples below, which statement would you prefer to have on your resume?

Example 1: *Responsible for a market research test.

Example 2: *Designed and implemented an experimental test of advertising effectiveness to determine year-to-year changes in customer demographics and purchase patterns.

Student Teacher January to May 1994
Johnson Elementary School, Chicago, Illinois

Example 1: *Taught 4th grade English.

Example 2: *Provided instruction in English Language reading and writing skills to 25 4th graders and 2 Inclusion students. Utilized a Cooperative Learning methodology to foster and enhance student skills and interests.

RESUME CONSTRUCTION (continued)

WORK EXPERIENCE

This is the section where you want to list job positions that do not directly relate to your career. However, do not downplay any position that you may have held. These positions establish a credible work history and contain "transferable skills." These are the skills that you have achieved on a job that will transfer over into your new career. Example:

Assistant Manager Summers of 1992, 1993, and 1994

The Greasy Spoon Restaurant, Chicago, Illinois

- *Operated a 150-seat full-service family-style restaurant.
- *Supervised 6 full-time kitchen staff and 12 wait / bus staff employees.
- *Scheduled all employee weekly shifts, monitoring time cards and overtime worked.
- *Coordinated all vendor supply orders, balancing a \$5,000 budget.

The above description indicates **responsibility, leadership, people and task skills**. Do not take anything that you have done for granted. Do not get caught up in your job title, think about the **skills** learned from that job, because that is what you are marketing, not a job title.

AFFILIATIONS

Fraternities, Sororities, On-Campus Organizations.

Did you hold any offices? What did you accomplish? Example:

Delta Delta Delta Sorority

- *Rush Chairperson, 1992 to 1994. Increased membership by 25%

American Marketing Association

- *Arranged guest speakers from Amoco and Hewlett Packard.

The idea you are conveying here is that you are a team **member that gets results**.

COMMUNITY SERVICE

Fund raising, Church groups, Volunteer work. Example:

Easter Seal's Fund Raiser

- *Accounted for raising \$200.00 in pledges.

Church Youth Group Leader.

- *Conducted weekend retreats for 10 to 15 teenagers.

These indicate **leadership and results**.

RESUME CONSTRUCTION

(continued)

HONORS

Dean's List, Scholarships, Awards

CERTIFICATIONS

Do you hold any sort of license?
First-Aid, CPR, Instructional, CPA.

SKILLS

Computer: WordPerfect 6.0, Lotus 1-2-3, dBase IV, Quark X-Press.
Languages: Fluent in Spanish, French, German.

A resume is a marketing tool that “sells” you and your accomplishments; therefore your resume should be a testimonial to your life. Remember that someone will be making an assessment about you based on what is on paper. You want the most effective document in the employers’ hands, something that will set you apart from everyone else and their documents.

Some keys points to remember when constructing your resume.

1. Think about the results and accomplishments that will best market you.
2. Utilize action verbs to describe your results. Speak in the language of the industry.
3. Be very thorough and detail-oriented in your writing, without being verbose.
4. Make the format easy to read. Regardless of length, employers want to get the facts quickly.
5. Do not downplay anything that you have done in your life. (Transferable Skills)
6. Proofread everything! Do not rely only on “spell check.”

You will see that your resume is an ever-changing process. As you grow as a professional, you will accomplish more, obtain new skills and responsibilities, and be able to market yourself in a most productive manner.

There are no bad resumes, only ineffective ones. By taking the time and effort to construct a thoroughly effective document, you will be able to open up more employment doors.

Action Verbs for Cover Letters and Resumes

Management

achieved
administered
analyzed
assigned
attained
chaired
conceived
contracted
consolidated
coordinated
decided
delegated
developed
directed
encouraged
evaluated
executed
handled
implemented
improved
incorporated
increased
inspired
launched
led
managed
motivated
organized
outlined
oversaw
planned
prioritized
produced
recommended
reevaluated
rejected
reported
reviewed
scheduled
strengthened
supervised
united

Communication

addressed
arbitrated
arranged
authored
communicated
corresponded
counseled
developed
defined
directed
drafted
edited
enlisted
formulated
influenced
interpreted
lectured
mediated
moderated
motivated
negotiated
persuaded
promoted
publicized
reconciled
reunited
renegotiated
reported
researched
summarized
spoke
translated
wrote

Technical

analyzed
assembled
built
calculated
computed
designed
devised
engineered
fabricated
inspected
maintained
operated
overhauled
programmed
remodeled
repaired
solved
trained
upgraded

Creative

acted
applied
composed
conceived
conceptualized
created
designed
developed
directed
established
evaluated
fashioned
formulated
founded
illustrated
instituted
integrated
introduced
invented
loaded
molded
originated
perceived
performed
planned
presented
produced
refined
rewrote
updated

Financial

adjusted
administered
allocated
analyzed
appraised
audited
balanced
budgeted
calculated
compared
computed
developed
estimated
forecast
forecasted
managed
marketed
planned
projected
reevaluated
reconciled
researched
sold

Helping

advised
aided
assessed
assisted
brought
clarified
coached
coordinated
counseled
dealt
demonstrated
diagnosed
educated
encouraged
enlisted
expedited
facilitated
familiarized
guided
helped
inspired
maintained
modified
performed
referred
rehabilitated
represented
supported
upheld

Research

clarified
collected
conceived
critiqued
detected
diagnosed
disproved
evaluated
examined
extracted
identified
inspected
interpreted
interviewed
investigated
organized
researched
reported
reviewed
searched
studied
summarized
surveyed
systematized
wrote

Clerical/Detail

activated
altered
assembled
approved
arranged
catalogued
classified
collected
compiled
described
dispatched
edited
estimated
executed
gathered
generated
implemented
inspected
listed
maintained
monitored
observed
operated
organized
overhauled
prepared
processed
proofread
published
purchased
recorded
reduced
retrieved
screened
specified
streamlined
systematized

Teaching

adapted
advised
clarified
coached
communicated
coordinated
defined
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
initiated
instructed
lectured
persuaded
presented
set goals
stimulated
taught
trained
updated

Additional Action Verbs

anticipated	gave	painted	repaired
arbitrated	generated	perceived	reported
ascertained	guided	performed	represented
charted	handled	persuaded	researched
checked	headed	photographed	resolved
classified	helped	piloted	responded
collected	hypothesized	planned	restored
completed	identified	played	retrieved
conducted	illustrated	predicted	reviewed
conserved	imagined	prepared	risked
consolidated	implemented	prescribed	scheduled
constructed	improved	presented	selected
controlled	improvised	printed	sensed
coordinated	increased	processed	separated
counseled	influenced	produced	served
created	informed	programmed	sewed
decided	initiated	questioned	shaped
defined	innovated	raised	shared
delivered	inspected	read	showed
detailed	installed	realized	sketched
detected	instituted	reasoned	solved
determined	instructed	received	sorted
devised	integrated	recommended	summarized
diagnosed	interpreted	reconciled	supervised
directed	interviewed	painted	supplied
discovered	invented	perceived	symbolized
dispensed	inventoried	performed	synergized
displayed	investigated	persuaded	synthesized
disproved	judged	photographed	systematized
dissected	kept	piloted	talked
distributed	led	planned	taught
diverted	learned	played	tended
dramatized	lectured	predicted	tested
drew	lifted	prepared	trained
drove	listened	prescribed	transcribed
eliminated	logged	presented	translated
empathized	maintained	printed	traveled
enforced	made	processed	treated
established	managed	produced	troubleshoot
estimated	manipulated	programmed	tutored
evaluated	mediated	projected	typed
examined	memorized	promoted	unified
expanded	modeled	proof-read	united
experimented	monitored	protected	upgraded
explained	motivated	provided	used
expressed	navigated	publicized	utilized
extracted	negotiated	purchased	verbalized
filed	observed	recorded	warned
financed	obtained	recruited	washed
fixed	offered	reduced	weighed
followed	operated	referred	wired
formulated	ordered	rehabilitated	worked
founded	organized	related	
gathered	originated	rendered	

Section 3: **References**

Asking for a Letter of Recommendation

Tips for asking for a letter of recommendation instead of just saying – “Hey, write me a letter that says I am great!”

- Pick someone who will write you a great letter – just because someone is a friend does not mean that they will write you a letter that will help your cause. Seek out individuals that you may have had for more than one class or have supervised you for a good time and with whom you have established a good rapport. Decide which individuals will “carry the most weight” and narrow the list to people who know you well.
- Try to meet personally to discuss that reference rather than just asking over the phone. Don’t ask them in front of other people. They need to be comfortable responding however they feel they must.
- Ask them if they can write you a “positive” letter of reference. Simply asking for a “letter of reference” may be assuming in your mind only that it will be a good one.
- Ask them what they think about the position(s) that you are applying for and how can they target that reference letter.
- Don’t be shy about asking questions. “Do you feel comfortable recommending me for this?” “What do you think are my strong points?” “Are there areas that I could improve and what steps should I take?”
- Ask the person how they prefer their name, title, place of business, full address, and phone to appear on your reference list.
- Provide a current copy of your resume so they have an accurate reflection and time line as they develop the letter. This will also help them with reference phone calls.
- Provide them with all of the current and correct information, who to send it to and criteria of what the job wants to know.
- It is helpful to get a letter from your direct supervisor before you actually need it – a generic one will be helpful to have in your file.
- Give them sufficient time to compose this letter.
- Keep this person informed on your search and how it is progressing.
- Provide them with a list of your top schools and choices.
- It may be helpful to provide them with an updated resume as well 😊

What Employers Ask Your References

Candidates Name:

Reference Name:

- 1) Position Applying for:

- 2) Staff Relations: How does the individual work with others in a group setting and in committees?

- 3) Initiative: Is the individual a self starter, and how do they work alone? Is the person responsible?

- 4) Stress management: Can the person work under a reasonable amount of stress? Does the individual have coping mechanisms and how do they release stress?

- 5) What are some special skills or abilities this person has brought to your team?

- 6) List the three top qualities of this candidate:

- 7) List three areas of growth for the candidate:

- 8) Any other comments you would like to make in reference to this candidates abilities.

Section 3: **Cover Letters**

For Examples, see:

Appendix B: Sample Cover Letters

HELPFUL HINTS FOR WRITING COVER LETTERS

1. Each letter should be an original: no photocopies.
2. Address the employer by title and last name. Research names in the library or call the company, University, etc.
3. The goal of your opening is to capture the employer's attention. You may want to refer to a mutual contact who referred you for the position, or present a reason (e.g., qualities and skills) that the employer should consider you the "right fit" for organization. Remember, an employer may receive hundreds of cover letters. You need to create enough interest in your opening that the employer feels compelled to continue reading.
4. Make your cover letters concise. A cover letter should be one page with three to six paragraphs.
5. The body of your cover letter should highlight your experiences and accomplishments. Focus on the needs of the employer to whom you are writing. You want the reader to believe that hiring you will mean improved services, innovative ideas, greater efficiency, or increased productivity.
6. Your cover letter should ask for something---most often an interview. State how you plan to follow up with the employer.
7. Your closing should briefly summarize the body of the letter. Leave the reader with an important thought to remember you by.
8. Check and recheck your cover letter for errors. Look closely for mistakes in grammar, punctuation, and spelling.
9. Have someone else proofread and critique your cover letter.
10. Select quality bond paper for your final copy. The paper you select should coordinate with the paper that you use for the resume. Make sure it can be photocopied.
11. Use a letter-quality or laser printer and black type.
12. Fold and mail your cover letter and your resume in a matching envelope or mail them flat in a 9" x 12" white or manila envelope.

COVER LETTER CONSTRUCTION

Include an introductory cover letter with each resume you send to employers. Each letter must be originally typed and signed.

Your present address
City, State, Zip Code
Date

Person's Name*
Title
Employer Name
Street Address
City, State, Zip Code

Dear (Mr., Ms., Dr., etc.):

(First Paragraph) Indicate the reason for writing, the specific position for which you are applying, and, if there is a position opening, the source from which you learned of the job and the date it was posted. If you are inquiring about jobs in general and no opening was advertised, indicate your interest in career opportunities in your field.

(Second Paragraph) Mention why you are interested in the position or organization and its products or services. Relate your academic or work background to the position for which you are applying – how are you qualified for the position? Point out your practical work experience, specific achievements, and unique qualifications. Mention information other than what is on your resume.

(Final Paragraph) Refer the reader to your enclosed resume, which summarizes your qualifications, training and experience. You may also mention how an employer can obtain your references or credentials. Refer to your interest in a personal interview and indicate your eagerness to meet personally to learn more about the position. You may suggest several dates or indicate your flexibility as to the time and place. Include your phone number. If the vacancy notice included the employer's phone number, indicate that you will call within seven to ten days to find out if an interview can be arranged. **If you indicate you will call, follow through!** Thank the employer for taking the time to read your letter and resume.

Sincerely,

(Your written signature)

Your typed name

Enclosure(s) (refers to enclosed resume, etc.)

***Make every effort to get a specific name. If you absolutely cannot address your letter to the right department, making sure you know the current name of the department – for example, Human Resources vs. Personnel.**

+If you are unable to get a name or do not even have the employer name (as with a blind ad), do not use "Dear Sir/Madam" or "To Whom It May Concern." "Dear Employer," "(Position Title) Search Committee," or "Director of (fill in department)" are examples of appropriate salutations in these cases.

Cover Letter – outline

A. Introduction of self

- a. Who you are and position you currently hold (optional)
- b. How you found out about job
- c. Interest in job
- d. 3 key skills you have that will make you the best candidate for position

B. Position held with most related experiences

- a. Responsibilities of position
- b. Skills gained while working in position
- c. “Personal methods for work”

C. Additional work experience that has given related experiences

- a. Highlight other jobs that have given similar experiences
- b. Describe what skills were gained from that position

D. Wrap-up

- a. Highlight 3 skills that you would bring to the position
- b. Give contact information and interest in setting up interview
- c. Thank them for their time

Section 5: **Interviewing**

Items to Bring to the Interview/Conference

Job Searching Items

- Small stapler and staples, paperclips
- Highlighter/marker
- Small Post-it notes
- Nice pen/pencil
- Extra writing utensils
- Resumes (20-40)
- Transcripts
- Blank stationary
- Envelopes
- File folders
- Business cards
- Daily Calendar
- Letters of recommendation/names of reference
- Mints, not gum!
- Computer disk
- Thank you notes
- Calendar or interview scheduling form
- Job tracking system
- Small atlas (optional)
- College guide (optional)
- Briefcase / Portfolio

Personal Items

- Interview clothes
- Comfortable clothes
- Snappy casual outfit for the social
- Comfortable shoes
- Extra pantyhose
- First-Aid items (aspirin, antacid tablets, band-aids, sewing kit, nail polish)
- Bathroom Items (Makeup, brush/comb, nail file, toothbrush/paste)
- Tissues
- Iron
- Mints
- Snack food and/or breakfast food
- Alarm clock
- Static guard
- Lint remover
- Spending money
- Umbrella

Interview Preparation

Interviewing should be a simple process, correct? The interviewer asks you some questions, you answer them and then you get the job, right? If this were true then everybody would get a job immediately and there would be very little unemployment. The interview process is more complicated than answering, “why should I hire you?” Interviews can be a short fifteen-minute chat with one person or an intense hour-long session with a panel of future colleagues and supervisors. Regardless of how long you are interviewed and by how many people, you must be able to professionally articulate your thoughts while citing examples of your accomplishments. You may be dressed appropriately, have a professional looking resume, and perfect grooming, but if you can’t get your thoughts to come out of your mouth clearly and professionally, you may as well pack it in and move on to the next interview. There is no second place, third place, or honorable mention...you either win or lose. You must be prepared and be on your most professional behavior from the moment you walk in the door to the time you walk out.

A. Applicant Interviewing Strategy

1. **Being properly and adequately prepared requires you to:**
 - Inventory all responsibilities you have performed
 - Evaluate how well you carried out your duties
2. **Interviewing department will take care of itself when:**
 - You are adequately and properly prepared
 - You strive to project eagerness and interest throughout the interview
 - Stay in character as a conversationalist by being yourself
3. **The “tough” questions that employers ask are best handled:**
 - By being adequately and properly prepared
 - By never apologizing
 - By keeping your explanations brief and factual
 - By maintaining a constant interviewing demeanor
4. **To enjoy an interviewing advantage, prove your competency:**
 - By stating how well you performed in the past
 - By letting your past achievements promise future contributions
 - By using the 1-2-3 mini-story technique
 - a. stating the problem
 - b. describing the solution
 - c. emphasizing the results
5. **Wrapping up the interview consists of:**
 - Getting a “what will happen next” summary
 - Accepting an offer on the spot if it’s what you want
 - Always showing an interest in all job offers
 - Writing a brief follow-up thank you letter to the employer

B. Preparing For Your Employment Interview

1. Arrive on time. Not too early and definitely not too late.
2. Introduce yourself to the receptionist and explain your reason for being there.
3. Read any company literature while you wait.
4. When you meet the interviewer, smile, introduce yourself and use a firm handshake.

5. Properly preparing for your employment interview enables you to:
 - Become more confident
 - Overcome the handicap of interviewing inexperience
 - Sell yourself and your qualifications – remember, you should evaluate them as much as someone evaluates you
6. Prepare your answers to tough questions: Most tough questions will focus on:
 - Reasons for leaving previous job
 - Quality of performance
7. Brief and factual: Relate answers to:
 - Completion of degree requirements
 - Pursuit of advanced degree
 - Commitment to professions
 - Advantages to profession
 - Pursuit of future goals
 - Prepare written answers to tough questions – refine and memorize

C. During the Interview

1. The employer's first impression is often the deciding factor in whether you get the job.
2. When you enter a room for an interview, walk briskly and erect
3. Introduce yourself to those present and offer your hand.
4. Make sure your hands are dry and give a firm handshake, but avoid a crushing grip.
5. Learn the names of all the people with whom you are interviewing.
6. Sitting on the edge of your chair will help you sit up straight. Listen attentively to what the interviewer is saying.
7. Be friendly, but businesslike, and try to appear somewhat relaxed rather than rigid.
8. Try to project enthusiasm, flexibility, ease of communication and a willingness to take on more than the duties in the job description.
9. Look the interviewer in the eyes, or if you find this uncomfortable, focus on the bridge of the interviewer's nose.
10. Get enough sleep if you are staying overnight.
11. You may be asked similar questions by a variety of people. Remember, they were not in the last interview, so they may not have heard you answers
12. Ask questions, when given the chance. If not given the chance, ask for it.
13. Be friendly and open, even when handling a difficult question
14. Try to avoid breaks in your voice, twitches, or loud nervous laughter.
15. Look, think and comment positively; being careful not to mumble.
16. Don't smoke unless the interviewer smokes.
17. Present yourself as you are: don't embroider.
18. Don't be loquacious, but avoid giving one-syllable answers for these are often conversation stoppers.
19. Always elaborate briefly on your experience, skills, and background.
20. Tell what contribution you can make and what skills you can bring to the job.
21. Don't evade questions and answer incomplete whole sentences.
22. Have specific questions ready for the interviewer, but be careful of the order in which you ask them.
23. Let the question take a natural course. Start asking about the job itself what the responsibilities would be, etc.

- 24. Never disclose confidential information about a former company, supervisor or co-worker
- 25. Let the interviewer bring up the issues of salary, raises and company benefits.
- 26. Don't waste time giving irrelevant information and know when to stop talking.
- 27. Always be courteous. If you enjoyed the interview, state this to your interviewer.

D. Points to Consider After the Interview

- 1. Write a thank you letter to the interviewer! Remind them of your interest in the position and of your qualifications.
- 2. Follow up with a phone call to inquire about you status.

E. While Negotiating

- 1. Arrival Date – If you can, arrange to arrive one or two weeks early to get settled and oriented to the area before the rush of staff training/development, etc.
- 2. Benefits – Life Insurance, Homeowners, Vision, Dental, Medical, Psychological. Choice? Cost? TIAA/CREF transferable? Payroll deduction for purchased items and/or services? When do benefits begin vs. when current ones end?
- 3. Moving Expenses – Covered by you? Percentage? Flat Amount?
- 4. Salary – Range? Starting Date? 1st Pay?

F. How to Fail an Interview

- 1. Poor Communication Skills. If you cannot speak in a professional, articulate, logical manner, stay home.
- 2. Bad Attitude/Lack of Enthusiasm. Employers want to hire motivated problem solving analytical thinkers. They **do not** want to hire complainers, cynics, paranoid victims or people who believe that their degree entitles them to be the CEO. They do not want to hear **what it is that you want**, they want to hear **what it is that you can contribute**.
- 3. Knowing Nothing About The Company. This indicates that you do not care.
- 4. Unprofessional Behavior. The interview is no place to pick, scratch, smoke or chew. Always address the interviewer by their last name.
- 5. Unprofessional Dress. Leave the fashions at home. The interview is not the place to make a social statement.
- 6. No Career Focus Or Direction. If you have no idea where you are going, you will probably end up there. Know where you are going and tell them how you plan getting there.

Interviews can be a very positive, rewarding experience or they can be a nightmare. It all depends on you. The interviewer has his/her own agenda and attitude. How you react, behave and interpret the interviewer's questions and approach will determine your success or failure. 99% of interviewers are professionals and will make the interview a positive and productive session. Remember to always discuss your accomplishments in a positive manner, giving proof by example for every statement that you make. Just keep your cool, relax, be yourself, be enthusiastic, be assertive and always use your intellect rather than your emotions to guide and market yourself.

Keep all of these things in mind, and **success will be yours!**

Phone Interviewing Tips:

- Be on time! This is especially important for phone interviews
- Don't give long winded answers....especially in a phone interview
- Be prepared.....make sure you don't say anything inappropriate before you hang up
- Know that you won't have any non-verbals to read from the interviewers and you will most likely think the interview was a bust when you are done...give honest answers and try and show some personality during the interview
- LISTEN
- Don't use a cell phone unless absolutely necessary (bad reception, cutting out, etc.)
- Make sure you are in a quiet place (if a conference call it can be hard to hear everyone on the other end and they may have some problems hearing you in their speakerphone)
- Don't use a speakerphone...the less speakerphones the better, and they will probably be on one.
- Do consider using a headphone/mic if your phone is capable...this makes it more natural than holding a phone up to your ear. Make sure it is good quality though; you don't want it to sound bad on their end or have trouble hearing them through the headphone.
- Go into the interview as if it were in person...prep, mental, even dress.
- It is ok to use hand gestures, etc. even though you will be sitting in a room alone....sometimes these positive non-verbals can be "heard/seen" through the phone.
- Take notes during your interview! If there are more than 1 interviewer, write down their names in the order they give them to you; "talk to them" as if you were sitting around a table.
- Be comfortable; you can dress in anything from PJs to a suit... whatever makes you feel most comfortable in an interview!
- Send a thank you e-mail (or use a free card service online!).



Dressing For The Interview.

- WOMEN:**
1. A well-coordinated suit. (jacket, blouse, skirt, pants suit)
Colors: Navy Blue, Black, Grey, Khaki, Red, etc. (just don't be obnoxious with the color)
 2. Neutral or skin-tone hose.
 3. Subdued and sparse make-up. (avoid extra attention)
 4. Sparse jewelry.
 5. Neat and professional hairstyle.
 6. Moderate shoes. (leave the spikes and tennis shoes at home)
- MEN:**
1. A traditional, conservative suit. (Tie required)
Colors: Navy Blue, Black, Grey, Olive, Tan, etc. (just don't be obnoxious with the color)
 2. Light colored shirt. (no denim or "loud" colors)
 3. Professional dress shoes. (leave the boots and Nike's at home)
 4. Earrings. (leave them at home)
 5. Neat and professional hairstyle. (trim all facial hair)

Grooming Habits For Both Women and Men.

1. Shower, wash your hair, use deodorant.....DAILY.
2. Brush your teeth and use mouthwash.....DAILY.

A guide to Employment Questions: What they can and cannot ask...

CATEGORY	ALLOWED	PROHIBITED
Name	Name	Any inquiry or discussion about applicant's name or previous name, such as maiden name or birth name.
Address	Place and length of time at current address	Any inquiry that would indicate national origin. Names or relationship of persons with whom applicant resides. Whether applicant owns or rents home.
Age	Nothing	Any inquiry or discussion about age.
Birthplace or National Origin	Nothing	Any inquiry or discussion about birthplace or national origin.
Race or Color	Nothing	Any inquiry that would reveal race or color. Any discussion about race or color.
Gender	Nothing	Any discussion of applicants gender or genders of prospective coworkers. Any inquiry made of members of one gender but not the other.
Religion or Creed	Nothing	Any inquiry that would indicated religion custom or denominating. Any discussion of applicant's religion. Applicant may not be told any religious identity or preference of employer.
Disability	Nothing	Any inquiry that would reveal disability.
Citizenship	Are you legally eligible for employment within the United States	Any inquiry about citizenship or national origin. Any inquire about type or duration of visa.
Personal	Nothing	Inquiry or discussion about marital status, number of children, pregnancy, childcare arrangements, sexual orientation, maternity plans.
Arrests	Nothing	Inquiry or discussion about arrests without conviction.
Organizations	Inquiry about professional organizations / affiliations	Inquiry or discussion about non-professional, social organizations.
Military Service	Branch or service, rank	Inquiry or discussion about type of discharge.
Work Schedule	Inquire into willingness to work required schedule	Inquiry about willingness to work any particular religious holiday, or inquiry about caring for children during scheduled work time.

How to handle illegal questions

Terminating the interview

Example: “It’s interesting that your company uses such questions as a basis for hiring. I expect to file a complaint with the Equal Employment Opportunity Commission because you discriminate on an illegal basis.”

Giving a direct refusal

Example: “I’m sorry. This is not a question that I am willing to answer.”

Give a direct refusal with reason.

Example: “I’m sorry. This is not a question that I am willing to answer because this information is personal.”

Asking how information relates to job qualifications

Example: “I am not sure how this question pertains to my qualifications for this job. I’d be happy to answer it if I can understand how it pertains to my qualifications.”

Telling that information is personal

Example: “This information is personal. I don’t mix my personal life with my professional life. I’d be happy to talk about my job qualifications.”

Acknowledging concern / asking for information

Example: “I’m not sure what you want to know by asking this question. Could you tell me what it is you are interested in knowing?”

Answering perceives concern

Example: “I take it that your question about my plans for child care is a concern about the likelihood that I may be absent from work when my children are ill. I want to assure you that I see myself as a professional person and will behave in a professionally responsible manner when they are ill.”

Answering the question and the perceived concern

Example: “I am married. If you are concerned about how my marital status might affect my staying with the school system, I can assure you that I am a professional and intend to continue working regardless of the events in my personal life.”

How to handle those difficult questions

1. Tell me a little about yourself.

These topics will be the main ingredients of your opening statement. Be sure to make it short – about 250-305 words – and sweet and full of specifics. It should take you no more than a minute or two to cover the following information:

- Brief introduction.
- Your key accomplishments.
- The key strengths demonstrated by these accomplishments.
- The importance of these strengths and accomplishments to your prospective employer.
- Where and how you see yourself developing in the position for which you are applying (tempered with the right amount of modesty).

2. What are your weaknesses?

Remember that you do not have to answer interviewers' questions, only respond to them. The following process approach can be helpful:

- Choose a trait about your character or personality, which is obviously true.
- Extend that trait until it becomes a fault.
- Put it back in the distant past.
- Show how you have overcome it.
- Confirm that it is no longer a problem.
- Stay silent.

Example: "Well Mr. Jones, you have told us all about your strengths. Do you have any weaknesses?"

"Well, I'm sort of a person who likes to get things done and I push myself quite hard. The trouble was, in my first management position, I would push all my subordinates in the same way. Fortunately, I learned early on that not everyone gives of their best when kept under close supervision, and it was a good lesson to learn."

Only ever admit to one weakness. Let them specifically ask for another. Interviewers do not ask candidates for a litany of their sins and omissions. If you do get asked for another, confess to "working too hard" or "being over committed" or "over excited."

3. Have you any questions for us?

Never answer with a "no". How can you make one of the most important decisions of your life without knowing more about the company or position.

- "Can you give me a formal, written description of the position? I'm interested in reviewing in detail the major activities involved and what results are expected."
- Does this job usually lead to other positions at the company? Which ones?
- Please tell me a little bit about the people with whom I'll be working most closely."
- What do you like best about this company? Why?
- Will the company be entering any new initiatives during the next few years?

Questions Commonly Asked to Candidates in Student Affairs Interviews

General

- Tell me about yourself, and why you are interested in this position? [Tip: Highlight your personal connection/commitment to the field]
- How would you describe your shortcomings?
- What do you see as the advantages and disadvantages of working at a large university? Small college?
- What do you know about our institution? What do you like/dislike?
- Why do you want to work for this university/college? [Tip: Know interesting features, size, focus, geographic location, programs, etc]
- Describe the major quality required to be successful in this position.
- Can you give me the best example of your leadership ability?
- What do you feel are your greatest strengths? Some of your weaknesses? (If you are asked to describe your greatest weakness, don't stop with identifying your flaw, but rather include the steps you are taking to overcome it.)
- How do you see customer service fitting in with our role in the university?
- What are some of the major issues you see for Student Affairs in the future?
- What are some qualities or experiences that set you apart from the other candidates?
- What had been your biggest growing experience? What did you learn from it?
- What do you feel you can contribute to our organization?
- Why should we hire you?
- What have you done in the past year to improve yourself?
- What two or three accomplishments have given you the most satisfaction? Why?
- What factors in your life have helped and hindered you the most?
- What is the hardest thing you have ever done?
- What major problem have you encountered and how did you deal with it?
- What is the greatest failure you have experienced in your life?
- How has your college experience prepared you for this career?
- What led you to choose your major field of study?
- What have you learned from your extracurricular activities?
- What aspects of your last job did you like the best? The least?
- In your last job, was there anything you would rather have done more of?
- In what kind of work environment are you most comfortable?
- What factors are most important to you in a job?
- What criteria are you using to evaluate the employer for whom you hope to work?

- What do you know about our organization?
- What do you think the organization could do to assist you in functioning effectively?
- Is there anything else that you would like to tell me about yourself?
- What makes you particularly qualified for this position?
- How does this salary range fit with your expectations?
- As you view this position, what are some the ways you would measure accountability?
- If you were hired, what would some of you first steps be?
- What kinds of research ideas do you have for this kind of settings?
- What are some qualities or experiences that set you apart form the other applicants?
- Why are you interested in this particular institution? What interested you about this position?
- Does relocation bother you? How will you adjust throughout the transition?
- Describe something you have done that was creative
- How do you go about solving problems?
- What is your greatest accomplishment? And why?
- How do you deal with pressure?
- What do you do in your spare time? What are your hobbies?
- How do you feel about working at a religious affiliated institution? How do your personal beliefs fit with the beliefs of the institution?
- How do you feel about working evenings and weekends?
- How did you become interested in student affairs (or specific area)?
- What do you perceive are the current trends in student affairs (or specific area)?
- What is one of the worst decisions you have ever made? One of the best?
- How do you feel about living here or working at this kind of institution?
- Can you explain your employment history? (If you have moved around a bit)
- What would your current supervisor say about you?
- What do you need from your peers in the department and what can you offer?
- What is the most important thing we do in the residence halls?
- Describe one of the most difficult situations you have dealt with and what you learned from it.
- What sort of relationship do you believe should exist between a Residence Hall Director/Complex Director and the support staff in the building?
- In previous jobs what are some responsibilities you have enjoyed? Disliked?
- Do you have a mentor? If so, what is the most valuable thing you learned from him/her?
- How would others describe you?

Supervision/Advising

- Do you have any experience in supervising? [Tip: If not, use examples of leading a group]

- As a new staff member, what techniques would you use to begin developing good relationships with your staff?
- How would you describe the difference between supervising and advising?
- What do you see as the role of staff in supporting the academic mission of the university?
- In what ways would you challenge the graduate assistants under your supervision?
- What expectations do you have of your supervisor?
- How would the people you currently supervise describe your style? Describe your skills as they apply to supervising a grad. Describe the expectations you would communicate to all staff.
- As a Residence Hall Director/Complex Director, you would be working with (#) staff members with diverse lifestyles and interests. How would you work toward developing a sense of cohesiveness among your staff? How would you go about making yourself part of your staff team?
- Describe the ideal relationship between a supervisor and supervisee.
- How would you describe your supervisory style?
- How would you describe your advising style?

Administration

- Describe your organizational/administrative style and methods you use to deal with multiple tasks, ability to handle deadlines, and working under pressure.
- Tell me about a time when follow-up made a difference in your job?
- What experiences have you had speaking in front of groups or managing events and how would you evaluate yourself?
- How do you manage your time?
- Tell me about your computer skills or other technical expertise.
- Do you have any experience writing grants? Proposals?
- What kind of experience do you have working with budgets? Contracts? Negotiations? Public/media relations? Program planning?

Programming

- What function do programs in the residence halls perform?
- How do you motivate RAs to program?
- Describe your programming experience/skills.
- Advisement of hall government is an important responsibility of the position. Please describe your views of hall government in terms of its role in residence halls as well as your style/experience advising student groups. Please share strategies on how to involve students and keep their interest.

- What kinds of programs/activities would you like to see initiated in your hall? Are you familiar with the concepts of Community Development?
- What kind of educational presentations have you done? Why did you present those particular topics?
- Talk about the program, which you are most proud of.
- Talk about a program which was not successful and what did you learn from that?

Judicial

- Tell me about your experience dealing with student conduct.
- What is your philosophy or approach to judicial cases? Educational sanctioning?
- What ideas or strategies do you have for dealing with vandalism?
- What is your philosophy of discipline? Describe your experience handling crises and emergency situations.
- What has been your role in the judicial system on your campus?

Community Development

- Describe the components of a well-developed community.
- Why is community important?
- What do you consider to be the relationship between programming and community development?
- How would you describe the value of developing a strong community to a RA?
- What techniques would you advise a RA to use to develop a sense of community on their floor?

Student (Interactions/Issues/Concerns/Development)

- What do you see as the issues facing our population of students? What theories (student development) would you use to work with them?
- How do you balance being a student advocate and an institution representative?
- How do you feel about confidentiality issues? How familiar are you with laws rules, and regulations regarding confidentiality (FERPA, etc)?
- What is the best way to approach alcohol problems on campus?
- How do you work with a student that has a personal problem and is asking for your help?
- Situational questions- Example: You are interviewing at a catholic institution and a female student approaches you because she is pregnant and considering an abortion. How do you advise her?
- What would the students you work with say about you?
- What does building a community mean to you?

- What does success in student development work mean to you?
- Talk about a time when you helped a student work through a problem or counseled them.
- What is your student development philosophy?
- What type of student do you find the most difficult to work with?

Graduate Program

- What was the emphasis of your graduate studies? How will that be useful to this position?
- If you could do so, how would you plan your academic study differently? Why?
- How do you feel about your graduate education?
- How has your graduate work or previous experiences prepared you for this position?

Diversity

- What skills can you offer in the way of diversity?
- What are some of the challenges you would have in working with our population (inner city, rural, low-income, first-generation, private schools, etc)
- In this position, what ways can you promote the understanding of diversity?
- What experiences have you had working with diverse populations (e.g., disabled, minorities, and non-traditional aged students)? [Tip: give specific examples or training you have completed]
- Please describe any programming you have been involved with in relation to human issue awareness/anti-oppressive attitudes (dealing with gay/lesbian students, handicapped students, people of color, for example).
- What are some specific suggestions you have for better addressing the needs of minority students in recruitment and retention?

Mission/Career

- What are two accomplishments that have given you the most satisfaction in working with students?
- In what specific areas are you looking to grow in through this position?
- What made you interested in this position?
- How important is it for you to get ahead in Student Affairs?
- Where do you see yourself going in the future and how does this position aid you in the goal?
- Why did you choose Residence Life?
- What are your short/long term career goals?
- What specific goals have you established for yourself for the next ten years?
- Do you have plans for continued study/an advanced degree?

- How do you see your future in this organization?
- Are you willing to relocate? Do you have a geographical preference? Why?
- How many years would you see yourself in this position?
- What do you plan to be doing professionally 5 years from now? 19 years?
- What kind of professional associations are you involved in and what do you get out of them?

Residence Life positions

- How do you feel about a live-in position?
- How will you achieve balance and keep yourself from getting burned out?
- What are you looking for outside of your residence hall responsibilities?
- How do you think a positive residence hall experience contributes to a student's overall education?
- What are some of the ways you would try to meet the needs of the returning students? What about the needs of first-year students?
- In your present position, what types of programming are most beneficial to the residents?
- What do you perceive as advantages for of living in a residence hall?
- How would you describe your approach to discipline?
- Can you describe a successful program which you have planned in your residence hall?
- How does this position fit into your future plans?
- What differences do you anticipate there being between our residence halls – and those at which you have worked before?
- Identify several under-represented groups of students who live in the residence halls. What ways can the residence life staff promote a supportive environment?
- How do you go about building a staff team?
- What are some of the first things that you would do when arriving to campus?

Questions to ask Employers

- What do you like best about your job or working in the department?
- What is the most challenging aspect of your job or your department?
- How is duty coverage handled on your campus?
- What are some new initiatives in your department?
- Are there opportunities to gain experience outside of the department?
- What professional development activities are encouraged both verbally and financially?
- How connected is the university with the community and what type of involvement opportunities exists for young professionals?
- Who would you consider your peer group?

- What types of openings are you anticipating such as freshman/upperclassmen, honors, FYE, Living learning environments, etc.
- Is there a strong hall Government/Council system on your campus?
- (ResLife) What type of programming model do you use?
- What is your timeline for filling Full time positions?
- How would you describe the relationship between Student Services/Affairs and Academic Affairs?
- Are there opportunities for advancement in your department? (review university flow chart)
- What are the strengths of this department? Possible concerns for the future?
- Do you have information on housing cost of living, and the community?
- What are some of the career advancements for someone entering in this position?
- What are some career advancement possibilities for someone entering this position?
- What kind of orientation and training is available to new employees?
- Is there tuition reimbursement for employees interested in taking coursework? Is this encouraged?
- What are the specific duties for this position (If not made previously clear)? Where do you see the major emphasis?
- How is the department organized? What are some of the other offices with which I would work?
- Who would I be reporting to and what kind of communications channels are there?
- Are there long range plans for the offices?
- What is the general relationship between Academic Affairs and Student Affairs? Can you give some program examples?
- What has been your most frustrating experiences in your job? Most enjoyable?
- What would you expect from staff members working under you? With you?
- What is the biggest selling point of your program? What are your latest trends or areas of concentration? What are the major weaknesses of your program?
- What is your department philosophy? How is this translated into expectations of the employees? What about your personal experience?
- What opportunities are available for summer employment?
- Tell me about your student conduct system. What are the common violations and how are they handled?
- What has been your past occupancy rates for fall and spring semesters?
- What departmental committee structure exists?
- What are the opportunities for professional development?
- What type of benefit packages does your institution provide (tuition, insurance, meals, etc.)?

Section 6: **Analyzing the Job**

Ethical Considerations to Guide Your Job Search

- ✓ Interview only if you are sincerely interested in the position. Do not use interviews as “practice”.
- ✓ Be certain to provide accurate information to potential employers. Falsification of information is a serious breach of ethics and is grounds for termination of employment if discovered after you are hired.
- ✓ Respond promptly to invitations for on-site or second interviews. Accept them only if you are sincerely interested in the position. Never interview just to get a free trip to the job location.
- ✓ Carefully discuss offers with employers to verify terms and reach mutually acceptable response deadlines. Notification should be made in writing and in a timely manner.
- ✓ If you must request additional time to consider an employer’s offer, do so with as much advance notice as possible. Keep in mind that employers often face internal deadlines over which they may have little control. If an extension is granted, be certain to promptly confirm the arrangements in writing in order to avoid problems later.
- ✓ Your acceptance of an employment offer should be made in good faith and honored as a contractual agreement with the employer. The single most serious ethical breach is renegeing on an employment acceptance.
- ✓ Do not continue to interview after accepting an offer and be certain to notify other employers with offers pending.

What to Know About the Position

Questions that Student Affairs Professionals Don't Ask or Forget To Ask

The following information is designed to help you through a transition into a new Higher Ed. Position. It is a brainstormed list of things we wish we knew before (or as) we accepted different positions during our professional careers.

Before/During a Campus Visit – Contact the Chamber of Commerce to get information about the area; Look online to get information about the city and businesses. During an interview on campus, stop by one of the local hotels to see what tourist/entertainment type attractions are available in the area.

Budget (Office/Operating) – Advances/Petty Cash/Reimbursement/Corporate Credit Card? Approvals? Time lag? How much? For what type of items; supplies, programs, food, staff, gifts, etc.?

Campus Concerns – Especially for Student Development/Affairs positions. Enrollment? College/Town relationship? Crime? Harassment? Alcohol? Drugs?

Discipline System – Especially for Student Development/Affairs positions. Student code of conduct. Rights vs. Responsibility. Decisions on sanctions made at which levels. Confidentiality. Parent notification. Access to records.

Evaluation/Feedback – Formal/Informal? Impact on pay raises? Frequency? By Whom?

Health Insurance – When does it start and what is covered? Pre-existing conditions clauses? Types of plans offered? Vision and dental coverage? What costs to you? Costs to cover significant others and/or dependents?

History – Access to files, annual reports or other past records? Is the predecessor around to assist/impepe?

Hours – Office hours? Flex time? Comp time for evening and weekend hours? Vacation length /restricted dates? Status during holidays, academic breaks and summers? 10 mo. Contract vs. 12 mo?

Housing Accommodations – Size? Costs? Distance from office? Laundry? Kitchen? Bath? Storage? AC/Heat Control? Modern/working appliances? Pets?
On-Campus/Live-In: Distance from students? Private access to building/apt? Overnight guest policy? Domestic Partnerships. Benefits/considerations for significant other/spouse/children. Apt. furnishing—Style? Replaceable? Can add/remove/store? Response time for repairs?
Off-Campus: Visit area at different times of the day and night, if possible (safety, noise, lighting)?

Mission Statement – Does one exist? If so, does it match departmental behavior? Does it match your personal or professional values?

Office Dress – What is the dress code for the office, official and unofficial? You may need to budget this now.

Office Services – Typing? Copying? Mailing? Fax? Computers? (Access/Training)

Duty Structure – Is duty done by areas, halls, or campus? How often are you on duty? Are you tied to a building, phone, or apartment while on duty? What are typical type duty calls?

Office Workspace – Size? Location? Shared? Reception Area? Meeting Areas? Supplies—What is provided? How long to get supplies? Type and condition of furniture.

Organization of System – How old? Recent changes? New staff? New staffing? Increasing/Decreasing flexibility? Decision making at which levels? What is the theoretical basis (if any) for programs, actions, and decisions?

Orientation/Training – Procedures? History? “Traditions”?

Parking/Transportation – Parking—cost? Who pays? Location in relation to office/housing (if live-in)? Secure during day and evening? Lighting, access, protection from weather? Public transportation-quality, accessibility? Is a car a necessity? Proximity of airport, train station, and bus station?

Professional Development – professional memberships? Subscriptions? Conference support-time travel, meals, fees, etc.? Different if recruiting or presenting?

Relationship With Other Offices – Especially those with which you will be working.

Relocation Reimbursement – Does employer provide it and how much? You never know if they will, unless you ask.

Retirement Plans – Is it offered? What percentage of earnings goes into retirement? What type of plan?

Secretarial Support – Full-time? Part-time? Student? Professional? Shared?

Social Outlets – Opportunities for? Cost? Weekend/Night life for professional staff/spouse/family? Does staff currently socialize outside of office. Degree of socializing with paraprofessionals.

Student Mental Health Concerns – Especially for Student Development/Affairs positions. Bulimia? Anorexia? Depression? Substance Abuse? Suicide, etc. To what degree does this problem exist? What means exist to address problems to educate staff and students?

Supervisor – Style, support, expectations, personality, commitment to your professional growth. Degree of involvement with day-to-day operations. What are the best things/worst things?

14 Vital Questions to Ask Before You Accept a Job Offer

Here are important questions to ask at your next job interview – Not just to let them know you're smart, but to protect yourself with the right information before you can commit to a job change. If the interviewer or other staffers aren't forthcoming, you can sleuth around at industry luncheons, at trade shows, in the pages of the company's annual report and in trade journals. According to Robin Ryan, a Seattle-based career counselor and author of *60 Seconds & You're Hired!* (Impact Publications), here's what you need to find out:

1. **What are the company's strengths and weaknesses compared to its competition?** (You may think you know, but inside the company there might be another view altogether.)
2. **How important does upper management consider the functions of this department?** (You need to know if the department is low on the totem pole for budget expenditures and growth. Listen for clues that indicate frequent interaction with top management.)
3. **Are there any weaknesses in the department that you are working on improving?** (Do people fight? Is there a lack of funding or resources? Try to determine the environment of the job.)
4. **What is the organization's plan for the next five years, and how does this department fit in?** (What you're really asking is, "How big will the job be in the future, and how promising are my chances of getting promoted?")
5. **Will the company be expanding or bringing out any new products or services I should be aware of?** (If so, there will be a lot of new jobs and reshuffling – big promotion opportunities.)
6. **Could you explain your organizational structure to me?** (What is the reporting structure in this department? What are acceptable channels of communication? Ask for an organizational chart to avoid stepping on toes later.)
7. **How will my leadership responsibilities and performance be measured? By whom?** (You're saying, "I intend to succeed here and I'm eager to be evaluated.")
8. **What are the day-to-day responsibilities in this job?** (You don't want any surprises. Will there be unpleasant duties? How much autonomy will you have?)
9. **Could you describe your management style and the type of employee who works well with you?** (What you really want to know is "Can I work with my prospective boss?")
10. **What are some of the skills and abilities you see as necessary for someone to succeed in this job?** (You're trying to find out what qualities and talents your boss values versus what the job description requires.)
11. **What is the company's policy on providing seminars, workshops and training so employees can keep up their skills or acquire new skills?** (This says, "I'm an adaptive worker who likes to learn.")
12. **What is the operating budget of this department?** (Gives you an idea of how big or small the department is and tells the employer, "I understand budgets.")
13. **Are there any restraints or cutbacks planned that would decrease that budget?** (Opens up the discussion of how the department will be affected. Shows your foresight as a manager.)
14. **What particular computer equipment and software do you use here?** (If the company is not upgrading its systems, that could be a sign of poor financial health. You also want to ascertain whether you need to take a crash course in a new software program.)

A Candidate's Perspective on Career/Job Placement

1. Have you identified your own personal/professional philosophy well enough to be able to tell whether your philosophy will be congruent with your potential?
2. What is the amount of institutional support (philosophically and financially) given to the potential role and the other services with which you will work (supervisors, colleagues, physical environment)?
3. What is the overall financial condition of the institution?
4. What are the economic conditions of the region as compared to the proposed salary level? (Food, housing, transportation)
5. Are salary and benefits equitable in comparison to others in the same institution or other comparable positions in the field?
6. What kind of funds or staff is available for research, writing, consulting, and professional organization participation?
7. What priority is placed on professional contributions beyond the local setting? Is this as an integral part of your role or an overload?
8. Is a balanced life possible in the work setting or is "workaholicism" expected and reinforced?
9. Are stimulating colleagues available who will be willing to create and try new approaches and innovation?
10. Will these job open doors in the future? How does this job relate to current educational trends and trends in the profession?
11. How was your predecessor perceived?
12. What does the current level or organizational morale or climate indicate? What patterns of leadership, motivation, goal orientation, communications, decision making and control are evident?
13. Is there access to further professional development opportunities such as schools or special programs?
14. What are the students like? What is the balance of socio-economic background, educational skills, developmental issues, typical behavioral patterns or problems?
15. Will the physical environment help or block your progress in your job?
16. What are the employees like who will report to you? (Number, level, secretarial and professional)? What are their attitudes and how could you work with them?
17. Are teaching opportunities available?
18. Are mentoring opportunities available?
19. What are the match or mismatch or regional values and perspectives with your own? (Cultural programs, religious)
20. What kinds of regional recreational and travel opportunities are available?
21. Does the potential community support family related concerns? (Job and professional development opportunities for spouse, programs supportive of child rearing)
22. Is the potential employer sincerely eager to have you on their staff?

Job Information Sheet

Use to track every position you are applying for!

Position Title: _____ **Salary:** _____
Institution: _____ **Starting Date:** _____
Location: _____

Position Listing: _____ **Deadline:** _____
Contact Person: _____ **Application Materials**
Needed:

Live In: _____ **Live On:** _____ **Live Out:** _____

Contact Method - Phone: _____ **Letter:** _____ **Email:** _____

Response _____ **OPE Interview With:** _____

_____ **Interview on Campus**
 _____ **Phone Interview**

Feelings About Position/School

_____ **Love It!**
 _____ **Like It**
 _____ **Not Bad**
 _____ **Not a Chance**

Comments:

Section 6: **Resources**

Websites and Internet Resources for your Job Search

Academic Employment Network.....	http://www.academploy.com/
Academic Position Network	http://www.apnjobs.com
AAR/EEO Affirmative Action Registrar.....	http://www.aar-eeo.com
ACPA Ongoing Placement.....	http://www.acpa.nche.edu/placement/placement.cfm
ACPA Graduate Program Guide.....	http://www.acpa.nche.edu/c12/directory.htm
The Black Collegian	http://black-collegian.com/jobs.html
Chicano/Latino Electronic Network (CLNET).....	http://latino.sscnet.ucla.edu/
Coalition for Christian Colleges & Universities Administrative Job Openings.....	http://www.cccu.org/jobs/
Career Path	http://www.careerpath.com/
Campus Review.....	http://www.camrev.com.au/
Career Web.....	http://www.cweb.com
Carney, Sandoe & Association.....	http://www.csa-teach.com/
Center for International Higher Education	http://www.bc.edu/bc_org/avp/soe/cihe/Center.html
Chronicle of Higher Education.....	http://www.chronicle.merit.edu/ads/links.html
CURRENTS Jobs Classifieds from Council for Advancement & Support of Education (CASE)	http://www.case.org
Education Job Openings.....	http://www.nationjob.com/education
Helpwanted.com	http://www.helpwanted.com
Hispanic Online	http://www.hispaniconline.com/
Jobtrack	http://www.jobtrack.com
Residence Hall Director job information	http://www.residencehalldirector.com/
Salary Calculator	www.homefair.com/homefair/calc/salcalc.html
Student Affairs information.....	http://www.studentaffairs.com/

Student Affairs Professional Organizations **and Placement Centers**

American College Personnel Association (ACPA)

Placement at Conferencewww.acpa.nche.edu

National Association of Student Personnel Administrators (NASPA)

Placement at Conferencewww.naspa.org

Association of College and University Housing Officers – International (ACUHO-I)

Placement at Conferencewww.acuho.ohio-state.edu/

National Orientation Association (NODA)www.nodaweb.org

National Association of Campus Activities (NACA)...www.naca.org

Oshkosh Placement Exchange (OPE)

Housing Placement Conferencewww.mio.uwosh.edu/ope/

Appendix A
Candidate and Employer
Example Blurbs

Sample Candidate Blurbs

Example Entry Level Search Blurb

John Doe
401 Botsford
Muncie, IN 47306

Experience: Currently second year Assistant Residence Hall Director. Responsibilities include supervising 8 RA's, conducting discipline hearings, tracking hall finances, supervising information desk, coordinating hall programming efforts, and assisting students with personal and academic concerns. One year in Honors Hall.

Additional Experience: RHA advisor, Conduct Board Advisor, Practicum in Housing facilities, RA class Instructor, Freshman Academic Learning Team Member, ACUHO-I internship participant, NACURH National Finance Director.

Interested in a Residence Hall Director Position. Location Flexible. Available July 2008

Example Graduate School Search Blurb

Jane Doe
PO BOX 6165
Macomb, IL 61455

BB Information Management
May 2008
OPE Box #

Experience: Currently third year RA on First Year Experience Floor. Responsibilities include supervision of one Peer Advisor and 30 students, performing weekly educational and social programming, preparing administrative reports, handling crisis and counseling situations.

Current and Past Involvement: Finance Director for NRHH National Office, Blue Key National Honor Fraternity President, Instructor RPTA 490-Leadership Inc., Residence Life Intern, Student Orientation Team, SGA Senator, Student Judicial Board.

Interested in a Residence Life Graduate Assistantship. Location Flexible. Available July 2008.

Sample Position Blurbs

Example Entry Level Position Blurb

Residence Hall Director
Midwest State University
PUBLIC
OPE BOX XXXX

Dr. John Doe
Director of Housing/Res Life.
1234 N Street
Anywhere, WI, 23112
(111) 222-3333

Responsibilities: Live-in position responsible for overall management of two residence halls housing about 400 students; supervision, selection and training of 6-8 resident assistants, 1 graduate student and desk staff; program development; student government advisement; discipline; personal counseling; coordination of administrative and facilities operations. Emphasis on creating and maintaining environments for student development based on a wellness philosophy; small school atmosphere at large institution. Exceptional opportunities for professional development and involvement in leadership of departmental planning committees. **Requirements:** Master's degree in Student Personnel, Counseling, related degree and residence hall experience require. **Remuneration:** \$26,000/year, apartment and board while school is in session. Excellent benefits package including tuition waiver. AA/EOE/ADA

Example Graduate Level Position Blurb

Assistant Residence Hall Director
Midwest State University
PUBLIC
OPE BOX XXXX

Dr. Jane Doe
Director of Housing/Res Life.
1234 N Street
Anywhere, WI, 23112
(111) 222-3333

Responsibilities: Live-in position responsible for assisting Residence Hall director in overall management of two residence halls housing about 400 students. **Responsibilities include:** supervision; selection and training of staff; program development; student advisement; discipline; personal counseling; and other responsibilities as assigned. **Requirements:** Position requires 2.75 GPA, acceptance into a graduate program at Midwest State University. **Remuneration:** \$620/month stipend, apartment plus meals, graduate tuition, excluding fees. AA/EOE/ADA

Appendix B
Sample Cover Letters

Sample Cover Letters

Your present address
City, State, Zip Code
Date

Person's Name
Title
Employer Name
Street Address
City, State, Zip Code

Dear (Mr., Ms., Dr., etc.):

I am writing in regard to the (position) at the (University), as advertised in the Oshkosh Placement Exchange employer listings. I feel this position closely matches my interests and abilities, and would like to pre-arrange an interview with you at OPE. Enclosed you will find my resume for your review.

As my resume indicates, I am currently a hall director at the University of Nebraska at Kearney, and completing a Master's degree in School Counseling with a specialization in Student Affairs. You will note that I have consistently sought opportunities for professional development. Through my experiences and responsibilities at three institutes of higher education, I have been afforded the program presentation, conduct adjudication, crisis management, and administration.

In conjunction with my Residence Life experience, I have been involved in various capacities within the Student Affairs division, including academic advising and enrollment management. Along with my professional experiences, I possess a positive attitude, tremendous enthusiasm, and a sincere dedication to students and the Student Affairs profession.

The enclosed resume highlights my experiences and accomplishments. I look forward to meeting with you to discuss my professional commitment and qualifications. You may reach me at (XXX) XXX-XXXX (office or (AAA) AAA-AAAA (home). My conference box number is #####. Thank you for your time and consideration.

Sincerely,

Name

Enclosure

Sample Cover Letter

Sandra Student
1990 Study Lane
College, IL 00000

Dr. Ima Employer
Box 20, State University
University, IL 11111

Dear Dr. Employer:

I am excited to apply for the Assistant Director for Organizations at State University because I envision that I could serve your students effectively through the various duties of this position, as outlined in your advertisement. I believe that many of my skills derived from past experiences and training would be compatible with your needs.

Currently I am employed as a graduate assistant in the Student Organizations and Activities Center at College University. Our primary functions are consulting with organization members and officers regarding organization development and activity planning, promoting student leadership and campus involvement, coordinating and advising fraternities and sororities, and registering student organizations and activities.

I am serving as a liaison advisor to the Student Union Board which is responsible for total programming within the union. I was an advisor to the All-University Student Leadership Conference and was responsible for assisting logistics and program committees.

Prior to my appointment to SOAC, I was employed in the Dean of Students Office. My responsibilities included providing administrative support for the dean and assisting with the supervision and training of student employees at the Campus Information Center. I assisted with the editing and revising of the student handbook and promotional and informational publications. I have also had complete editing responsibilities for many research reports so I believe I would be competent to prepare and edit publications for your office.

Organizational skills are one of my strongest assets, and I believe that I would be able to efficiently supervise the outdoor equipment rental operation and handle the coordination of budgets for student organizations and the rental center. I have taken several accounting courses, as well as having had several types of positions which require some budget responsibilities.

Thank you for your consideration of my application. I will be attending the NASPA conference in New Orleans as a placement candidate and will contact you at that time concerning a possible interview.

Sincerely,

Sandra Student

James Dean

P.O. Box 1111
Macomb, IL 61455
H: (309) 298-3333
jdean@wiu.edu

February 1, 1997

Cindy Spencer
Area Coordinator
111 Washington Hall
Muncie, IN 55555

Dear Ms. Spencer,

After reading the listings of the jobs available in the Oshkosh Placement Exchange booklet I notices that there was an opening for the position of Assistant Residence Hall Director at Ball State University. I am very interested in this position and would like to set up a possible interview with the staff of Ball State University at the Oshkosh Placement Exchange.

I will be receiving my Bachelors of Business with an emphasis in Information Management in May from Western Illinois University. I am currently a third year, First Year Experience Resident Assistant. I advise 30 first year students and supervise on peer advisor. Much of my residence life experience has been focused on first year students. I also have experience and an interest in student leadership. From reviewing the materials that I have received from Ball State University, I have determined that your program is on that I am very interested in, to continue my educational goals.

I have enclosed my resume and a list of references for your review. Please feel free to contact me prior to the Placement Exchange if you would like to schedule an interview. I may be reached at (309) 298-3333. I look forward to the opportunity to meet the staff of Ball State University.

Sincerely,

James Dean

Appendix C
Example Graduate Search Resume

Betty A. Lunasbalunas@wku.edu

567-054-0820

OPE Mailbox 2145

Current Address
2154 Alford Allen Parkway #2154
Decatur, KY 21452

Permanent Address
2145 Leaf Drive
Harboville, IL 26514

Education:*Carthage College - Kenosha, WI*

- Bachelor of Arts – Anticipated May 2010
- Majors: Communication and Music

Relevant Experience:*Assistant Hall Director**Carthage College**Fall 2009 - Present*

- Executes emergency response for 1,600 residents in conjunction with professional staff
- Assists in supervising 10 resident assistants
- Conducts bi-weekly programming meetings with resident assistants
- Plans and implements professional development training
- Establishes a comfortable community environment by enforcing school policies, supporting resident assistants, and developing positive relationships with residents
- Provides programs for a diverse group of residents building hall community, educating residents on college student health, and developing general life skills

*Resident Assistant**Carthage College**Fall 2007-Spring 2009*

- Administered nine programs per semester aiming to build floor community, connect residents with the campus community, and address community needs
- Overcame the challenges of a predominantly upper-class suite environment
- Experienced an underclassmen floor in an all female residence hall
- Contributed to resident and community well being through mentoring and mediating
- Performed duty responsibilities on a rotating basis such as making building rounds, enforcing school policies, and responding to crisis situations

Leadership Experience:*Student Government Vice-President**Carthage College**Fall 2009-Present*

- Supervises the Speaker's Fund which allocates \$25,000 over two semesters
- Oversees four senate committees in collaboration with Student Government E-board
- Assists the president in setting the agenda
- Improves the relationship between Student Government, students, and administration
- Presents to Board of trustees the progress of Student Government

*Wind Orchestra Band President**Carthage College**Fall 2009-Present*

- Encourages unity and commitment among 45 band members
- Coordinates annual performance tour
- Distributes performance music to band members
- Recruits potential students through auditions and mailings

Current Address:
5425 Lanecour 254 HGJ
Lovecamp, HE 54216

E-mail: klcarmer@iu.edu
Phone-cell: (251) 555-9856
Phone-home: (214) 365-4587

KASEY L. CRAMER

Permanent Address:
2654 Bluewood
Shane, MO 56899

EDUCATION

Emporia State University Emporia, KS 66801
Major: Secondary Social Studies Education
GPA: 3.57

August 2006 - Present

PROFESSIONAL EXPERIENCE

ACUHO-I Internship *Eastern Illinois University* Charleston, IL
Supervision

May 2009 - July 2009

- Shared supervision of six Conference Assistants in assigned residence hall with Resident Director and Conference Leader
- Maintained high level of contact with staff and guests through established office hours, desk operations, and building rounds

Administration

- Shared responsibility with conference leaders for the administration of specific residence hall including emergency procedures, key control, coordinating office operations, and providing reports pertaining to individual camps and conferences.
- Completed mid-term evaluations of the Conference Assistances
- Created and maintained publicity for the residence hall main lobbies

Facilities

- Assisted in the opening and closing of the residence hall and periodic check-in/check-out procedures between camp stays
- Completed damage checks with camp heads during checkout and documented repairs
- Responsible for the safety and security of assigned residence hall on weekday and weekend on-call duty nights

Education

- Served on the Academic Initiatives and Retention Committee
- Created an educationally-focused newsletter for the committee to use in the following academic year
- Created publicity for 2009-2010 scheduled programs and templates for bulletin board displays
- Served on the Panther Success Initiative committee to develop programming initiatives and documentation to plan hall programs

Programming Assistant *Emporia State University* Emporia, KS
Supervision

August 2008 - May 2009

- Supervised 20 Resident Assistants through the programming aspect of the R.A. position
- Recorded and organized programs that were developed in the complex, meeting with Resident Assistants monthly
- Communicated with Resident Assistants of deadlines and requirements through an individual monthly calendar
- Met with the Student Success Coordinator regularly to discuss programming initiatives

Administration

- Co-chairperson of the 2009 Kansas Association of Resident Assistants (KARA) Conference
- Created a grading system for the Resident Assistants to be able to keep track of what he/she has accomplished monthly
- Held judicial meetings to hold Resident Assistants accountable if he/she was unable to meet all of the programming requirements
- Responsible for the budgeting of the programming collateral, Complex Government, and historian collateral

Facilities

- Responsible for the safety and security of all the residence halls on campus on duty nights
- Assisted in the opening and closing of the residence halls through checking residents' rooms and complex halls

Education

- Advised the Complex Government in planning complex-wide and volunteer activities. Responsible for advertising activities through posters and door advertisements.
- Advised and supplied the historian collateral in taking photographs and compiling the photographs into a memory album and slideshow.
- Advised and organized the resident assistant programming collateral in creating biannual complex-wide events. Created advertising for complex-wide events

Resident Assistant *Emporia State University* Emporia, KS

August 2007 - May 2008

Supervision

- Assisted 34 freshmen women with their first year transition
- Communicated upcoming events on campus to the residents through posters, door decorations, and individual monthly calendars.
- Created monthly task lists for residents to keep them informed of complex meetings, events, and floor requirements

Administration

- Developed and presented education and community building programs
- Collaborated with other Resident Assistants in creating programs to ensure that students had the opportunity to meet residents of other complexes

Facilities

- Responsible for the safety and security of the residence hall on duty nights

Education

- Organized tutoring groups for residents prior to Biology exams
- Provided counseling and crisis management for students as needed, referring students to appropriate resources within the University community
- Apart of the historian collateral which was responsible for taking photographs and placing them in a memory album and slideshow.

VOLUNTEER SERVICE

Adopt-a-Family

December 2008 & 2009

- Collected money and gifts with Emporia State residents for three families. Wrapped and delivered the presents to the families.

Community Hornets

August 2008 - Present

- Volunteer to help with various tasks throughout the Emporia community assigned by the Union Activities Council

RECOGNITION & AWARDS

Scholarship

- Sigma Alpha Pi: National Society of Leadership and Success Member January 2007 - Present
- Emporia State University Academic Scholarship (6)
- Emporia State Residential Life Academic Scholarship (2)
- Certificate of Recognition for Spring 2007 GPA: 4.0

Awards

- Best Academic Program *Emporia State University Residential Life*
- Star Staff Member *Emporia State Residential Life, Towers Complex*
- 1st Place: Towers Complex Halloween Competition Fall 2006

REFERENCES

Beth Cuser, Hall Director
Eastern Illinois University

bcuser@eiu.edu

Bobbert Bacon, Director of Residential Life
University Island

bbacon@ui.edu

Leslie Salle, Professor
Lewis & Clark Community College

lsalle@lc.edu

Rob Masters

rmasters@gmail.com
(565)895-6662

Current Address
555 Boster Hall
Muaha, Illinois 44521

Permanent Address
5487 Thomas Dr
Kansas, Illinois 56894

Education

Kansas State University

Bachelor of Science in Business administration – Finance

In Progress

Residential Life Experience

Resident Assistant – Marlatt Hall

August 2007 - Present

Kansas State University, Housing and Dining

- Organized and facilitated floor and hall programs for a floor of approximately 85 residents under themes of diversity, substance abuse, community building, stress relief, academic success, healthy decisions and personal growth.
- Performed administrative tasks such as maintenance work orders, incident reports, programming reports, and weekly staff meetings.
- Participated in Staff on Duty rotation and enforced hall and university policies for a community of 600.
- Assisted with the implementation of Hall Governing Board.
- Worked for three different supervisors in three years as Marlatt Hall transitioned from an all-male hall to an international, coed hall.

Kansas Association of Resident Assistants (K.A.R.A. Conference)

October 2008 - February 2009

- Served on the dining and decorations sub-committee and served as point person for our sub-committee.
- Provided guidance on planning meals for the committee as well as managing the cost of each item to stay under our budget.
- Responsible for planning conference and dining table decorations as well as setting them up.

Resident Life Coordinator search committee

Spring 2009 - Present

Assistant Resident Life Coordinator search committee

Spring 2009 - Present

Resident/Multicultural Assistant search committee

Spring 2008 - Present

Leadership Opportunities

Student Finance Association (SFA)

September 2007 - Present

- Awarded one of twelve spots for a club of approximately 100 to attend an educational business trip to New York City in 2008.
- Attended bi-weekly to monthly meetings .
- Responsible for voting and providing input on direction of the club and guest speakers to invite.

Business Council**January 2008 - Present**

- Business Council is an active segment of the university's Student Government Association.
- Voting member on the council which oversees all clubs in the College of Business.
- Helped plan an ice cream social for potential incoming freshman to the College of Business.
- Aided in planning Business Council's role in the university's spring open house.

Other Work Experience**Landscape Maintenance Technician – Cool Enterprises****May 2009 - August 2009**

- Maintained multiple properties and completed miscellaneous landscaping projects in order to maintain or increase property value for sales or increase rent.
- Operated as an individual to spread out and do maintenance on smaller properties in order to continue upkeep and keep renters appeased.

Construction Labor Technician – Turnkey, Inc.**June 2008 - August 2008**

- Functioned productively daily as a member of a construction labor team.
- Completed independent tasks in a timely manner in order to compile my task with the overall team's tasks.
- Worked on large group oriented tasks impossible for one worker to complete.

Intern – Sherwin-Williams Paint Company**May 2007 - August 2007**

- Performed customer service answering questions and helping retail customers and discounted contractors.
- Conducted paint and paint accessory sales, mixed paint, delivered paint, cleaned the store, restocked shelves, answered customer questions, and continued intern training throughout the summer.
- Completed a special intern project which entailed putting together a binder to use as a tool in paint sales for specific, reputable contractors who did business with our store.
- Traveled to a district conference to present my project to fellow interns as well as corporate and district management and executives.

Landscape Maintenance Technician – Treescapes, Inc.**May 2006 - August 2006**

- Worked on anywhere from a three to fifteen man crews to install new landscape, warranty faulty products, and maintain current properties.
- Trusted to perform jobs independently when they did not require multiple hands.

Appendix D
Example Entry Level Search Resume

Gracie Lou Clinton

6582 G. Street Apt. D
Charleston, IL 61920

Education:

Eastern Illinois University

- Master of Science: College Student Affairs
- Anticipated Date of Graduation: May 2011
- Thesis Topic: Assessing Transfer Student Needs at Eastern Illinois University

Clarion University of Pennsylvania

2009

- Bachelor in Science: Mass Media Arts, Journalism, and Communication Studies

Employment:

Program Coordinator for New Student Programs, Eastern Illinois University

2009- present

- Plan and coordinate freshman and transfer Debut programs.
- Supervise staff of ten Debut Leaders and one Debut specialist.
- Assist with academic advising of approximately 3,000 new students.
- Plan and implement transitional Prowl activities for new students.
- Supervise staff of ten Senior Prowl Leaders and approximately 50 Prowl Leaders.
- Plan interviews and selection of Debut Leaders, Senior Prowl Leaders, and Prowl Leaders.

Office of Minority Affairs Internship, Eastern Illinois University

Present

- Advised ten minority students who were not perceptive to Minority Affairs programming.
- Served on the Native American Heritage Month committee where I assisted with the planning of cultural activities throughout the month of November.
- Updated a CD to give to all incoming minority students.
- Assisted with the planning of the Black Student Reunion.

Conference Services Internship, Eastern Illinois University

Summer 2010

- Supervised four undergraduate conference assistants.
- Served on-call responsibility for two residence halls housing summer camp attendees.
- Coordinated check-in and check-outs for various summer conferences.
- Worked with Camp Directors with billing, linen, and hospitality issues.

Transitions Office Internship, Clarion University of Pennsylvania

Spring 2009

- Assist with training 12 orientation leaders for new student orientation.
- Coordinated university resource fair for orientation sessions.
- Assisted with planning and implementation of Explorations program.
- Created a journalistic overview of Clarion University's Transitions program.

Student Coordinator for Leadership Development, Clarion University of Pennsylvania

2008-2009

- Planned and coordinated a six session developmental program for student leaders.
- Recruited campus speakers to present to students.
- Assisted with the creation of Leadership in Popular Culture Series.

Assistant Coordinator of the Emerging Scholars Program, Clarion University of Pennsylvania

Summer 2008

- Advised 30 socioeconomically challenged high school students during the program.
- Served as a liaison between graduate assistant and six peer mentors.
- Provided a safe living environment for students in the two-week program.

Summer Camp Staff, Clarion University of Pennsylvania

Summer 2007-2008

- Responsible for the safety of kindergarten through 12th grade attendees.
- Responsible for following proper check in and check out procedures for campers.

Orientation Leader, Clarion University of Pennsylvania

2006-2008

- Transitioned incoming students and their parents into the university.
- Facilitated diversity and explorations sessions.

University Conduct Board, Clarion University of Pennsylvania

2005-2009

- Assisted with the adjudication process of students in university disciplinary hearings.

<i>Residence Life Office, Clarion University of Pennsylvania</i>	2005-2006
<ul style="list-style-type: none"> Assisted with student housing assignments. Acted as a resource for students and parents with housing questions. 	
<i>Resident Assistant, Clarion University of Pennsylvania</i>	2005-2008
<ul style="list-style-type: none"> Provided a safe and cohesive living environment for approximately 37 students. Enforced university policies and organized residence hall programs. Participated in resident assistant and graduate hall manager interview and selection process. Created curriculum for the Graduate Hall Manager of the Year award. 	

Campus Involvement and Community Service:

Advisor, Sigma Alpha Epsilon	2009-present
Advisor, Panther Ambassador Club	2009-2010
Gemmell Activities Chair, University Activity Board	2008-2009
Chair, Clarion University Student Senate	
Member, University Foundation Advisory Board	2007-2009
Member, President's Student Advisory Board	2007-2008
Advisor, Nair Hall Council	2007
President, InterHall Council	2007-2008
Participant, Relay for Life	2006-2009
Participant, Clarion University Dance Marathon	2006-2007
President, National Residence Hall Honorary	2006-2007

Professional Development:

Committee Co-chair, National Orientation Directors Association Region IV	2010-2011
<ul style="list-style-type: none"> Undergraduate Case Study Competition 	

Professional Presentations:

National Residence Hall Honorary Leadership Conference (Personality Conflicts)	2010
National Orientation Directors Association, Region IV and V (Transferrable Skills)	2010
Student Leader Empowerment Program (Ethics and Values; Conflict Management)	2007-2008
Resident Assistant Staff Training (Programming, Involvement, Staff Development)	2006-2008
National Association of College and University Residence Halls (Different Personalities)	2007
PASSHE Resident Assistant Conference (Time Management)	2005

Professional Conferences

National Association of Student Personnel Administrators, Chicago, IL	2010
National Orientation Directors Association, Region IV and V Conference, Kansas City, KS	2010
National Orientation Directors Association, Anaheim, CA	2009
Board of Student Government Presidents Leadership Conference, California University of Pennsylvania	2009
Board of Student Government Presidents Leadership Conference, Shippensburg University	2007
National Association of College and University Residence Halls Conference, UC Berkley	2006
PASSHE Resident Assistant Conference, Lock Haven University	2005
Central Atlantic Affiliate of College and University Residence Halls Conference, Penn State University	2005

Awards and Honors:

NODA Graduate Student Case Study Winner: Best Communication	2009
Clarion University Homecoming Queen	2008
Student Senate Outstanding Chair	2007-2009
CAACURH Regional Student of the Year	2006-2007
Mary Walter Resident Assistant of the Year	2006-2007
Residence Life: Best Overall Program	2007
Residence Life: Best Overall Program	2006
NACURH: Top 30 Program Award	2006

John Smith

Current Address:

159 Smith Hall
1345 Town St.
Charleston, IL 61920
(555)-555-5555

Permanent Address:

123 Fake St.
Madeup, WI 47564
(555)-555-5555

Email: jsmith@fake.edu

- Objective** To obtain a position that allows me to gain experience in the college working environment.
- Education** **Eastern Illinois University**, Charleston, Illinois
Master of Science in College Student Affairs (M.S. in CSA), Graduation Date: May 2011
Concentration Area: College Student Development
- Ballaster College**, Alwanton, Nebraska
Bachelor of Arts in Business Administration (B.A. in B.A.), May 2009
Concentration Area: Finance and Management
GPA: 3.9, Major GPA: 4.0
- Experience** **Associate Resident Director**, Eastern Illinois University, July 2009-Present
- **Supervision**—Provide direct and indirect supervision to 4 Resident Assistants and Administrative Assistant regarding operational aspects of their performance/duties.
 - **Counseling**—Counsel supervisees and students both individually and in groups on personal, professional, behavioral, and academic matters.
 - **Facility Management**—Maintain adequate and up-to-date records of building condition and oversee proper additions and work orders to improve living environment.
 - **Policy Development**—Aide in development, implementation, and evaluation of both Fall and Spring training for student and professional staff members.
 - **Crisis Management**—Serve as a liaison to emergency personnel for residence area of 600 students. Serve as 24 hour on call emergency staff for residence area of 600 students advising Resident Assistants in responding to substance abuse, mental health issues, medical emergencies and other community disturbances.
 - **Administrative Management**—Administer and carry out all necessary paperwork following the guidelines of the department.
 - **Collaboration**—Collaborate with Director of University Housing and Dining, Associate Director of Housing, Assistant Director of Housing and Residence Hall Directors on major decisive issues regarding Student Life policy.
- Assistant Residence Hall Director**, Ballaster College, August 2008-May 2009
- **Supervision**—Provide direct and indirect supervision to 8 Resident Assistants and Administrative Assistant regarding operational aspects of their performance/duties.
 - **Counseling**—Counsel supervisees and students both individually and in groups on personal, professional, behavioral, and academic matters. Serve as First-Year Training mentor by facilitating two week training session for new hires.
 - **Facility Management**—Administer and develop a comprehensive damage assessment guide for residence hall rooms, common areas, and building premises.

- **Policy Development**—Aide in development, implementation, and evaluation of opening & closing procedures for all residential areas. Aide in the administration of the residential room assignment lottery process for fall, spring, and summer sessions.
- **Crisis Management**—Serve as a liaison to emergency personnel for residence area of 1400 students. Serve as 24 hour on call emergency staff for residence area of 1400 students advising Resident Assistants in responding to substance abuse, mental health issues, medical emergencies and other community disturbances.
- **Administrative Management**—Administer and carry out all necessary paperwork for proper room check in/out and manage a budget of \$38,000 for hall programs and Resident Assistant pay.
- **Collaboration**—Collaborate with Vice President of Student Life, Director of Campus Life, Student Housing Coordinator and Residence Hall Directors on major decisive issues regarding Student Life policy.

Student Activities Board President, Ballaster College, August 2007-May 2009

- Provide direct and indirect supervision to 10 board members while acting as an Administrative Supervisor regarding operational aspects of their performance/duties.
- Plan, implement, and evaluate various activities for the entire student body and community including magicians, comedians, concerts, coffee houses, game shows, tournaments, and a variety of others.
- Manage student activities budget of \$60,000 and responsible for all major campus events held for the student body and community.
- Evaluate, edit, manage, and discuss all contractual agreements with outside agencies and/or parties regarding contracted events.

Residence Life Summer Assistant, Ballaster College, May 2008-September 2008

- Worked closely with Housing Coordinator to pair and house all incoming students for the academic year.
- Provided direct and indirect supervision to 30 residents living in summer housing.
- Served as office secretary handling all parent issues for incoming freshman housing process including complaints and concerns.
- Interviewed and discussed all possible candidates for open Residence Hall Director positions.
- Managed all administrative paperwork and documents for Student Life Office.

Involvement Student Affairs Prep Program, July 2009-Present
 Training and Development Committee, July 2009-Present
 Ballaster College Hall Director Selection Committee, August 2007-May 2009
 Ballaster College Student Co-Curricular Committee, August 2008-May 2009

Presentations “Questions & Answers” Fall RA Training 2008 Ballaster College
 “Policies and Procedures” Fall RA Training 2008 Ballaster College
 “Time Management” Fall RA Training 2008 Ballaster College

Service Student Enrichment, Student Plus Program, Fall 2006-May 2009
 Ballaster College Masonic Home, Visitation Process, Fall 2005-May 2009
 After School Tutor, Mentor Plus Program, Fall 2006-Fall 2007
 Festival of Trees, Port Horten Gathering, Winter 2006
 Habitat for Humanity, New York, Fall 2005

John Smith

References

Mickey Mouse

Area Director (direct supervisor)
Eastern Illinois University
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mickeymouse@fake.edu

Minnie Mouse

Director of Campus Life (previous supervisor)
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Tom Cruise

Geraton Hall Director (previous supervisor)
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Mariah Carey

Newton Hall Director (previous supervisor)
Ballaster College
123 Fake St.
Madeup, WI 47564
(555)-555-5555
mariahcarey@fake.edu

Jennifer Aniston

Housing Coordinator (previous co-worker)
Ballaster College
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J A M E S A . M A R S D E N

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EDUCATION

Master of Science, May 2011

Eastern Illinois University, Charleston, Illinois

Major: College Student Affairs

Thesis: A Queer Network: The Effects of LGBT Student

Organizations on Self-Acceptance

Bachelor of Arts, May 2009 Cum Laude

Eastern Illinois University, Charleston, Illinois

Major: Communication Studies

Focus: Rhetoric and Public Advocacy

Minor: Music

RESIDENCE LIFE & STUDENT AFFAIRS EXPERIENCE

Housing and Dining, Eastern Illinois University

Associate Resident Director, Weller Hall

July 2009-Present

- Responsible for the overall daily operations of a 150 bed co-ed residence hall facility
- Serve as emergency and crisis management contact for a duty coverage area of 670 students
- Supervise, hire, train, and evaluate 4 Resident Assistants and 1 Senior Staff Assistant
- Oversee successful implantation of Panther Success Initiative
- Adjudicate student conduct cases using educational sanctions when appropriate
- Advise a hall council with executive board of 5-7 members and 2 hall council budgets
- Facilitate all hall programming and academic initiatives, collaborating with faculty when possible

Office of Residence Life, Salem State University

ACUHO-I Intern, Atlantic Hall

May 2010-July 2010

- Supervised 3 Summer Resident Assistants and co-supervised 6 Summer Conference Assistants
- Evaluated, researched, and developed community standards programs for department
- Provided crisis management for campus-wide duty coverage
- Assisted in revision and updating of various guides and forms for department
- Presented topics focusing on leadership development to student leaders in Residence Hall Association

LGBTQA Resource Advisory Committee, Eastern Illinois University

Intern & Committee Member

Jan. 2010-Present

- Developed LGBTQA Virtual WebCenter – www.eiu.edu/~lgbtqa
- Collaborated and researched LGBTQA resources from institutions across the country
- Designed informational pamphlets and poster boards outlining resources
- Aided in the development of Safe Zone training curriculum
- Facilitate Safe Zone training for students, faculty, and staff members throughout campus

Illinois Residence Hall Association 2011 Annual Conference, Eastern Illinois University

Primary Advisor

Nov. 2009-Present

- Mentored student leaders on bid team throughout bidding process for annual conference
- Support host team through efforts developing both annual and semi-annual conference
- Provide host team with teambuilding and group development activities during team meetings
- Act as resource for host team during planning and implementation process

Conference Services, Eastern Illinois University**Guest Services Assistant***Aug. 2007-July 2009*

- Supervised and evaluate 25 undergraduate and graduate Conference Staff members
- Provided high degree of client satisfaction through preconference preparation and on-campus support
- Assisted in training of staff including topics of customer service, teamwork, leadership, hall operations, crisis management, severe weather actions, and personal development
- Collaborated planning with numerous campus departments such as Campus Recreation, International Affairs, New Student Programs, Facilities, Campus Scheduling, University Police Department, and Health Service

OTHER STUDENT AFFAIRS AND WORK EXPERIENCE

Leadership Development Coordination Committee, University Housing and Dining*Aug 2010-Present***College Student Personnel Association**, President*Jan. 2010- Present***GLACUHO Committee Member**, Inclusion and Equity*Jan. 2010- Present***Staff Search and Leadership Development Committee**, Eastern Illinois University*Aug. 2009-May 2010***Head Manager**, Taylor Dining, Panther Dining Services*Jan. 2008-May 2008***Shift Manager**, NPC International Pizza Hut; Newton, Effingham, and Mattoon, Illinois*May 2006-May 2007*

PRESENTATIONS

Gender Role Conflicts; Gender, Sex, and Student Affairs, GLACUHO 2010*Nov. 2010***A Queer Network; LGBT Student Organizations Effect on Self-Acceptance**, GLACUHO 2010*Nov. 2010***The Closet Game**, Eastern Illinois University Panthers in Action for Social Topics*Oct. 2010***Hall Council 101**, Eastern Illinois University Resident Assistant Training*Aug. 2010***True Colors of Leadership; Leadership Styles**, NRHH Leadership Conference*Sept. 2010***Communication and Conflict in Leadership**, Salem State University RHA Training*July 2010*

ARTICLES & PUBLICATIONS

Master's Thesis, A Queer Network; The Effect of LGBT Student Organization on Self-Acceptance*Oct. 2010***From Soup to Nuts: A Truly Rewarding Internship Experience**, ACPA *The Eighth Vector**Oct. 2010***Conflicting Gender Roles**, GLACUHO *Trends**June 2010*

PROFESSIONAL DEVELOPMENT

GLACUHO Annual Conference, Collinsville, Illinois*Nov. 2010***NASPA Annual Conference**, Chicago, Illinois*March 2010***NEXUS NEACUHO**, New York City, New York*June 2010***GLACUHO Annual Conference**, Fort Wayne, Indiana*Nov. 2009***Association for Student Conduct Administration Drive-In Conference**, Bloomington, Illinois*Oct. 2009*

AWARDS AND HONORS

Advisor of the Year, Eastern Illinois University*Spring 2010***2nd Place Creativity**, Studentaffairs.com Virtual Case Study Competition*Spring 2010***Finalist**, GLACUHO 2009 Case Study Competition*Fall 2009*

UNDERGRADUATE INVOLVEMENT AND HONORS

President, Residence Hall Association*April 2008-April 2009***Member**, National Residence Hall Honorary*March 2008-Present***Teaching Assistant**, Communication Studies Department*Fall 2008 & 2009***Top Senior Award**, Communication Department*May 2009***Illinois Ambassadors of Music**, European Concert Tour*Summer 2008 & 2006***NACURH Delegation Member**, Oklahoma State University*May 2008***Career in Housing and Student Affairs Scholarship***April 2008***Louis V. Hencken Housing Service Scholarship***April 2008*

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*REFERENCES***Edward Cullen** (Current Supervisor)

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Elizabeth Swan (Internship Supervisor)

Associate Director
Residence Life
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Davey Jones, (Past Advisor)

Assistant Director
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Lilly Potter, (Internship Supervisor)

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Dr. Jack Sparrow, (Thesis Advisor)

Professor
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Appendix E

Example Mid-Level Resumes

Lexie Hart

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PERMANENT:
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 541-524-024
 Lexiehart@yahoo.com

EDUCATION: **Master of Science in Education, College Student Affairs, December 2010**
 Eastern Illinois University, Charleston, IL 61920
 Thesis: My BAC is Higher than my GPA

Bachelor of Science in Agricultural Systems Management, March 2007
 California Polytechnic State University, San Luis Obispo, CA 93401

EXPERIENCE: **Alcohol Standards Specialist, Office of Student Standards, April 2009 to present**
Eastern Illinois University, Charleston, IL 61920

- Adjudicate alleged off-campus violations of the Student Conduct Code.
- Local Enforcing Underage Drinking Laws (EUDL) Coordinator
- Facilitate Party Partners class for off-campus violations
- Manage judicial cases through completion of sanction and warnings.

Graduate Intern, Office of Student Standards, August 2008 to present
Eastern Illinois University, Charleston, IL 61920

- Design and implement a community service restitution program for sanctions.
- Process Code of Conduct violations on- and off-campus that are committed by students.
- Manage judicial cases through completion of sanctions and warnings.
- Serve as advisor to Board and Administrative hearings.
- Familiar with Maxient and Banner software for case management.

Alcohol and Tobacco Education Coordinator, May 2007 to present
Eastern Illinois University, Charleston, IL 61920

- BASICS provider on campus regarding alcohol and tobacco.
- Trained Facilitator for American Lung Association's Freedom from Smoking
- Oversee AlcoholEdu Implementation for all first-year and transfer students.
- Present to the EIU community about research and other prevention methods.
- Work closely with the Greek Heath Educator to offer programming to our Greek community
- Coordinate and plan all Tobacco programming for the EIU community, including Kick Butts Day and Great American Smokeout.

Audiovisual Technician, ASI, October 2004 to May 2006

Cal Poly State University, San Luis Obispo, CA 93405

- Executed event set-up for all Associated Students Incorporated facilities.
- Remained on-call for all events.

Lead Student Assistant, ITS-Service Desk, September 2002 to May 2006

Cal Poly State University, San Luis Obispo, CA 93405

- Supervised the Cal Poly switchboard operators.
- Managed and maintained faculty and staff cellular bills.
- Assisted ITS staff with administrative and clerical duties.

Executive Board, Week of Welcome, October 2003 to September 2004

Cal Poly State University, San Luis Obispo, CA 93405

- Planned and implemented a week-long orientation program for new students.
- Trained and prepared TEAM for Spring Training of over 500 student leaders.
- Coordinated the training of 500 student leaders for the orientation week.
- Collaborated with school and community officials in planning the orientation week.
- Specific responsibilities included reserving venues and coordinating the schedule for the entire week as well as oversees Event Staff members.

TEAM member, Week of Welcome, January 2002/03 to September 2002/03

Cal Poly State University, San Luis Obispo, CA 93405

- Assisted the executive board in planning a week-long orientation program for new students.
- Organized and implemented a ten-week long training program to prepare 500 student leaders for orientation week.
- Served on Diversity committee and planned Multicultural presentations and dialogue for new students as well as many events throughout the week.
- Created and retained working relationships with school and community officials in planning the orientation week.

PROFESSIONAL: Alumnae Advisor, Delta Delta Delta, August 2006 to present
DEVELOPMENT Eastern Illinois University, Charleston, IL 61920

- Created and implemented a new member welcome program where new and current members have the opportunity to meet and ask questions in a home-like setting.
- Advise the chapter officers' of policies and practices of the fraternity.
- Assist chapter members with budget training and responsible fiscal management.
- Serve as advisor to the Standards Committee for judicial and chapter misconduct.

Facilitator, Emerging Greek Leader Retreat, October 2007
Millikin University

- Lead a group of 15 students through a series of leadership training activities.
- Facilitate small group and large group discussions with other volunteers
- Presented to the group regarding living their ritual and understanding the true meaning of their letters and organizations.

Intern, Undergraduate Interfraternal Institute, July 2006

- Work with Institute Coordinators in organizing facilitator training, check-in of new students, and other institute operations.
- Present on impact of what I learned from being at the institute.

SPECIAL SKILLS: Proficient in Microsoft Office (Word, Excel, Powerpoint, Outlook), Adobe Creative Suite (Illustrator, Photoshop, InDesign), Banner, and Maxient.

PRESENTATIONS: **But this happened off-campus: Dealing with Off-campus issues.** National EUDL Leadership Conference, Anaheim, CA, August 18-20, 2010

But this happened off-campus: Dealing with off-campus issues. IHEC Statewide Conference, Springfield, IL, February 2010

Kicking Ash on Kick Butts Day. BACCHUS GA, Columbus, OH, November 13-16, 2008

Free Food: Engaging Our Students. MMOGSISP, Indianapolis, IN, November 2-4, 2008

Marketing to Millenials. 7th National Tobacco Symposium on Young Adults, Sacramento, CA, March 2-4, 2008

12th Man: How to find and foster these relationships. 7th National Tobacco Symposium on Young Adults, Sacramento, CA, March 2-4, 2008

From a Slap on the Wrist to a Pat on the Back: Creating Motivated Members. MMOGSISP, Indianapolis, IN, November 2-4, 2007

Smoking or Not? The New Law. EHS/WC Fall Consortium, Charleston, IL, October 31, 2007

BENHAMIN D. BAKER

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EDUCATION

Doctor of Philosophy: August 2011 (*anticipated*), Arizona State University, Braxton, Arizona

Major: Higher Education Leadership

Dissertation: *A Comparative Study of First-Generation and Non-First-Generation Students and Their Experiences in the Residence Halls*

Master of Arts: May 2004, Big State University, Pleasantville, Ohio

Major: Student Affairs Administration in Higher Education

Thesis: *The Effectiveness of the Multicultural Advisor Program at Big State University*

Bachelor of General Studies: May 2002, Big State University, Pleasantville, Ohio

Minors: Math and Education

RESIDENCE HALL EXPERIENCE

Area Director Eastern Alaska University, Boncove AK June 2007-Present

- Supervise, train, and recruit 1 post-master full time Complex Director, 2 master-level full-time Resident Directors, and 5 grad Associate Resident Directors
- Indirectly supervise 5 full time Sectaries, 1 full time professional Resident Directors, 4 graduate Associate Resident Directors and 50 Resident Assistants
- Oversee the Night Assistant Program, which employees 50 undergraduate students and has a budget of \$135,000
- Create overall direction and vision for residential area of over 2,200 students
- Serve as an administrative hearing officer for judicial cases
- Advise the National Residence Hall Honorary
- Serve as primary emergency contact person for residential area of 2,200 students
- Assist in the creation of professional development and training opportunities for all residential life staff
- Monitor and audit 8 residence hall checkbooks
- Serve as the Associate Conference Coordinator for summer operations
- Advise the following departmental committees: Leadership Development, Student Staff Training, and Social Justice, Diversity and Community Engagement
- Oversee Resident Director Search Committee
- Serve on the University Foundations Advisory Committee

Residence Director Syracuse University, Syracuse NY June 2004-May 2007

- Supervised a full time professional Assistant Residence Director
- Supervised, trained, supported, and evaluated 16 resident advisors and 1 desk manager
- Provided crisis management coverage for approximately 2,000 students
- Co-Chaired Departmental Leadership Committee, which is a group of students and staff who provide advising support and leadership training
- Served on the coordinating team to the following learning communities: Educational Living and Learning; Social Justice, History and Law; Honors Community
- Oversaw student programming and operational budgets of \$7,600
- Created and implement programming initiatives utilizing departmental philosophies including the Community Action Plan, a programming model based on Personal Development, Academic Development, Community Development, Multicultural Development, and Alcohol/Drugs
- Served as the Closing Banquet Advisor for NACURH 2005 National Conference
- Co-advised a hall council which is responsible for hall wide educational and social programming
- Served on the following departmental and university committees: Leadership, Orientation Planning & Diversity

Assistant Residence Hall Director Big State University, Pleasantville IN July 2002-May 2004

- Responsible for the overall management of a co-ed residence hall of 119-300 residents
- Supervised, recruited, trained, supported, and evaluated 3-8 resident assistants
- Served on an on-call rotation for 5-8 residence halls of 1,000-1,200 students
- Supervised, recruited, trained supported, and evaluated 4 Multicultural Advisors and 10 desk staff
- Advised hall council, executive board, opening committee, and InterNation Committee
- Adjudicated disciplinary meetings and issued appropriated educational sanctions
- Served on the following departmental and university committees: Multicultural, Freshmen Connections, Student Staff Orientation, Selection, Oshkosh Placement Exchange Team, & Alcohol Education

ACUHO-I Internship St. John's University, Jamaica, NY May 2002-July 2002

- Co-supervised four resident assistants in the areas of discipline and community building
- Created training sessions (i.e. Diversity & Personal Awareness, Role Modeling, Spirituality, & Value Defining)for professional staff to use with resident assistants
- Assisted with the advising of the Residence Hall Association
- Revised the Residence Life Handbook, Resident Assistant, and Director Manuals
- Created hall governments for six residence halls
- Served on University committees: Director and Resident Assistant Training, and Welcome Back

Hall Assistant Big State University, Pleasantville IN July 2001-May 2002

- Assisted with the daily operations of a residence hall of approximately 350 upperclassman students
- Oversaw the operations of two hall desks along with a desk staff of 20 student workers and managed a budget of \$8,000
- Supervised 8 resident assistants in the areas of programming and community building
- Advised and developed hall council leaders by implementing learning objectives and reflective questioning

ACUHO-I Internship Denison University, Granville OH May 2001-July 2001

- Supervised a student staff of six in the daily operations of conference services
- Assisted with pre-conference arrangements
- Fulfilled on-duty responsibilities for all summer conferences
- Acted as liaison with other campus personnel, such as security, dining service, and physical plant
- Developed and implemented a welcome packet for camp directors
- Assisted with invoicing and billing of summer conferences

TEACHING EXPERIENCE

EIU 1111: Instructor Eastern Illinois University Fall 2008, 2009, & 2010

- Co-facilitate a 2 credit transition course to first semester students
- Plan and implement syllabus for semester course
- Initiate grading and evaluation of course

PAF 121: Instructor Syracuse University January 2005-May 2007

- Co-facilitate a 1 credit course in leadership development and the Social Change Model of Leadership Development
- Plan and implement syllabus for semester course and leadership retreat
- Co-facilitate discussions, assignments, and experiential activities in the areas of leadership, service, diversity, ethics, and goal setting
- Initiate grading and evaluation of course

Decision-Making Class Instructor Syracuse University January 2005-May 2007

- Collaborated with the Office of Judicial Affairs in developing a course meeting educational sanctions
- Taught a class for students exploring decision making

EDHI Instructor Big State University Spring 2003 & 2004

- Co-taught a preparation course for future Resident Assistants and Multicultural Advisors
- Facilitated class discussions about the role of student leaders

PROFESSIONAL INVOLVEMENT

GLACUHO 2010 Conference Co-Host	November 2008-Present
GLACUHO Professional Development Institute Committee	February 2008-Present
GLACUHO Professional Development Committee	October 2007-Present
ACUHO-I Academic Initiatives Committee	May 2007-May 2008
NEACUHO New Professional Development Committee	October 2004-May 2007
NEACUHO New Professional Recruitment Task Force Chair	July 2006- May 2007
ACUHO-I Living-Learning Programs and Residential College Conference Planning Team	October 2005-2006
NEACUHO New Professional Conference Chair	August 2005-October 2005
GLACUHO Social Justice Education Committee	November 2003-May 2004
GLACUHO Awards and Recognition Committee	November 2002-November 2003

PUBLICATIONS AND RESEARCH

- Rosch, D. M. & Lawrie, J. D. (in press). Recent alumni perceptions of hall government leadership learning. *The Journal of College and University Student Housing*.
- Jones, J. K. & Lawrie, J. D. (2010). Institutional pedagogies: Exploring two learning community programs. In T. Peckskamp, & C. McLaughlin, *Building community: Stories and strategies for future learning community faculty and professionals* (Ed.) (pp. 99-108). Syracuse, NY: Syracuse Press.
- Lawrie, J. D., & Wessel, R. D. (2006). Multicultural advisor program: Role, effectiveness, and improvements. *The Journal of College and University Student Housing*, 34, 43-49.
- Research Project: Examination of Resident Advisors' Perceptions of their Roles and Responsibilities Through Use of Q-Methodology

AWARDS

Award for Excellence	May 2007
ORL Value Award for Team Member of the Year	May 2006
Senior Vice President's Award – Students First	May 2006
Professional Staff Award for Distinguished Service – Syracuse University	May 2006
Best in the Northeast Presentation –NEACUHO 2005 Annual Conference	June 2005
Senior Vice President's Award – Students First	May 2005
GLACUHO Outstanding Graduate Student Ohio	November 2003

PRESENTATIONS

<i>Diversity Institute</i> , Ohio University Southeast	February 2010
<i>Recent Alumni Perceptions of Residence Hall Leadership Learning</i> , GLACUHO Conference	November 2008
<i>Accelerating Student Learning Through a Different Approach</i> , GLACUHO Drive-In	October 2007
<i>Students and Assessment: Engaging Students in a Variety of Roles</i> , ACPA/NASPA Annual	April 2007
<i>Building Inclusive Communities</i> , Massachusetts College of Liberal Arts Staff Training	April 2007
<i>Building Inclusive Communities</i> , St. John Fishers Staff Training	August 2006
<i>Forgotten and Misplaced Students</i> , ACUHO-I Conference	June 2006
<i>Holistic Student Staff Training</i> , NEACUHO Conference	June 2006
<i>Diversity Training Assessment</i> , NEACUHO Conference	June 2006
<i>Ideal versus Reality: Examining RA's Perceptions</i> , ACPA Annual	March 2006
<i>Using Assessment to Impact Practice</i> , ACPA Annual	March 2006
<i>Focus Group Facilitation</i> , ACPA Annual	March 2006
<i>Bias in the 21st Century</i> , Fordham University Staff Training	August 2005

Beginning Dialogue on Campus, NEACUHO Conference
2005
Basics of the Millennial Students, GLACUHO Conference

Barker 78
June

November 2003

REFERENCE

Jim Dean
Assistant Director of Housing
Eastern Alaska University
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600 Lincoln Avenue
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Robert D. Conrad, Ph.D.
Associate Professor of Higher Education
Director of the Graduate Program in Student Affairs Administration in Higher Education
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Regis William Turner

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Home Address:

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2151 9th Street
Charleston, IL 61920
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registurnder@gmail.com

Education:

Master of Science (College Student Personnel) – May 14, 2005
3.76/4.00 GPA, Western Illinois University, Macomb, IL

Bachelor of Science (Psychology) – May 10, 2003
Graduated Magna Cum Laude, 3.81/4.00 GPA, Western Illinois University, Macomb, IL

Residential Life Experiences:

Complex Director (July 2008 – Present)

Thomas and Andrews Halls, Eastern Illinois University

- ♦ Train, supervise, and evaluate one full-time Resident Director, one Associate Resident Director, eight Resident Assistants, one Hall Secretary, a Senior Staff Assistant, and indirectly supervise one Associate Resident Director, eight Resident Assistants, and one Hall Secretary
- ♦ Coordinate and assess the operations of Thomas Hall (a 446 capacity, all male residence hall) and supervise the operations of Andrews Hall (a 478 capacity, all female residence hall)
- ♦ Advise Thomas Hall Council and the Thomas Hall Council Executive Board
- ♦ Oversee the planning of developmental activities and programs by residential life staff in the areas of academics, community, and personal development
- ♦ Ensure students are following university and departmental policies and adjudicate students who may have violated policy
- ♦ Assist in the recruitment, selection, training, and development of residential life staff members
- ♦ Chair the departmental Training and Development Committee which plans, facilitates, and evaluates fall and spring training, staff developments, and end of semester/year activities for professional and student staff
- ♦ Provide crisis intervention, serve as the primary emergency contact person for the Thomas and Andrews complex, and refer students to on-campus resources when assistance is appropriate
- ♦ Create and manage the professional staff on-call duty schedule for the Thomas and Andrews complex and the resident assistant duty schedule for Thomas Hall
- ♦ Facilitate an awareness and sensitivity in celebration of cultural diversity
- ♦ Coordinate Housing Days for Associate Resident Director candidates
- ♦ Assist with the Summer Conference Program operation
- ♦ Contribute to the residential life strategic planning process

Hall Director (July 2005 – June 2008)

Clark Hall, Ferris State University

- ♦ Coordinated and assessed the operations of Clark Hall, a 200 resident, co-educational, suite style residence hall with three living learning communities
- ♦ Recruited, selected and trained 140 students for student staff positions available across campus
- ♦ Trained, supervised and evaluated six Resident Advisors, eleven Peer Mentors, and a Desk Service Manager in the areas of community development, customer service, programming and completion of administrative responsibilities
- ♦ Planned, implemented, assessed, and tracked student progress in the First Year Experience (FYE) and Sophomore Leadership Experience and Development (SLED) living learning programs
- ♦ Collaborated with the admissions department on the Student Ambassador living learning community
- ♦ Provided weekday duty coverage and participated in a campus-wide weekend duty coverage rotation with response to situations involving confrontation, crisis management, counseling and facilities issues
- ♦ Adjudicated students who may have violated policy with educational sanctions
- ♦ Planned and facilitated student staff member meetings to provide developmental activities, disseminate information and coordinate programs or events for Clark Hall residents
- ♦ Facilitated Peer Mentor Council meetings and advised Peer Mentors in completing assigned tasks
- ♦ Advised Clark Hall Council and the Clark Hall Council Executive Board
- ♦ Created and maintained a hall budget of approximately \$3,500
- ♦ Coordinated room and hall changes and provided weekly headcounts for departmental reporting
- ♦ Created and facilitated In-Service sessions for the ongoing development of student staff members
- ♦ Chaired a Departmental Committee and participated on other Hall Director led committees and student organizations
- ♦ Managed the summer camp operations of a 450 resident building including check in and checkout, room assignments for campers, camp staff, and student staff, supervised a 24 hour information and security desk, and responded to crisis and facilities concerns
- ♦ Interviewed and evaluated Hall Director candidates at the OPE and ACPA placement exchanges and helped determine who will be offered on-campus interviews
- ♦ Served as an evaluator and host to Hall Director candidates interviewing on campus

Assistant Complex Director (August 2003 – May 2005)

Thompson Hall, Western Illinois University

- ♦ Assisted with the operations of a 950 resident, co-educational, primarily first-year student, residence hall with two Senior Resident Assistants and twenty-eight Resident Assistants
- ♦ Trained, supervised, and evaluated a Senior Resident Assistant and nine Resident Assistants in the areas of community development, needs assessment programming, and administration
- ♦ Facilitated bi-weekly supervision group meetings to disseminate information to the staff
- ♦ Participated in a duty coverage rotation: supervised 6 on-call Resident Assistants and responded to situations involving crisis management, counseling and referrals, facilities issues, and completed official documentation and follow-up
- ♦ Scheduled Resident Assistant duty coverage and maintained records for duty changes and information logs

- ♦ Adjudicated students with educational sanctions, up to probation, for policy violations
- ♦ Created and maintained a hall budget of approximately \$12,000
- ♦ Oversaw residence hall facilities, tracked vandalism and fines, and developed a hall enhancement proposal
- ♦ Developed and implemented diversity programming for 30 resident assistants
- ♦ Co-advised Hall Government and the Hall Government Executive Board
- ♦ Served on a University Housing and Dining Services committee each year and instructed classes for Resident Assistants

ACUHO-I Intern/Summer Hall Director (June 2004 – August 2004)

Fisher Hall, University of Notre Dame

- ♦ Trained and supervised a staff of four summer Resident Assistants in a residence hall of 150 students
- ♦ Assisted with summer projects such as room assignments, apartment inventories and planning for RA training
- ♦ Oversaw hall duty coverage, resident check-in, hall budget, facilities issues and hall programming
- ♦ Participated in a campus duty coverage rotation with emergency response for 27 residence halls

Senior Resident Assistant (August 2002 - May 2003)

Higgins Hall, Western Illinois University

- ♦ Created and maintained a positive community for a coeducational floor of approximately 60 diverse individuals including freshmen, transfer, international and returning students
- ♦ Member of the hall leadership team with duty supervision of Resident Assistants
- ♦ Responded to emergency situations and completed official documentation and follow-up
- ♦ Performed administrative duties including opening and closing the hall and attended weekly leadership team meetings
- ♦ Coordinated the resident assistant staff retreat
- ♦ Maintained supplies and organized the Resident Assistant Resource Lounge
- ♦ Coordinated the staff birthday recognition
- ♦ Assisted with and facilitated the training of new Resident Assistants
- ♦ Facilitated staff development activities during In-Hall training
- ♦ Assisted with hall wide initiatives such as Homecoming and major programming events

Resident Assistant (January 2001- May 2002)

Higgins Hall, Western Illinois University

- ♦ Created and maintained a positive community for a coeducational floor of approximately 60 diverse individuals including freshmen, transfer, and international students
- ♦ Promoted adherence to University policy, confronted inappropriate behavior, enforced hall and university policies and responded to emergency situations including evacuations
- ♦ Performed administrative duties including the opening and closing of the residence hall, completed official paperwork in a timely manner, attended voluntary and mandatory weekly meetings, and provided duty coverage one night per week and one weekend per month
- ♦ Planned and facilitated learning programs that focused on campus and individual concerns for safety, education, service, health, and diversity
- ♦ Encouraged leadership development and participation in the residence halls and on campus activities

- ♦ Served as a resource to students on University provided services and facilities
- ♦ Addressed issues of safety and facility concerns within the residence hall

Campus Involvement:

Training and Development Committee Chair (August 2008 – Present)

University Housing and Dining Services, Eastern Illinois University

- ♦ Plan and assess the training of 25 Associate Resident Directors, 4 Resident Directors, and 4 Complex Directors
- ♦ Plan and assess the training of 85 student staff members
- ♦ Coordinate professional development sessions for student staff members and track attendance and feedback for presenters
- ♦ Coordinate the UHDS End of the Year Banquet to thank and recognize all staff members for their hard work and achievements
- ♦ Provide oversight for the Student Affairs Prep Program
- ♦ Implemented an additional interactive training session called Through Open Doors to compliment Behind Closed Doors and provide RAs with more opportunities to confront common policy violations, counsel students in crisis, and mediate disagreements
- ♦ Constructed low ropes course activities in a bag to be used during RA Training and student leadership retreats

Accountability Task Force Chair (May 2009 – July 2009)

University Housing and Dining Services, Eastern Illinois University

- ♦ Reviewed departmental accountability process
- ♦ Created additional documents to help professional staff and student staff better understand our departmental accountability process and how it is implemented
- ♦ Created template letters for each step in the accountability process

Leadership Development Committee Chair (August 2005 – May 2007)

Office of Residence Life and Housing, Ferris State University

- ♦ Mentored students interested in pursuing careers in student affairs and provided opportunities for them to gain experiences in the field
- ♦ Coordinated in-service opportunities for student staff members and published an in-service brochure each semester
- ♦ Initialized the development of a departmental leadership philosophy, researched leadership philosophies at other institutions and built a foundation for our own philosophy

Assistant Complex Director Training and In-Service Co-Chair (August 2004 – May 2005)

University Housing and Dining Services, Western Illinois University

- ♦ Planned and coordinated Spring semester training sessions for Assistant Complex Directors
- ♦ Planned and coordinated bi-weekly In-Service sessions for the personal and professional development of the Assistant Complex Directors

Social Justice and Diversity Education Task Force Member (February 2010 – Present)

University Housing and Dining Services, Eastern Illinois University

LGBTQA Advisory Board Liaison (January 2009 – Present)

Student Affairs Division, Eastern Illinois University

Health and Wellness Committee Liaison (September 2008 – Present)

Student Affairs Division, Eastern Illinois University

Panther Success Initiative Task Force Member (February 2009 – July 2009)

University Housing and Dining Services, Eastern Illinois University

Staff Selection and Training Committee Member (August 2005 – May 2008)

Office of Residence Life and Housing, Ferris State University

Harmony Project Committee Member (August 2007 – May 2008)

Office of Residence Life and Housing, Ferris State University

Assessment Committee Member (January 2006 – May 2007)

Office of Residence Life and Housing, Ferris State University

Resident Assistant Selection Committee Member (August 2003 – May 2004)

University Housing and Dining Services, Western Illinois University

Student Leadership Development Experience:**Student Affairs Prep Program Coordinator (August 2009 – Present)**

- ♦ Recruited students who were interested in student affairs
- ♦ Provided history and information about the student affairs field and its purpose
- ♦ Prepared students for ACUHO-I Internships, graduate school, and full time job searches

First Year Experience Program (August 2005 – May 2008)

- ♦ Promoted the FYE program to incoming students through admissions events, advertising and informational materials
- ♦ Developed a curriculum for the FYE Program and tracked the completion of program requirements
- ♦ Provided educational programming and materials to help students make the transition into the college environment

Sophomore Leadership Experience and Development Program (August 2005 – May 2008)

- ♦ Recruited transferring students and students from the FYE program into the SLED program
- ♦ Facilitated curriculum development meetings for the SLED Program and tracked the completion of program requirements
- ♦ Provided developmental workshops to help students transition into student leader roles on campus

Thompson's Five-Star Leadership Program Coordinator (November 2003 – May 2005)

- ♦ Created and developed a leadership program for first year students with an emphasis on goal planning for leadership development, involvement, civility, service and academic excellence
- ♦ Advised and coordinated the Five-Star Leadership Program, tracked the completion of requirements and recognized students for their progress as campus leaders
- ♦ Identified leaders in residence hall communities and promoted community involvement, holistic development and student participation in hall government
- ♦ Conducted individual planning sessions for student involvement and academic achievement

TEAMLEAD Leadership Recognition Chair (May 2002 – May 2003)

- ♦ Managed all aspects of the Spring Leadership Recognition Banquet including working with catering, selecting a keynote speaker, recruiting award selection committees, ordering award plaques, and sending out invitations to student leaders, organization advisors, and VIPs
- ♦ Facilitated monthly Leadership Recognition Program including recruitment of a committee to assist with the selection of a winner, solicitation or nominations, oversight of selection meetings, and recognizing the winner at their student organization meeting
- ♦ Reported progress to the TEAMLEAD board at weekly meetings and compiled a year end wrap-up report for transitioning purposes

TEAMLEAD Secretary/Treasurer (January 2002 – May 2002)

- ♦ Recorded weekly minutes of the TEAMLEAD board reports and distributed them to board members in a timely manner
- ♦ Created and maintained a budget which is reported to the advisor and TEAMLEAD board monthly
- ♦ Created weekly agendas for the TEAMLEAD Board Meetings

Teaching Experience:**Ferris State University Seminar Instructor (August 2006 – December 2007)**

- ♦ A 16 week, 1 credit hour course which provided first year students with personal connections, knowledge, and resources which will enhance their potential for learning, safety, satisfaction, and graduation at Ferris State University
- ♦ Evaluated twenty first-year students and assign grades based upon completion of course assignments
- ♦ Created a syllabus for accomplishing the course mission and objectives

College Student Personnel Instructor ~ CSP 445 & 450 (March 2004 – November 2004)

- ♦ CSP 445: an 8-week, 1 credit hour course for Resident Assistants with focuses on community development, student development theory, assessment, leadership development, and diversity
- ♦ CSP 450: an 8-week, 1 credit hour course for Resident Assistants with focuses on civic engagement, the Social Change model, academic support, social justice, and counseling
- ♦ Evaluated the understanding of course concepts and assigned grades to students

Professional Organization Involvement:**American College Personnel Association**

ACPA Member (2004 – 2006)

Attended ACPA Conference (2006)

Association of College and University Housing Officers – International

Member Institution Employee (2003 – Present)

Great Lakes Association of College and University Housing Officers

GLACUHO Member (2003 – Present)

Professional Foundations Committee (January 2009 – Present)
Professional Development Institute Attendee (February 2009)
Professional Development Committee (January 2009 – January 2010)
Awards and Recognition Committee Chair (June 2007 – January 2009)
GLACUHO Annual Conference Host Committee Member (January 2007 – November 2007)
Awards and Recognition Committee Member (January 2005 – June 2007)
E.L.I.O.T. Conference Attendee (July 2004)
Race and Ethnicity Committee Member (January 2004 – January 2005)

National Residence Hall Honorary

Caroline Grote Chapter Member (April 2002 – Present)
Jana Hurley Chapter Advisor (August 2005 – May 2008)

Alex Von Braxton

124 28th Street
Charleston, IL 61920

Cell: 658-124-9899
vonbraxton.alex@gmail.com

I. *Education*

Master of Science - Western Illinois University (May 2008)

Major: Health Education / Health Sciences
Cumulative Grade Point Average 4.0 / 4.0
1 University Circle * Macomb, IL 61455

Bachelor of Science - Western Illinois University (July 2006)

Major: Health Services Management with Public Sector focus
Minor: Spanish

Cumulative Grade Point Average 3.4 / 4.0
1 University Circle * Macomb, IL 61455

High School Diploma (June 2002)

Harlem High School
1 Huskie Circle * Machesney Park, IL 61115

II. *Employment Experience*

A. Jobs

Assistant Director for Health Education and Promotion

- Supervise graduate assistants, interns, and other Health Education Resource Center staff
- Ensure compliance with state and federal requirements
- Chairperson for the university Alcohol and Other Drug Coalition
- Present various lectures and interactive presentations on a variety of health topics upon request
- Oversee grant funded projects
- Maintain educational resources and materials that are provided from our office
- Represent the Health Service and University at national conferences and meetings
- Co-teach University Foundations 1111 course geared for new freshman

August 2008 – Current * Eastern Illinois University * 600 Lincoln Ave. Charleston, IL 61920

Supervisor: Eric Davidson

Telephone Number: 217-581-7786

City of Loves Park Civil Servant

- Act as a supervisor of projects delegated to my crew and I from upper management
- Developed good relationships with city residents and city officials
- Obtained a class A Illinois Commercial Driver's License with air brake endorsement

Summers (May-Aug) 2001-2008 * Loves Park Street Department * 810 Lawn Dr. Loves Park, IL 61111

Supervisor: Jerry Sowers

Telephone Number: 815-654-5040

Lead Graduate Assistant for the Department of Health Sciences at Western Illinois University

- Acted as the main contact person between faculty and department graduate assistants
- Coordinated and delegated projects among department graduate assistants as well as ensure objectives and deadlines are met

- Assisted with department research in a variety of subject areas including health and wellness, domestic abuse among college students, and daily investigative research in a variety of other topics
- Assisted in the evaluation process of professors and courses which is used in determining tenure, salary increases, etc. as well as assisting professors in future course developments
- Worked in conjunction with the WIU Department of Law Enforcement and Justice Administration and the Illinois State Police in tracking over the counter drug sales of medications used in manufacturing methamphetamines

August 2006-May 2008 * Western Illinois University * 1 University Circle Macomb, IL 61455

Supervisor: Dr. Susan Moore

Telephone Number: 309-298-1076

Assistant General Manager of Operations of Wilbur's Mill Inc.

- Assisted with human resource duties in the areas of hiring, termination, and scheduling
- Involved with security and conflict management during operations with patrons
- Trusted with opening and closing responsibilities as well as access clearance to inventory and cash in excess of \$75,000

May 2004-April 2008 * Wilbur's Mill Inc. * 1314 N. Lafayette St. Macomb, IL 61455

Supervisor: Aaron Forinash

Telephone Number: 309-255-5136

Boone County Health Department Administrative Intern

- Assisted with the development of department and county All Hazards Plan and Pandemic Influenza Plan
- Attended several county Board of Health Meetings
- Reorganized the department's network server
- Provided educational meeting on Pandemic Influenza Preparedness to the Chamber of Commerce
- Assisted in county educational with county residents in an open forum

May 2006 - July 2006 * Boone County Health Department * 1204 Logan Ave. Belvidere, IL 61008

Supervisor: Doug Beardsley

Telephone Number: 815-544-2951

III. Skills

- Excellent conflict and management experience
- Exceptional priority management skills
- Work well in high stress, fast paced situations
- Knowledgeable with various theories related to Health Science
- Enjoy taking charge and overseeing projects
- Knowledgeable with Microsoft Office, Adobe Creative Suite, Electronic Medical Records system, and Windows applications

IV. Professional Memberships and Certifications

- Illinois State and Territory Coordinator (STC) for the Network Addressing Collegiate Alcohol and Other Drug Issues
- Certified Health Education Specialist (CHES) credential obtained 4/1/2008
- Current American Heart Association Certification in First Aid, Adult / Child / Infant CPR, and AED operation – Certified 08/2009
- Certified in Illinois Food Service Sanitation – Certification Issued 9/26/2009

- Phi Kappa Phi Honor Society
- Member of Eta Sigma Gamma National Professional Health Education Honorary Society
- Illinois Society for Public Health Education (ISOPHE)
- NASPA – Student Affairs Administrators in Higher Education

VII. *Professional Conference Presentations / Awards*

- Illinois Higher Education Center Affiliates Meeting - Spring 2009 – “Illinois Alcohol Laws”
- Illinois Higher Education Center Statewide Alcohol and Other Drug Conference – Spring 2010 – “Caffeinated Consequences”
- Illinois Society for Public Health Education (ISOPHE) – 2009 Illinois New Health Educator of the Year

VIII. *Community Service*

- Children’s Advocacy Center – “Men Who Cook” charity banquet
- Trail Restoration – Fox Ridge State Park

VII. References

Dr. Betty White, Ph.D., CHES, ATC/L
Western Illinois University Department of Health Sciences Associate Professor
Stipes Hall 5458 * 89 University Circle * Decatur * IL, 62158
474-112-9856

Dr. Dorothy Spornach, Ph.D., MPH, CHES
Western Illinois University Professor and Internship Coordinator
Stipes Hall 894 * 54 University Circle * Decatur * IL, 62158
454-748-9959

Dr. Blanch Deberoh Ph.D., CHES, CADP
Western Illinois University Associate Professor
Stipes Hall 402 * 1 University Circle * Decatur * IL, 61258
558-447-8981

Dr. Rose Niland, Ph.D.
Western Illinois University Professor and Graduate Coordinator
Stipes Hall 402I * 1 University Circle * Decatur * IL, 61258
589-656-1474

Sophia Patrillow
General Manager of Wilbur's Mill Inc.
4545 N. Lafayette * Decatur * IL, 61258
545-144-6956

Captain Planet

141 50th Street • Charleston, IL 61920 • 584.336.6659 • captainplanet@yahoo.com • cplanet@eiu.edu

Profile

- Proven skills in training and development of students and staff
- Excellent fundraising abilities
- Experience in development, implementation and evaluation of new programs
- Strong collaboration and coordination skills
- Proven success working with students, families, staff, administration and external partners

Student & Academic Affairs Experience

Assistant Director

New Student Programs
Eastern Illinois University

August 2008-Present
Charleston, IL

General Responsibilities

- Oversee the development, implementation and evaluation of the Emerging Leaders program
- Assist in the coordination of the EIU Eastern Reads! program
- Supervise two Graduate Student Coordinators
- Monitor budget for Debut Program
- Develop office goals and program outcomes

Freshman & Transfer Debut Orientation Programs

- Coordinate all aspects of Debut programs for over 3,000 new students and their families annually
- Collaborate with collegiate units and service areas to determine orientation schedule and logistics
- Manage daily operations and problem solving during Debut
- Evaluate and assess Debut programs
- Oversee the development and implementation of the online orientation for undergraduate and graduate students

Training and Development

- Assisted with the supervision of 10 Debut Leaders and 3 Student Specialists
- Assisted in the advising of the student staff in hiring, training, program development and evaluation
- Coordinated and facilitated extensive student leadership training program
- Developed Learning Outcomes for evaluation of student Debut Leaders

Publication and Website Development

- Oversaw the development of Debut and Emerging Leaders program publications
- Developed staff recruitment materials and marketing plan
- Coordinated the development of the Prowl (6 week Welcome Program) publications
- Developed content and oversaw New Student Programs and EIU Reads websites
- Maintained online undergraduate and graduate orientation [website](#)
- Oversaw development and purchasing of promotional novelty items

Coordinator
 New Student Programs
 Southern Illinois University Carbondale

September 2004-June 2008
 Carbondale, IL

General Responsibilities

- Collaborate with multiple departments across SIUC campus to enhance the needs of first year students through all programs and services offered making the transition to college life smoother
- Identify needs of special populations and strive to implement program elements to address these needs (special populations include: scholarship recipients, students with diverse backgrounds, transfer students, international students, non-traditional students, and specially admitted students).
- Assist with co-supervising Administrative Aide, supervise 1-3 Graduate Assistants, multiple interns NODA Interns, 1-3 SOAR Student Assistants, 1 SOAR Family Assistant, 30+ SOAR students staff, assist with supervision of 12-15 student workers and 100 student leader volunteers
- Present at SIUC Open Houses in regard to the student orientation process
- Coordinate feedback between Alumni Association and current SIUC students concerning tips and suggestions for incoming students
- Collaborate with Student Center graphic departments to create various themes and designs, and publication materials

Student Orientation Advisement and Registration (SOAR) Program

- Developed and oversaw all aspects of SOAR Program which serves over 2,300 students and their families with multiple aspects of their transition to campus life and have an impact on the retention of our students. Transition topics include: academics, social, wellness, environmental issues, and new student checklists. There are 9 on-campus programs and 3 Chicago area programs.
- Developed a marketing plan & timeline, as well as recruited, selected and trained 30 orientation leaders
- Designed and implemented orientation leader retreats and taught an eight week training course
- Assisted with identifying, assigning and monitoring the programmatic responsibilities of nearly 80 University staff members during the off-campus SOAR programs
- Negotiated with University Bookstore a sponsorship totaling in excess of \$30,000 revenue
- Facilitated at the Family Question and Answer Panel during orientation
- Collaborated with University Housing personnel to arrange for two orientation staff members to live within the residence halls during the summer to assist family members the day before orientation programs
- Developed a very detailed step-by-step set up manual used for each orientation program
- Arranged Saluki Information Fair and the Saluki Checklist for various departments
- Coordinated Spring Orientation Program for new students entering Spring semester
- Coordinated University Housing and Financial Aid Office presentations during orientation programs

Saluki Family Association (SFA):

- Responsible for development, implementation, distributing and editing of programs and publications which has 2,800+ family members. Elements include: parent/family correspondence, monitoring of the SFA e-mail account, the Newsletter *Insight*, website, Family Calendar/handbook and various additional publications.
- Managed & developed programmatic budget for one non-state revenue account totaling in excess of \$20,000
- Facilitated Saluki Family Fun Festival during Saluki Family Weekend, while coordinating all volunteers
- Coordinated Saluki Family Association Breakfast during Saluki Family Weekend
- Coordinated the Family of the Weekend Contest during Saluki Family Weekend
- Recruited 30 + Maroon business sponsors for a total revenue of \$4,000
- Recruited 8 official business sponsors for a total revenue of \$5,000
- Edited articles for the SIUC Alumni Association magazine that is delivered bi-yearly to over 20,000 alumni members across the country
- Developed 2 new Saluki Family Association birthday kits for the amounts of \$50 & \$75
- Increased number of Saluki Family Association business sponsors by collaborating with Carbondale

Mainstreet

- Developed job description for Student Family Assistant to assist the coordinator in managing family aspect of orientation
- Coordinated and arranged 1st Annual Saluki Family Association & Carbondale Mainstreet Family Weekend Tailgate

Student Life Advisor (SLA) Leadership Program:

- Managed & developed programmatic budget for one non-state revenue account totaling in excess of \$6,000+
- Recruited, selected, and trained 100+ Student Leaders
- Created and recruited 2 Area Coordinator positions to assist directly with the development, training, and supervision of Student Life Advisor Leadership Program
- Collaborated with the Daily Egyptian University newspaper in developing recruitment & appreciation advertisement
- Collaborated with SIU Foundation to create a line of communication with graduating Student Life Advisors from a database with names from 1985
- Coordinated Student Life Advisor Chancellor Appreciation Dinner
- Managed Student Life Advisor database of 100+ students
- Facilitated a variety of engaging team builders, leadership activities and icebreakers
- Coordinated University Housing Resident Assistants and Student Life Advisors Meet and Greet
- Coordinated & trained staff to conduct campus tours
- Developed and facilitated Student Life Advisor Team Captain Training Sessions
- Led Transfer, Commuter, and Non-Traditional new student group discussions

Week of Welcome Program:

- Assisted in developing and implementing Week of Welcome (WOW) programs, a 5-day program held in August prior to the beginning of classes. Programs include; New Student Move-In, faculty, staff and student volunteers, Campus/Community Welcome Center, New Student Welcome/Welcome Fest programs, New Student Welcome Picnic, Campus Tours and Information Center, and various other welcome programs.
- Coordinated and implemented the Saluki Oasis in conjunction with the SIUC Alumni Association
- Coordinated Week Of Welcome bag stuffing and raising an additional \$14,500+ in revenue
- Developed & created new WOW booklet to raise funds for SLA materials and training supplies
- Served as Co-Coordinator, "Take a Time Out", First Year Experience Program
- Assisted with coordinating Greek Movers and Honorary Student Life Advisors during move-in day
- Developed and coordinated Ice Cream Social for family members during Week Of Welcome
- Coordinated "Saluki Sing to Win" karaoke contest for new and current students
- Assisted with coordinating "Meet Me On Main" community and university welcome program
- Developed Week of Welcome programmatic publication & promotion materials
- Developed & coordinated a First Year Experience Program for new students and coordinated Community Services partners & Advantage Education Programs

Courses Instructored

Debut Leader (Orientation Staff) Weekly Training <i>Eastern Illinois University</i>	January 2008 – Present
Emerging Leaders (Leadership Development Course) <i>Eastern Illinois University</i>	February 2008- Present
University Foundation Course (Section 30) <i>Eastern Illinois University</i>	August 2009- Present
Student Orientation Advisement & Registration Training Session <i>Southern Illinois University Carbondale</i>	February 2006- April 2007
Educational Administration & Higher Education 402 <i>Southern Illinois University Carbondale</i>	August 2004- August 2007

Training Seminars & Conferences Attended

National Orientation Director Association Conference

November 2009

National Orientation Director Association

The Leadership and Teambuilding Conference

November 2008

SkillsPath Seminars

Urbana, Illinois

Realizing the Possible: Changing Tomorrow by Reflecting on Yesterday

November 2008

Men of Color Conference

Bloomington, Indiana

Dealing with Difficult People

October 2008

Eastern Illinois University

Charleston, Illinois

Ethnic for Supervisors

October 2008

Eastern Illinois University

Charleston, Illinois

Leader Development & Assessment Course Orientation

July 2008

Department of the United States Army

Fort Lewis, Washington

Committee Work

National Multi-Ethnic Network (Chair)

November 2011

National Orientation Director Association

Annual Conference Planning Committee- St. Louis, MO

November 2010

National Orientation Director Association

HIV/Aids Awareness Week (Co-chair)

December 2009

Eastern Illinois University

Wellness Committee

September 2008

Eastern Illinois University

Alcohol Coalition Committee

September 2008

Eastern Illinois University

Minority Internship Program Selection Committee

October 2008

Eastern Illinois University

Carbondale Main Street Board of Directors- Carbondale, IL

June 2008

City of Carbondale

Region V- Illinois Co-State Coordinator

January 2008

National Orientation Director Association

Enrollment Management Strategic Planning Committee

April 2007

Southern Illinois University Carbondale

Higher Learning –Accreditation Committee
 March 2007
Southern Illinois University Carbondale

Publications:

Research Title: “Successful Employment of Young Adults with Disabilities” by Cordy Love for partial fulfillment of the requirement for the Master of Science in Workforce Education Degree

Research Title: “Transition Planning: Improved Methods to Promote Student Success from High School to the Workforce”
 Arthur: Cecil Fore III, Ph. D, Christopher Martin, Richard T. Boon and Cordy Love

Presentation Topics

Making Dreams A Reality:
 Mentoring and Retaining African- American Males in Higher Education November 2009
National Orientation Director Association Conference
 Anaheim, CA

Creating Your Legacy of Inspiring Staff
 October 2008
National Orientation Director Association Conference
 Boston, MA

Camp Little Giants’ Staff Training: Leadership & Diversity June 2005- 2009
Southern Illinois University Carbondale
 Carbondale, IL

Student Orientation Staff Retreat: Leadership, Diversity, FISH Philosophy
 January 2008
Southern Illinois University Carbondale- New Student Programs
 Carbondale, IL

Diversity 101- Management Training
 July 2007
Sam’s Club Warehouse
 Marion, IL

Leadership Conference: Group Dynamics
 February 2006
Southern Illinois University Carbondale
 Carbondale, IL

Respect, Diversity, Globalization.. The World of Tomorrow Today
 November 2006
National Orientation Director Association Conference Salt Lake, UT

Stop the Hate Presentation: *How to Prevent Hate Incidents on College Campuses*
 January 2006
Southern Illinois University Carbondale
 Carbondale, IL

Advisement

Sigma Alpha Epsilon Fraternity September 2009- Present
Eastern Illinois University
 Charleston, IL

Delta Psi Alpha Fraternity September 2005 – June 2008
Southern Illinois University Carbondale
 Carbondale, IL

Sigma Nu, Mu Lambda Fraternity September 2004 - June
 2008
Southern Illinois University Carbondale
 Carbondale, IL

Professional Affiliation

Alpha Phi Alpha Fraternity, Inc. <i>Zeta Xi Lambda Chapter</i>	Active Member
Administrative/Professional- Executive Council <i>Southern Illinois University Carbondale</i>	May 2006 - June 2008
National Orientation Directors Association	September 2004– Present

Awards and Recognitions

Volunteer of the Year
February 2008
Carbondale Mainstreet
Carbondale, IL
Region V Showcase Winner
April 2006
Cities, MN
John C. Mitchell Endowed Scholarship Award
May 2002
Southern Illinois University Carbondale
Carbondale, IL

Education

Master of Education: Workforce Education and Human Development
August 2004
Specialization: Employment Training and Development
Carbondale, IL
Related Courses: Diversity & Leadership Training
Southern Illinois University Carbondale

Bachelor of Science: Rehabilitation Service
May 2002
Specialization: Vocational Training
Carbondale, IL
Related Courses: Special Education
Southern Illinois University Carbondale