Follow a career path?
Or blaze your own.

THE CHOICE IS CLEAR.
After all, the Enterprise Management Training Program is where you'll unleash your management potential and hone your sales abilities. You'll learn how to run a successful business and lead a team of professionals. And, since we have locations across the country, you can build your career where you want to build it. There's a reason why BusinessWeek magazine has repeatedly named us to their list of "Best Places To Launch A Career."

THIS IS WHERE IT ALL STARTS.
go.enterprise.com

KATIE GILLMAN
Talent Acquisition Manager
Katie.E.Gillman@ehi.com
(865) 218-4531

©2013 Enterprise Rent-A-Car
In national surveys of college students, the number one reason for pursuing a higher education degree is to obtain a better job. The Center for Career Development is an integral part of achieving that goal. In fact, our departmental mission is To educate and empower students to achieve career success.

We encourage students to engage with the center early and often whether you are searching for a part-time job, writing a resume, preparing for an interview or much more. From first-years to graduate students, we assist with your career development needs including: resources to clarify choice of majors and careers; services to develop skills and gain experiences, including internships; and access to staff and programs that aid in finding full-time employment or graduate school acceptance. The center also serves employers, local and nationwide, to connect them with students for part-time jobs, internships and full-time work.

As you and your family invest time and money into your education, take the opportunity to seize hold of your career preparation. Follow the Four-Year Career Plan available on the following pages to assure that you are adequately preparing for your future. Review the Career Readiness Competencies that have been identified as the core skills employers will expect in new college graduates. Gain them through participation in part-time jobs, internships or co-ops, campus leadership roles and student professional organizations. UT has a multitude of opportunities for you to get involved and develop these skills, and the center can assist in articulating them in resumes, interviews and admissions materials.

Finally, we stress the value of utilizing the Center for Career Development. In 2016/17 over 17,000 students utilized our in-person and virtual services. You can meet with our staff, register in Hire-A-VOL, take our classes and attend the events and job fairs we sponsor. Those who do so will have more opportunities to thrive in their careers. Learn more on the following pages, at career.utk.edu and visit us in the Alan and Wendy Wilson Career Development Suite on Level 2 of the Student Union.

Stephanie Kit
Director
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**Center for Career Development**

**Mission Statement**

To educate and empower students to achieve career success.

**Equal Employment Opportunity & the Center for Career Development**

The center has advised every employer participating in our programs that we refer applicants for consideration and arrange campus interviews for applicants on a totally nondiscriminatory basis, without regard to race, sex, sexual orientation, gender identity, color, religion, national origin, age, disability, or veteran status.

If registered users of the center feel they have encountered a discriminatory practice in their relationship with any employer contacted through the office, they should report this situation immediately to the office. The center will then evaluate the complaint and make an appropriate representation to the employer with regard to this complaint.

The University of Tennessee is an EEO/AA/Title VI/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. All qualified applicants will receive equal consideration for employment without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or covered veteran status.

E01-0445-003-18. A project of the Center for Career Development.
First Year: Self-Assess

- Stop into the Center for Career Development
- Visit What can I do with this major? on career.utk.edu
- Take personality/career assessments such as the Strong Interest Inventory, TypeFocus, Traitify
- Meet with a career counselor
- Enroll in Exploring Majors & Careers–CE205
- Explore interests by shadowing and speaking with professionals in a variety of occupations
- Learn about UT resources including college advising offices, the Counseling Center, the Student Success Center, and tutorial services
- Register with Hire-A-VOL to access part-time jobs and internships in your area of interest
- Begin planning for involvement in campus activities, student organizations, research, leadership and service programs and study abroad

Second Year: Explore

- Meet with center professionals to formulate goals
- Conduct informational interviews to test your interests and develop contacts
- Build your resume through involvement on campus, volunteering, part-time jobs, and internships
- Visit the center and have your resume critiqued by a peer career advisor
- Maintain a high GPA to compete for positions and graduate school
- Update your Hire-A-VOL profile, create a LinkedIn account; manage your social media professionally
- Establish relationships with faculty in a major of interest for work and graduate school recommendations
- Attend center workshops, networking events, panels and job fairs; plan to attend Sophomore Boot Camp in January

Third Year: Experience

- Schedule an appointment with your career consultant to assess your goals
- Continue to build your personal brand; update your resume
- Utilize Hire-A-VOL and your network to secure an internship, research experience, or other position related to your goals
- Attend job fairs throughout the year (many employers visit campus in the fall to secure summer interns)
- Participate in career-related professional associations
- Schedule a practice interview to develop your professional communication skills
- Enroll in one of the center’s job search strategies courses
- (For potential graduate students) Utilize graduate school resources and workshops to research schools and programs; set deadlines for required steps
- Attend center events to strengthen job search skills

Fourth Year: Transition

- Schedule an appointment with your career consultant to strategize post-graduate plans
- Research companies, opportunities, and job fairs at the beginning of fall semester
- Utilize Hire-A-VOL to identify positions and develop targeted resumes and cover letters
- Participate in on-campus recruiting opportunities
- Enroll in one of the center’s job search strategies courses
- Continue to network and conduct informational interviews with professionals in your field
- (For potential graduate students) Schedule a personal statement critique, meet required deadlines for graduate school, and create a parallel plan
- Take the Vol Soar graduation outcomes survey–share your success!
## Are you CAREER READY?

Career readiness is the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.

### Competency Definition

**Readiness**

<table>
<thead>
<tr>
<th>Competency</th>
<th>Definition</th>
<th>Need to Develop</th>
<th>Currently Developing</th>
<th>Excelling</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Critical Thinking/Problem Solving</strong></td>
<td>Practice sound reasoning and analytical skills to make decisions and overcome problems</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Oral/Written Communications</strong></td>
<td>Articulate thoughts and ideas clearly to a variety of audiences and employ effective public speaking skills</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Teamwork/Collaboration</strong></td>
<td>Build collaborative relationships with coworkers and be able to work well in a team environment</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Digital Technology</strong></td>
<td>Leverage existing digital technologies ethically and efficiently to complete tasks; demonstrate effective adaptability to new technologies</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Leadership</strong></td>
<td>Utilize the strengths of others to achieve common goals; use interpersonal skills to develop and motivate others</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Professionalism/Work Ethic</strong></td>
<td>Exhibit effective work habits such as punctuality, working productively, personal accountability, integrity, and ethical behavior</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Career Management</strong></td>
<td>Identify skills, strengths, knowledge, experiences, and areas of growth related to career goals; navigate job options and pursue opportunities</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>Global/Intercultural Fluency</strong></td>
<td>Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people; understand individuals’ differences</td>
<td>☐</td>
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</table>

Adapted from the NACE Career Readiness Competencies
<table>
<thead>
<tr>
<th>How have you developed this competency?</th>
<th>Goals for developing this competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Thinking/Problem Solving</td>
<td>Refer to pages 4 &amp; 8 of the handbook.</td>
</tr>
<tr>
<td>Oral/Written Communications</td>
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<td>Teamwork/Collaboration</td>
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</table>
CHOOSING MAJORS AND CAREERS

Need help deciding on a major or career? You’re not alone! Data suggests more than one-third of students change their majors and less than ten percent report knowing a great deal about their intended careers. The Center for Career Development can help! Staff will guide you through the career decision-making process.

1. **Self-Assess** - identify interests, skills, personality, and values
2. **Explore** - research majors and careers
3. **Experience** - test and evaluate options
4. **Take Action** - set goals to achieve your career plans

The center offers many programs and services to help you start:

**Individual Counseling Appointments**
Career exploration staff members are available by appointment to provide one-on-one assistance. Students see career counselors for assessment feedback, decision-making, academic and career resources, exploring and evaluating options, and goal setting. Call 865-974-5435 to schedule an appointment.

**Assessments**
You have online access to several assessments to assist with your career exploration needs. Individual appointments to review results, along with resources on career.utk.edu, will help you connect your results to UT majors.

The **Strong Interest Inventory (SII)** is appropriate for students choosing a major or career path. This 291-item assessment compiles your interest patterns and compares them to satisfied professionals in various occupations. In a meeting to review your results, you will learn which areas interest you the most and how they relate to UT majors and careers. To take the Strong Interest Inventory, go to [https://online.cpp.com](https://online.cpp.com); Login: utstrong, Password: utstudent1, UserID: blank. Call 865-974-5435 to schedule an interpretation.

The center also offers **TypeFocus**, a self-directed system to help you identify interests, values, and personality preferences. You can explore occupations according to your results. To take TypeFocus, go to [https://www.typefocus.com/](https://www.typefocus.com/); Access code: utk34

**Traitify** is also a self-directed, visual assessment you can take on your smart phone. Results include a career personality blend and corresponding career matches. To take Traitify, go to [https://utk.traitify.com/](https://utk.traitify.com/); Sign Up: UT netID, create a password

**Career Exploration Course**
Students who seek in-depth assistance can enroll in **Exploring Majors and Careers**, listed as COUN ED 205 in the Timetable. This one-credit class is designed to help first- and second-year students choose majors or careers. Utilize assessments to understand how your interests, skills, personality, and values relate to UT majors and careers. Hear from college advisors, conduct research, and learn decision-making and goal setting strategies. The course meets for seven weeks and is offered during fall and spring semesters.

**Major & Career Research**
Use vetted resources to identify accurate occupational information such as salary, supply and demand, education requirements, and typical tasks. The center maintains a comprehensive collection of career-related websites at [career.utk.edu](http://career.utk.edu).

**What Can I Do With This Major?**
Identify typical employers and learn strategies for entering more than 90 fields.

**Undergraduate Catalog**
See the complete list of UT majors online at [catalog.utk.edu](http://catalog.utk.edu). Review course descriptions and start an online portfolio of majors and classes of interest.
Major Guides
Read a synopsis of each major and required milestones on advising.utk.edu.

Career Exploration Tips:
• Utilize your academic advisor to plan an appropriate program of study
• Talk to students and faculty in appealing majors
• Attend upper-level classes to sample lectures and coursework
• Join student organizations, particularly those with a professional focus
• Take advantage of opportunities to gain experience through informational interviews, shadowing, part-time jobs, service learning, volunteering, internships, and research

Final Thoughts
Many students are influenced by myths that add pressure to the decision-making process. In reality, multiple career paths will fit your interests, skills, and values; you’re likely to hold several jobs over your lifetime; most majors lead to numerous paths; and employers seek universal skills across all majors. Utilize the staff and resources outlined in this article to gain the confidence to take your next step. Keep in mind, it’s important to continually evaluate your goals, and develop a parallel plan to increase your options.

Take action today by visiting career.utk.edu or by calling the Center for Career Development at 865-974-5435 to schedule an appointment.

PART-TIME EMPLOYMENT
Looking for a job to help pay the bills or something to put on your resume? The Center for Career Development can assist you with part-time employment listings. Student Employment, also known as Job Location and Development (JLD) is a federally funded service that was created in 1978 by amending the Higher Education Act of 1965. The purpose is to assist you in finding jobs and to promote self-help in educational financing, as well as encouraging a sense of personal achievement.

Listings for part-time employment can be found using the following resources:

Hire-A-VOL System

Step 1: Register
Go to career.utk.edu and click on the Hire-A-Vol icon. Select the Student Portal option and enter your NetID (username) and password to log in. Complete registration steps shown on screen for first-time use.

Step 2: Search Part-Time Jobs
After you have registered, follow these instructions to see part-time job postings in the Knoxville and surrounding area

• On your Dashboard select Job Search and click on the Job Search choice.
• Click on the right arrow to see the Position Type box and select Part-Time.
• On the following screen you will see available part-time job postings.
• Click on the Job Title to see details and information on how to apply.

The Center for Career Development
To meet with a staff member to discuss part-time employment, visit us at the Student Union Level 2 or call 865-974-5435.

Part-Time Job Fair
Conducted annually at the beginning of the Fall Semester. The 2017 Part-Time Job Fair is on Wednesday, August 30, 2017 from 2:30-5:30pm.

Joann Jeter
Assistant Director
Part-Time Employment
GAINING EXPERIENCE

Have you narrowed down your career goals and need a plan to achieve them? Supplementing your course work with hands on experience should be one of your first steps. This experience can take many different forms depending on your career field of interest. No matter what you choose to do outside of the classroom, career-related experience can allow you to learn about your chosen field of work, build your resume, earn money for school expenses, make valuable contacts, and much more.

Types of Experiential Opportunities

There are many ways to develop field specific knowledge and skills, to build professional connections, and to gain insight into your career choice. However, you want to be strategic in your choices, as the value of any given experience is determined by its relevance and relationship to your specific goals and interests.

• **Internships** are a one-time work experience in which students work in the field they plan to pursue after graduation. Internship assignments can be during the summer, during the fall or spring semesters, or even for a six to eight month period (regular school term combined with summer). Some students pursue more than one internship experience. For example, an accounting major may intern in public accounting during the spring term and have a summer internship in corporate accounting.

• According to the Council on Undergraduate Research, **Undergraduate Research** is an “inquiry or investigation conducted by an undergraduate student that makes an original intellectual or creative contribution to the discipline.” Completing an undergraduate research project is especially important for students planning to pursue graduate study and those in research heavy fields, such as biology.

• A low pressure yet high impact way to gain experience, explore your career interests, and make connections is through **Volunteering**. Volunteering takes a range of shapes, and can include onetime assistance or a longer term commitment at a non-profit. Students with many different career goals can benefit from volunteering, as a Public Relations or Marketing student could help a small non-profit with their social media campaigns while a psychology student could aid victims of domestic violence in a women’s shelter or treatment group.

• **Summer and Part-Time Jobs** can be ways to gain career related experience. The key is to make sure you seek out jobs that are relevant and related to your goals. For example, a student planning to become a K-12 teacher could test out their interest in working with children and gain job-related skills by working at a summer camp or an after-school program during the school year.

How to Locate Experiential Opportunities

• **Hire-a-VOL** is a great starting place in your hunt for internships, part-time jobs, and summer jobs. See page 9 of the handbook for directions on how to create a profile and search for opportunities.

• The Center for Career Development hosts many **job and internship fairs** throughout the year. From the Communications Job and Internship Fair to the Supply Chain Job and Internship Fair, the center’s fairs, both general and niche, are a chance for you to meet with employers face-to-face and learn about their internships and experiential opportunities.

• **Industry based websites** are an excellent way to locate internships and experiential opportunities. Visit career.utk.edu to find links to websites specific to your career interest.

• The University of Tennessee has several **offices on campus** that can help you obtain certain experiential opportunities. You can learn about undergraduate research by taking advantage of the resources offered through the Office of Undergraduate Research or find opportunities to volunteer through the Center for Leadership and Service.

• **Networking** is one of the best ways to uncover hidden internship and experiential opportunities. Some internships and volunteer opportunities and many research options are never posted online. Therefore, the best way to uncover these opportunities is by talking to people!
JOB SEARCH ASSISTANCE

The Center for Career Development can provide the assistance you need to help you prepare for your job search.

Credit Courses

The classes you are taking in college are preparing you for your career, so why not take a class that will prepare you to find and land a job? These courses are targeted to juniors who want to learn how best to navigate the job market during their senior year.

- Business Career Placement (All majors interested in business careers) BA320
- Career Strategies for Arts & Sciences Majors - Liberal Arts & Social Science COUN ED 404
- Special Topics: Entering the Real World-Making the Transition from Collegiate Athletics COUN ED 404

Practice interviews

Feel like you need some actual interview practice? Schedule an appointment to participate in a Video Practice Interview, a practice interview with a Center for Career Development staff member to prepare you for the real thing. Your interview can be videotaped and you will be given personalized feedback. In addition to video practice interviews with a staff member, we have an innovative program called InterviewStream that allows users to practice and develop your interview skills using a computer and webcam so you can see your responses. You can make an appointment to come in and use our computers and webcams, or if you have your own, you can practice interviewing from the comfort of your own room or apartment by clicking on InterviewStream on the Hire-A-VOL homepage. For more information, see page 16.

Guides

Stop by the center to find packets of information on various topics including:
- Resume Writing
- Curriculum Vitae
- Interviewing
- After Graduation What’s Next?
- Business and Dining Etiquette Guide

Individual Help

Looked through the materials but still need extra help or assistance? Do you have an individual question and need some advice? Just call and make an appointment with one of our many experienced staff members, or e-mail them with your question. We’d be happy to help!

A computer lab is available for your use in the center.
<table>
<thead>
<tr>
<th>Event Name</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Part-Time Job Fair</strong></td>
<td>(W) August 30, 2017</td>
<td>2:30 PM - 5:30 PM</td>
<td>Thompson Boling Arena Concourse</td>
<td>This event is held early in the Fall Semester and is perfect for students seeking part-time job opportunities.</td>
</tr>
<tr>
<td><strong>Engineering/STEM Job Fair</strong></td>
<td>(M) September 25, 2017</td>
<td>3:00 PM - 6:00 PM</td>
<td>Thompson Boling Arena</td>
<td>This fair is ideal for student/alumni who are majoring in Engineering or STEM majors and seeking full-time or internship opportunities.</td>
</tr>
<tr>
<td><strong>Supply Chain Management Job Fair</strong></td>
<td>(T) September 26, 2017</td>
<td>3:00 PM - 6:00 PM</td>
<td>Thompson Boling Arena</td>
<td>Speciality fair for students majoring in Supply Chain/Logistics and Industrial Engineering seeking full time or internship opportunities.</td>
</tr>
<tr>
<td><strong>Business/Retail/Government Job Fair</strong></td>
<td>(W) September 27, 2017</td>
<td>3:00 PM - 6:00 PM</td>
<td>Thompson Boling Arena</td>
<td>This fair focuses on the business/retail/government industries and is for students/alumni who are interested in pursuing full-time or internship opportunities in these areas.</td>
</tr>
<tr>
<td><strong>Agriculture (CASNR) Career Fair</strong></td>
<td>(W) October 11, 2017</td>
<td>10:00 AM - 3:00 PM</td>
<td>Brehm Arena</td>
<td>A niche fair focusing on career opportunities, full time and internships, for students in the College of Agricultural Sciences and Natural Resources.</td>
</tr>
<tr>
<td><strong>Construction Science Career Fair</strong></td>
<td>(R) October 12, 2017</td>
<td>9:00 AM - 12:00 PM</td>
<td>Brehm Arena</td>
<td>This event is focused on students in Construction Science, Civil Engineering and Landscape Architecture seeking internships or full-time opportunities.</td>
</tr>
<tr>
<td><strong>Communication Job &amp; Internship Fair</strong></td>
<td>(W) October 25, 2017</td>
<td>1:00 PM - 4:00 PM</td>
<td>Thompson Boling Arena</td>
<td>This event targets students in Communication and Information seeking internship and full time opportunities.</td>
</tr>
<tr>
<td><strong>Diversity Job Fair</strong></td>
<td>(M) February 5, 2018</td>
<td>2:00 PM - 6:00 PM</td>
<td>Thompson Boling Arena</td>
<td>This event is designed to provide increased opportunities for talented, underrepresented students at UT.</td>
</tr>
<tr>
<td><strong>Spring Job &amp; Internship Fair</strong></td>
<td>(T) February 6, 2018</td>
<td>2:00 PM - 6:00 PM</td>
<td>Thompson Boling Arena</td>
<td>This fair is targeted towards students of all majors and degree levels seeking full time employment and summer jobs/internship opportunities. Internships can be offered year round - not just during the summer.</td>
</tr>
<tr>
<td><strong>Education Job Fair</strong></td>
<td>(W) March 7, 2018</td>
<td>9:00 AM - 11:30 AM</td>
<td>Holiday Inn World's Fair Park</td>
<td>School systems from around the country recruit for various types of teaching positions.</td>
</tr>
</tbody>
</table>
Employers use job/career fairs to promote their opportunities and to pre-screen applicants. Career fairs come in all shapes and sizes, from small community-sponsored events to giant regional career expositions held at major convention centers.

Most career fairs consist of booths and/or tables manned by recruiters from each organization. For on-campus events, some employers also send alumni to represent their company. Large corporations and some government agencies have staffs who work the career fair “circuit” nationwide.

Attire
Generally, the appropriate attire for career fair attendees is business professional or business casual. You are making a first impression with the organization and you want to look professional. In most cases, “business casual” is the norm. Typically “business casual” is tailored khakis/nice pants/skirt and a collared shirt (no denim, shorts, or flip-flops). Jackets are optional. If you’re unsure of the dress code (particularly for off-campus events), it would be wise to err on the overdressed side—you’ll make a better impression if you appear professional. Think of it as a dress rehearsal for your real interviews!

Remember to bring copies of your resume, a working pen, and a folder or portfolio. Keep track of the recruiters with whom you speak and send follow-up notes to the ones who interest you. Don’t bring your backpack; it’s cumbersome, gets in the way of others, and it screams “student!” instead of “candidate!”

Stop, Look and Listen
Keep your eyes and ears open—there’s nothing wrong with subtly eavesdropping on the questions asked and answers received by your fellow career fair attendees. You might pick up some valuable information, in addition to witnessing some real-life career search “do’s and don’ts”.

In order to maximize your career fair experience, you must be an active participant and not just a browser. If all you do is stroll around, take company literature and load up on the freebies, you really haven’t accomplished anything worthwhile. It is essential to chat with the employer representatives and ask meaningful questions.

You need to create a one-minute commercial/sound bite as a way to sell yourself to an employer. The goal is to connect your background to the organization’s need. In one minute or less, you need to introduce yourself, demonstrate your knowledge of the company, express enthusiasm and interest and relate your background to the employer’s needs.

Ask Questions
The questions you ask at a career fair depend upon your goals. Are you interested in finding out about a particular career field? Then ask generalized questions about working within the industry. If you’re seeking career opportunities with a specific employer, focus your questions on the application and interview process, and ask for specific information about that employer.

A Few Words About Career Fair Etiquette
1. Don’t interrupt the employer reps or your fellow job-seekers. If someone else is monopolizing the employer’s time, try to make eye contact with the rep to let them know that you’re interested in speaking. You may be doing a favor by giving the recruiter an out. If all else fails, move to the next exhibit and plan to come back later.
2. If you have a real interest in an employer, find out the procedures required to secure an interview. At some career fairs, initial screening interviews may be done on the spot. Other times, the career fair is used to pre-screen applicants for interviews to be conducted later (either on campus or at the employer’s site).
3. Don’t just drop your resume on employers’ display tables. Try to get it into a person’s hands and at least say a few words. If the scene is too busy and you can’t get a word in edgewise, jot a note on your resume to the effect of “You were so busy that we didn’t get a chance to meet. I’m very interested in talking to you.” Look around the display for the recruiter’s business card (or at the very least, write down their name and get some literature with the company’s address) and send a follow-up note and another copy of your resume.
4. If you know ahead of time that one of your “dream companies” is a career fair participant, do some prior research (at minimum, visit their Web site). A little advance preparation goes a long way and can make you stand out among the masses of other attendees.
5. If employers refuse your resume and tell you to apply on their web site, don’t take this as a personal rejection. Many companies require that the recruiters do this for legal reason. Carry on a conversation and, if you’re interested, apply on the web.
To better serve your job search needs, the Center for Career Development has established a College Consultant program. Each College at the University of Tennessee is represented in our office by a staff member/consultant who specializes in information on your particular major/college. Please feel free to contact our office at 865-974-5435 and make an appointment to meet your College Consultant.

<table>
<thead>
<tr>
<th>College Consultant</th>
<th>Areas of Expertise</th>
<th>Office Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary Mahoney</td>
<td>Agricultural Sciences, Architecture and Design, Education, Health, and Human Sciences</td>
<td><a href="mailto:mmahoney@utk.edu">mmahoney@utk.edu</a></td>
</tr>
<tr>
<td>Misha Cooper</td>
<td>Business</td>
<td><a href="mailto:mlcooper@utk.edu">mlcooper@utk.edu</a></td>
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<tr>
<td>Simone Stewart</td>
<td>Arts &amp; Sciences, Social Work, Education, Health, and Human Sciences</td>
<td><a href="mailto:sstewa42@utk.edu">sstewa42@utk.edu</a></td>
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<tr>
<td>Njyhalo Pavati</td>
<td>Business</td>
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<tr>
<td>Leslie Poynter</td>
<td>Communication and Information, Arts &amp; Sciences</td>
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<tr>
<td>Travis Greenlee</td>
<td>Engineering</td>
<td><a href="mailto:tgreenl1@utk.edu">tgreenl1@utk.edu</a></td>
</tr>
<tr>
<td>Kertesha Riley</td>
<td>STEM</td>
<td><a href="mailto:kriley6@utk.edu">kriley6@utk.edu</a></td>
</tr>
</tbody>
</table>

Kertesha Riley
kriley6@utk.edu

10
The Center for Career Development has policies and procedures established for the job and internship search to provide a basis for ethical conduct. Please keep in mind these policies are in place to protect you and the employer. Unprofessional behavior by students hurts the center’s reputation and the University’s reputation with employers, which can ultimately deny students recruiting opportunities.

**Interview “No Show” and Late Cancellation Policy**

Submitting a resume requesting an interview and scheduling an interview are formal commitments to the employer. If you are selected for an interview for which you submitted a resume you are committed to scheduling an interview and showing up for the interview unless a legitimate reason arises.

A “No Show” is defined as someone who:
1. submits a resume expressing interest for an interview, is selected by the employer for an interview, but fails to schedule an interview time;
2. schedules an interview with an employer and does not show up for the interview;
3. cancels an interview less than 24 hours before the interview.

If you violate the No-Show policy your Hire-A-VOL account will be deactivated and your On-Campus Recruiting privileges will be suspended. In order to reinstate your account you must meet with Assistant Director Mary Mahoney.

**Acceptance Policy for Permanent and Internship Jobs**

After accepting a job offer, you should NOT continue to interview. You must notify the Center for Career Development of your acceptance and cease further activity.

**Accurate Representation Policy**

Always provide accurate information during the job search process. Do not falsify work experience, GPA, dates, eligibility, leadership roles, etc.

**Resume Referrals**

Permission to refer resumes to employers is granted by you through a statement in the Hire-A-VOL software. It says “Release Resume to Employers/Internet” and you have the option to select yes or no. Selecting yes allows the center to refer your resume to prospective employers.

**Graduate Placement Survey**

All students graduating in Academic Year 2017 - 2018 will be required to complete a Post-Graduate Survey in order to maintain access to the Hire-a-VOL system as UTK Alumni. You will be contacted via email following your graduation to complete this survey. Prompt response to the Survey will guarantee that your account will not be suspended.

**Conclusion**

This policy is in place to protect you, the student. No-shows hurt UT’s reputation with employers and deny other students an interview spot of which they might have taken advantage. We will do everything we can to work with you, but we ask you to be responsible and avoid No-Shows. If you have questions about this code, please contact the center at (865) 974-5435.

**Important Note:**

The Center for Career Development and the Hire-A-Vol system serves as a referral source for jobs and other opportunities and generally cannot make specific recommendations regarding off-campus employers. The center makes no guarantees about the positions listed by the office. The center is not responsible for safety, wages, working conditions or any others aspects of off-campus employment. While we expect employers to adhere to ethical standards, we are not able to research the integrity of each organization or individual that lists a job with us. Students and alumni are urged to ask good questions and use common sense when applying for any job or internship, particularly with respect to employment in a private home or other opportunities not affiliated with an established public or private sector organization. We encourage you to research prospective employers using resources made available by the center, as well as other tools, such as the internet.

The Center for Career Development provides opportunities for University of Tennessee students and alumni to develop job-search skills and provides resources to help identify potential employment. The Center does not guarantee job placement for students nor for alumni.

Please contact the Center with questions or concerns, if you believe any employer listing jobs or internships on Hire-A-Vol has misrepresented opportunities or has otherwise engaged in unethical conduct concerning recruitment or employment practices.
HIRE-A-VOL REGISTRATION & ON-CAMPUS INTERVIEW OPPORTUNITIES

Whether you are looking for a summer job, internship or full time permanent position, you need to register and upload a resume into our database using the **Hire-A-VOL** software program. This software is funded by your Technology Fee.

Go to career.utk.edu and click on the **Hire-A-VOL** icon. Select the Student Portal option and enter your NetID (username) and password to log in.

**Important Note:**
The program has a My Profile section on the Dashboard that you need to complete before uploading your resume. Click on Profile Summary and select Edit to enter/update information for each section. Complete the following sections of information requested (Contact Information and Detailed Profile). This information is very important for you to complete accurately. It helps to match you with employment opportunities. Do not limit your selections but be more open to interests/opportunities. Once you have completed the Profile Summary, click on the Resumes, Cover Letters, or Additional Documents choices to upload files.

Follow the instructions on the screen to upload your resume. You may have multiple resumes in the database. You also have the ability to upload cover letters, writing samples and other items.

The Center for Career Development encourages students to have their resume critiqued before uploading it into the database. Check the website (career.utk.edu) for Resume Critique Walk-In hours.

Once your resume has been uploaded into Hire-A-VOL you are ready to utilize the part of the program that tells you about on-campus Interview opportunities and other job listings (Job Search).

On-campus Interview opportunities are waiting at your fingertips when you use our internet-based software **Hire-A-VOL**. This software enables you to complete all parts of interview scheduling on the web. Under the Interview choice, you may view upcoming schedules and also see ones you are a match for. Be careful that you don’t narrow/specify your search so much you omit ones you may be interested in. Click on each job title to see a more detailed description; if interested in being considered for an interview, click the Drop Resume button or follow the application instructions listed on the page. You may apply for as many as you are interested in, but if selected for an interview you are committed to take the interview; you DO NOT decide at that time if you want the interview.

If you are searching for job postings in the Knoxville area or anywhere in the country click on the Job Search choice. Once on the screen, under the Job Search bar use the right arrow to move among filters to help with your search.

For more details on using the **Hire-A-VOL** software consider scheduling a time to meet with your College Consultant at the center. There are a variety of ways the software can assist you in your job search. Don’t miss out on these opportunities to interview for internships and full time, permanent positions.

**Important Note:**
Submitting a resume to be considered for an interview is making a commitment to take the interview if selected by the employer. Carefully research the position and employer before submitting your resume. Not scheduling an interview or not showing up for an interview is considered being a NO SHOW and must be discussed with a director.
A resume is a written document that displays what you have already accomplished. It is important to provide a resume to employers so they can assess your abilities and experiences and determine your potential for successful placement within their organization.

A resume is a summary or brief overview of work-related accomplishments and experiences, it is not an autobiography. Do pad your resume just to make it seem stronger or to hide minimal work-related experience. Employers realize you are just entering into the workforce and will be impressed by your initiative in seeking relevant work experience through a part-time, summer, cooperative education, or internship position.

When preparing your resume, be sure to include any information, special skills, training, and education that would be helpful in obtaining the position you want. If you are a first year or second year student, include relevant information from high school. As you progress through college, you will drop the high school information and replace it with more current facts.

**Style**
In most cases, a reverse chronological format is most appropriate. This means information throughout your resume will start from the most recent and work backwards.

**Demographics**
Start at the top of the page and include name, complete mailing address (both present and permanent, if you wish), telephone number, and e-mail address.

**Objective (Optional)**
State the position or specific type of position for which you are applying.

**Education**
List the university/college you are attending, type of degree you are working toward, major, and graduation date (ex. May 20XX). You may include your high school information and date of graduation if first year or rising second year.

**Experience**
Include paid full and/or part-time positions, fieldwork, volunteer work, and applicable projects. For each experience:
- List your job title, employer or organization, city, state, and time frame
- Describe your skills and what you accomplished while working there using short bulleted phrases that start with strong action verbs. Do not use complete sentences. Do not use “responsibilities included” as a description and do not use personal pronouns.
- Use present tense for present activities and past tense for past activities
- Order phrases in each position by importance to the job desired or career objective so that a person reads the most important relevant skill first.

**Activities**
List in the following order: 1) professional, 2) leadership, 3) other. Make general references to religious and political activities rather than a specific denomination or party. This is crucial because you do not know what stereotypes or biases others have.

**Additional Information**
Include any skills such as computer skills, foreign language skills, or special abilities related to your education or career objective. Also include anything unique to you, e.g. travel to or living in a foreign country, publishing of an item, etc.

**References**
No need to say “Available upon request.” List your references on a page separate from your resume. Use academic and employer references rather than personal references. List references that know your abilities and be sure to obtain permission from these people before you list them as references. When listing references include name, job title, complete address, phone number, and e-mail.

NEED HELP QUICKLY?
THE CENTER FOR CAREER DEVELOPMENT HAS WALK-IN HOURS. CHECK OUT OUR WEBSITE FOR DETAILS.
Sarah Jane Jones
1521 Cumberland Ave. • Knoxville, TN • 37916 • (865) 595-0000 • jones@utk.edu

Objective
Sales Representative with a major manufacturer with opportunity to advance into management

Education
The University of Tennessee, Knoxville
Bachelor of Science in Business Administration, Marketing
Overall GPA: 3.2/4.0
Completed 12 hours in Retail and Consumer Science

Honors
Dean’s list four semesters
Phi Chi Theta, Professional Women’s Business Fraternity

Experience
BELK
Knoxville, TN
Salesperson
• Sell women’s clothing and suggest appropriate accessories
• Conduct inventory; arrange displays of merchandise
• Received performance-based salary increases

DILLARD’S DEPARTMENT STORE
Nashville, TN
Salesperson/ Clerk
• Promoted to Salesperson after three months; sold clothing and accessories in Junior Department
• Designed and arranged displays for Back-to-School promotions
• Assigned to buyer for six weeks, included trip to New York market

WALGREENS
Knoxville, TN
Cashier
• Collaborated with store manager on orientation and assignments for new employees
• Oversaw cash drawer and made bank deposits
• Assisted pharmacist as needed

Activities
American Marketing Association, 20XX-present
Vice President, 20XX-XX
Treasurer, 20XX-XX

Delta Delta Delta Sorority, 20XX-present
Panhellenic Representative, 20XX-present
Rush Chairman, 20XX-XX
• Coordinated eight committees
• Increased membership by 20%

Additional Information
Financed 60% of college education through employment and loans
Familiar with Microsoft Word, PowerPoint, Excel, and Access
Working knowledge of Spanish
Traveled extensively throughout U.S. and Europe
JOHN DOE

Current Address: 1234 Forest Ave.
Knoxville, TN 37916
(865) 555-2222
johndoe@utk.edu

Permanent Address: 2222 Lockhill Lane
Bean, MN 55432

OBJECTIVE: Industrial Engineering position utilizing training in leadership and development and internship experience in manufacturing.

EDUCATION: The University of Tennessee, Knoxville
Bachelor of Science in Industrial Engineering
Overall GPA: 3.3/4.0 Major GPA: 3.8/4.0
- Financed 50% of education and living expenses during college through co-op program

HONORS: Howard Robinson Scholarship: Award for top UT engineering students
Dean’s List four semesters

ENGINEERING EXPERIENCE: ABC Boats/University of Tennessee Industrial Engineering
Senior Project – Development and Design
Aug. 20XX-Apr. 20XX
- Served on student-led development team researching and analyzing work measurement in support of an engineered labor standards program
- Evaluated and recommended improvements to maximize workflow and spatial utilization

Saturn Corporation
Spring Hill, TN
STAR Student Intern
Summers 20XX-20XX
- Successfully coordinated the implementation of over 500 Operation Certification Boards throughout the six modules of Vehicle Systems as part of GM's Global Manufacturing System strategic plan
- Performed a significant number of stop-watch time studies on the job cycles of over 40 new KUKA robots in an effort to correct slow work-stations
- Participated in a study that successfully solved robot welding problems caused by improper loading of car body doors on carriers

OTHER EXPERIENCE: Walgreens Drug Stores
Knoxville, TN
Cashier
Feb. 20XX-Sep. 20XX
- Assisted store manager in training and assigning five new employees
- Oversaw cash drawer and made bank deposits up to $3000

ACTIVITIES: National Society of Black Engineers (NSBE)
Membership Chair
- Increased membership by 10% and led two highly successful campaigns targeting women and honors program students

Habitat for Humanity-UTK Chapter

ADDITIONAL INFORMATION: Familiar with Microsoft Office, MATLAB, AUTOCAD, C/C++
Fluent in Spanish-traveled extensively throughout Spain and Portugal
COMMONLY ASKED INTERVIEW QUESTIONS

1. Tell me about yourself.
2. What are your long-range and short-range goals?
3. Why did you choose this major? this career path?
4. Why should I hire you?
5. What motivates you?
6. What is your greatest strength?
7. What is a weakness you have?
8. Why is your GPA not higher?
9. What have you learned from participation in extracurricular activities?
10. What do you know about our company?
11. Will you relocate? Does relocation bother you?
12. Describe your most rewarding college experience.
13. Are you a team player?
14. How would you describe yourself?
15. What do you see yourself doing five years from now?
16. Do you have a geographical preference? Why?
17. What have you learned from your mistakes?
18. Why did you seek a position with this company?

Sample interview questions compiled from printed resources, employers and the Center for Career Development staff.

PHONE/VIDEO INTERVIEWS

Telephone communication has been around much longer than email, so it seems that we have had more time to form bad habits. Like the face-to-face interview, preparation is a must. You must research the employer and anticipate questions. In the phone interview, you have to psychologically prepare yourself to communicate formally. It may be hard to do this in our home where there are so many distractions – TV, stereo, roommates, pets, and so on. Prepare a quiet place for yourself.

Try to use a land line phone instead of a cell phone if possible to avoid losing your connection. The challenge in interviewing on the phone is that there is a lack of a nonverbal communication, so be enthusiastic. The first seconds are crucial and interest in your voice is key. Even the way you answer the phone has an impact on the interviewer. Speak distinctly and confidently. An advantage of the phone interview is that you can collect written notes and write notes from your conversation. As always, be cordial and thankful for the interview! More information on Telephone Interviews can be found in our “Interviewing Guide”.

INTERVIEWING PRACTICE

One of the most effective ways to prepare for an interview is to practice. The Center for Career Development offers multiple ways for you to practice and hone your interviewing skills in realistic interview simulations.

INTERVIEWSTREAM® is an innovative tool that allows you to practice your interview skills from anywhere online as long as you have access to a webcam. InterviewStream® creates a realistic interview experience where you are asked challenging questions and must respond. The questions are the same questions you might get in a real job interview. You can use InterviewStream® whenever you want, as often as you want to prepare for any employment opportunity. Just log into your Hire-A-VOL account and click on the InterviewStream® logo. If you don’t have a webcam, you can schedule a time to use the program at the center by calling 865-974-5435.

College Consultants and Peer Career Advisors also conduct in-person videotaped practice interviews for any student who wants to practice or prepare for an upcoming interview. Generally, the practice interviews last 45-minutes to one hour, and they are excellent ways to gain some feedback and coaching about your interviewing performance. Just call our main line at 865-974-5435 to request a practice interview, and you will be scheduled with the appropriate staff member. Remember to bring a copy of your resume and an example job description to the practice interview appointment to get the greatest benefit from the experience!
BEHAVIORAL INTERVIEW QUESTIONS

When answering behavioral questions in an interview, remember to tell a story. Use the STAR-L technique, as outlined below.

**Situation or Task**
Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.

**Action you took**
Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did – not the efforts of the team. Don’t tell what you might do, tell what you did.

**Results you achieved**
What happened? How did the event end? What did you accomplish?

**What you Learned from the experience**
Be sure to close your response with a brief summary of what you learned from the experience you were describing to the interviewer.

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**EXAMPLE:**

**Situation (S) or Task (T):**
Advertising revenue was falling off for my college newspaper, The Beacon, and large numbers of long-term advertisers were not renewing contracts.

**Action (A):**
I designed a new promotional packet to go with the rate sheet and compared the benefits of The Beacon circulation with other ad media in the area. I also set up a special training session for the account executives with a Haslam College of Business Administration professor who discussed competitive selling strategies.

**Result (R):**
We signed contracts with 15 former advertisers for daily ads and five for special supplements. We increased our new advertisers by 20 percent [quantity is always good] over the same period last year.

**Learned (L):**
I learned that listening to the customer’s needs and strict attention to detail is critically important in customer service.

• How have you demonstrated initiative?
• How have you motivated yourself to complete an assignment or task that you did not want to do?
• Tell me about the riskiest decision that you have made.
• Walk me through a situation where you had to do research and analyze the results for one of your classes.
• Can you tell me about a complex problem you solved? Describe the process you utilized.
• What leadership positions have you held? Describe your leadership style.
• Describe a situation where class assignments and work or personal activities conflicted. How did you prioritize? How did you manage your time? What was the outcome?
• Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
• Describe a time when you had to conform to a policy with which you did not agree.
• Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
• Give me an example of a time in which you had to make a split second decision.
• Give me an example of a time when something you tried to accomplish failed.
• Can you tell me about an occasion where you needed to work with a group to get a job done?
• Describe when you or a group that you were a part of was in danger of missing a deadline. What did you do?
• Tell me about a situation when you had to learn something new in a short time. How did you proceed?
• Tell me about a challenge that you successfully met.
• What is your typical way of dealing with conflict? Give me an example.
• Tell me about a time when you missed an obvious solution to a problem.
Let’s face it. Your clothes do say a lot about you. For interviewing and professional meetings, you should not want them to speak too loudly!

**Interview Attire:**
- A neutral dark or gray suit, solid or with subtle pinstripes. If wearing a skirt, it should be knee-length. Avoid high slits.
- A white or muted, light-colored shirt or blouse is best under the suit jacket. Do not show cleavage.
- There is more flexibility with ties, conservative colors and patterns are most appropriate.
- Neutral hosiery or dark matching socks with polished, leather, lace-up shoes or basic pumps, low heel. Avoid open toe shoes or sandals.
- Jewelry should be simple, with no dangly or flashy earrings, and conservative watches and other jewelry. Piercings should be limited to one per ear.
- Avoid wearing cologne, aftershave, or perfume on the day of your interview.
- Light makeup is recommended, with minimal eye makeup.
- Clear or light nail polish.
- If you have facial hair, make sure it is neatly groomed.
- If you carry a purse, keep it simple and small.
The Center for Career Development is often asked how students can separate themselves from the rest of the crowd when trying to impress an on-campus interviewer. Should students wear crisp new business suits? Should they spend top dollar on a fresh hairstyle or cut? Maybe a practice interview to help cut down on being nervous would help. Simply put, all of these things will help in impressing employers. But the best way for students to stand out is to conduct serious research on the company they are interviewing with. In the center we have a long standing tradition of surveying on-campus recruiters to gauge how well students do while being interviewed for position openings.

The table below shows the survey results. The most obvious finding was that students would be advised to know the primary product or service and its history within the organization. This was ranked number one.

Students looking to gain an advantage during on-campus interviewing should refer to this chart as they prepare for their interviews and spend the majority of their time researching the top 5 rated items on the chart.

The center’s web site provides links to some very prominent sites that will help with employer research http://career.utk.edu/employerresearch.php. Keep in mind, however, personal contacts, news publications and other sources of information should also be used.

<table>
<thead>
<tr>
<th>What Students Need to Know About Companies for Their First Interview</th>
<th>Average Rank</th>
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<tbody>
<tr>
<td>Our organization mission statement</td>
<td></td>
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<tr>
<td>Where our headquarters are located</td>
<td>4</td>
</tr>
<tr>
<td>When our company/organization was founded and by whom</td>
<td></td>
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<tr>
<td>Who are our competitors</td>
<td></td>
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<tr>
<td>Who are our typical clients and/or customers</td>
<td>3</td>
</tr>
<tr>
<td>Our corporate/organizational culture</td>
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<tr>
<td>Specific details of the job they are interviewing for</td>
<td>5</td>
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<tr>
<td>Our CEO, President or Director’s name and his/her bio</td>
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<tr>
<td>Our primary product or service and its history</td>
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<tr>
<td>Emerging issues that may affect the industry or our organization</td>
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<tr>
<td>Our company/organization’s expectations for relocation</td>
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<tr>
<td>Our secondary or emerging products or services and their potential</td>
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<td>All of the divisions that make up our organization</td>
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<tr>
<td>Recent mergers or acquisitions that have occurred that affect our company</td>
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<tr>
<td>Our relative standing in the marketplace</td>
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<tr>
<td>Our stock symbol/what our stock traded for recently</td>
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<tr>
<td>Our rank in the Fortune 500</td>
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# CHECKLIST: HOW TO ACE YOUR JOB INTERVIEW

## Before

### Know yourself
- What do you have to offer?
  - Skills
  - Accomplishments
  - Goals
- Complete the Self-Assessment for Interviewing exercise in the Interview Guide

### Research the Company
- What questions should you ask an interviewer?
  - [http://career.utk.edu/questionscommonlyasked.php](http://career.utk.edu/questionscommonlyasked.php)
  - See next page
- Learn as much as you can beforehand:
  - Size of company
  - Public or private company
  - Products and services
  - Number of employees
  - Types of customers
  - Key competitors
  - Sales and profit trends
  - Possible future ventures
  - Department or division reporting structure
  - Where to find the information:
    - Company Websites
    - Chambers of Commerce
    - Library/Local newspapers
- Websites that can help:
  - [www.lib.utk.edu](http://www.lib.utk.edu)
  - [www.vault.com](http://www.vault.com)
  - [www.irin.com](http://www.irin.com)

### Practice
- Sign-up for a practice interview
  - Practice interviews with family or friends
  - Practice by yourself in front of a mirror
  - Use our InterviewStream software
- Practice your Career Story in front of a mirror, with friends or record yourself on your phone

## During

### Be Prompt and Prepared
- Arrive 10 to 15 minutes before the interview
- What to bring:
  - Academic History/Transcript
  - Extra copies of your resume
  - List of references
  - Know your questions for the interviewer
  - Folio with pen and paper
  - Don’t be a no-show!!

### First Impressions Count
- Dress Appropriately
  - Make sure clothing is pressed
  - Shoes polished
  - Attention to personal grooming
  - Give a firm handshake
  - Smile!!!
  - Avoid nervous laughter

### Q & A
- Answer the interviewer’s questions thoroughly, yet concisely
  - Ask questions yourself
  - Use the STAR method for answering behavioral questions
  - Be enthusiastic
  - Show you’re a go-getter and excited about the company

### Closing
- Be prepared with your closing statement expressing interest
  - Ask the interviewer for a business card
  - Thank the interviewer

## After

### Follow-up
- Send a thank you note asap (Email or handwritten)
  - Jot down information about the interview

### Evaluate
- Is this job for you?
  - A good fit = A successful career
- Critique yourself
  - Was I prepared?
  - What would I do differently next time?
Networking is the process of gathering helpful information from a network of contacts to assist you in planning your career and in looking for jobs.

Getting Started
Decide the purpose of contacting your network. What is to be gained from meeting with these networking contacts?
- Gathering information about jobs and careers of interest to you
- Advice on how to conduct your job search
- Getting leads

The Second Step
Consider and list your existing and potential network
- Family, friends, and neighbors
- Friends and co-workers of your parents or other relatives
- Supervisors and acquaintances from past and present jobs and internships
- School faculty and administrators
- Contacts through church or other religious organizations, hobbies, athletic participation, community involvement
- People you have met at on-campus information sessions or other presentations
- Members of professional organizations relevant to your field or area of career interest
- Contacts through public service and volunteer work
- Other professionals including doctors, dentist, accountant, lawyer, banker, and insurance agent
- Alumni, especially recent grads

The Third Step
Determine what you have to offer.
- What are your greatest accomplishments?
- What interests you professionally and personally?
- What is important to you?
You want to be able to quickly and concisely communicate to the networking contact your purpose. To set up an informational interview or to develop specific job leads. You will need a brief self-introduction or sound bite and commercial that tells about your background, experience, and what direction you are headed. Think about your education, interests, skills, values, and what industries, locations, and types of jobs interest you. It is a good idea to write out this introduction and practice it before calling a contact.

How to use a sound bite:
- Introduce yourself by name and university, what your major is, and purpose of networking.
  Example: Hi, I'm Mary Jones and I'm a psychology major at the University of Tennessee and I'm interested in the field of human resources.

How to use a commercial:
- I became interested in the human resources field last summer when I interned at XYZ Company and got to know the Human Resource Director there. I found her job very interesting. She worked in all aspects of employee relations and hiring. When I returned to school this fall, I decided to add a business class and I also joined the Human Resource Management Association. Next semester I will begin taking courses as a management major and I hope to obtain an internship in human resources next summer.

Putting Your Network Into Practice
Schedule and Conduct Informational Interviews
Informational interviews are a crucial and often overlooked aspect of networking. They are the best way to find out about a job and make a contact.
- Call, write, or email the person you want to meet; emphasize that you are not looking for a job, but researching an industry or position.
- Set up a meeting and have 10-20 questions prepared. Before the meeting, it is imperative that you research the business in which you are interested. Don't waste your contact's time. Research the interviewing individual(s), the company, and the industry utilizing books, periodicals, company literature, annual reports, and the Internet.
- Set a time limit of about 30 minutes.

Prepare questions
- How did you get started in this business?
- What experiences helped you to be prepared and qualified for this job?
- How did you get to this point in your career?
- What do you believe is the ideal education and background for this career?
- What are your primary responsibilities in your current position?
- What do you like most about your job, your company, and your industry? What do you dislike about them?
- What has been your greatest challenge?
- What are typical career path options for someone in this company/industry?
- If you could change something about your career path, what would it be?

Always end by thanking the contact for their time and within one or two days follow up with a thank you note.

Once you achieve your goal, don't stop. Ask your contact for the names of two other contacts in the industry. Keep your network current. Remember to maintain your network even once you find a secure job. You never want to have to rebuild, so stay in touch with those in your network and add people to it.
SOCIAL MEDIA TIPS

LinkedIn
LinkedIn is a professional networking site that helps people find and share opportunities. You can connect with and keep up to date with your network, which is key when job searching. You can also find alumni groups, job postings, company information, and much more. To create your profile, visit http://www.linkedin.com. Your LinkedIn profile is the resume every potential employer will see. Even if you don’t use LinkedIn on a regular basis, the people looking to hire you will. See LinkedIn Profile Basics for information on creating your profile on page 23.

Facebook
The fact that Facebook has more than 600 million active users is a good enough reason to use it as a job search and networking tool. Many businesses that know the power of the web are already there. Another thing that you should note as a job seeker is that many recruiters are constantly scouring social networking sites to reach out to potential candidates, and Facebook is a platform they don’t ignore. If you are thinking of using social sites as a job search tool, you should definitely have a presence on Facebook. When you search for a particular term on Facebook, you can narrow it down to people, pages, groups, link, etc. which gives you wide range of options as to who to network with and reach out to. Two very important features of Facebook are “Facebook Pages” and “Facebook Groups.” These features allow you to join a group of people with similar interests, or simply provide an opportunity for you to learn more about a company or connect with recruiters via Facebook.

Twitter
More people are using Twitter to find jobs. Not only are people on Twitter to look for jobs but employers are also looking for people to hire. Some are on Twitter specifically to recruit. Connect with people in the companies and jobs that you are looking to get into, tweet questions you may have in your field, use Twitter search to look for jobs that are tweeted using keywords that pertain to what you are looking for, tweet that you are job hunting, etc. Try searching for and using these hashtags: #jobs, #hiring, #tweetmyjobs, #careers, #jobposting, #employment, #recruiting, #jobsearch, #joblisting.

Email
Many use this form of communication in a highly informal manner. The first rule of thumb is - Think before you write. Just because you can send information faster than ever, does not mean that you should click the “Send” button as quickly as possible. Keep your messages concise. The screen only shows about one half of a hard-copy page. Save longer messages and formal reports for regular or overnight mail. However, do not keep your text so short that the reader has no idea what you’re talking about.

DO NOT TYPE IN ALL CAPS! It may appear that you are yelling. Additionally, do not type in all lower case. Know that professional communication must be professional and if you violate the rules of grammar and usage, you make it difficult for the reader to interpret your message.

The subject line is important. Use it to get the reader’s attention. Replace vague lines (My Resume or Publishing Job) with clear statements.

Proofread your message. Use a spell and grammar checker. You do not want to damage your credibility with a misspelled word.

Text Messaging
Text messaging is not an appropriate communication method to use in your job search. Do not correspond with a potential employer through texts. The recruiter, unless you’ve known him or her for a long time, is not your friend. While it’s ok to be yourself, you still want to maintain a sense of professionalism.
LinkedIn Profile Basics

☐ PHOTO
It does not need to be a fancy professionally taken photograph, just make it friendly and appropriate.

☐ HEADLINE
Share any interests you are enthusiastic about and the exciting projects you want to accomplish in the future.

☐ SUMMARY
Tell people your motivations, talents and skills. Consider sharing your plans for future projects.

☐ EXPERIENCE
List any jobs you have held or are currently holding including both full-time and part-time employment. You will also want to share specific accomplishments that you have achieved.

☐ EDUCATION
Beginning with your college and university experience please list all of the educational experiences you have had; including summer programs and certifications.

☐ SKILLS & EXPERTISE
In this section you will want to highlight several of your skills so your connections can endorse you. (Start with at least 5)

☐ PROJECTS
Consider adding your most meaningful projects to this section such as a senior capstone, research, etc. Share what you did and how you did it.

☐ HONORS & AWARDS
List the honors and awards you have received; consider adding a brief sentence to clarify what the award was for.

☐ ORGANIZATIONS
List professional and student organizations you are a part of; include meaningful projects and accomplishments.

Add new profile section

Background

☐ Work experience
List your work history including any contracts or internships.

☐ Education
Get more profile views by adding your school.

Skills

☐ Skills
Showcase your strengths as a professional.

Accomplishments

☐ Projects
Add compelling projects to demonstrate your experience.

☐ Honors & Awards
Feature the recognition you’ve earned.

☐ Organizations
Show your involvement with communities that are important to you.

Name
Headline
University of Tennessee
Knoxville, Tennessee

Adapted from the LinkedIn Profile Checklist
SHOWCASING YOUR DIVERSITY

The Center for Career Development strives to educate and empower all students to achieve career success. As a staff, we seek to create a welcoming environment respectful of individuals’ unique backgrounds, beliefs, and goals. We have established a Career Development Coordinator for Disability, Diversity and Veterans Initiatives, an individual who specializes in identity-based career information to lead office outreach and inclusion.

Services offered include:

- Access to employers who are actively recruiting diverse students
- Job and internship opportunities through specialized recruitment events
- Federal employment programs for students with disabilities and veterans
- Disability-related career advising covering topics such as:
  - Self-advocacy skill development
  - Requesting reasonable accommodations in the workplace
  - The disability disclosure process
  - Your rights and responsibilities under the law
- Identity-related career advising covering topics such as:
  - Mentoring
  - Salary negotiation
  - Overcoming discrimination
  - Finding an inclusive employer
  - Translating military experience to a civilian resume
  - Identity-specific employment resources and programs

Wondering how your identity will influence your job search? Seeking an inclusive employer? Feel free to contact our center at 865-974-5435 and make an appointment to meet with our Career Development Coordinator for Disability, Diversity and Veterans Initiatives.

Tatiana Leavitt
Coordinator
Disability, Diversity, and Veterans Initiatives
The Center for Career Development provides assistance to students planning to attend graduate and professional school. Students can meet with their college consultants to learn about the application process and to get help each step of the way. Links on the center’s website are available to help students find universities that offer programs of interest, learn about required entrance exams, and much more. Look for the Admissions Guide to Graduate School on career.utk.edu for a comprehensive resource on the topic.

Some students find the graduate admissions essay, or personal statement, one of the most challenging tasks to complete. However, you can use the Admissions Guide to find questions to guide your brainstorming about essay content. Staff members can also critique students’ essays and offer suggestions for improvement.

Each fall, Donald Asher, a nationally recognized speaker and author, is invited to campus to present a dynamic seminar on graduate school admission. From first year students exploring how to gain needed skills and experiences to seniors in the midst of the application process, this program is a must-see for all those considering advanced degrees. Other graduate school related workshops are offered throughout the year for specific populations.

<table>
<thead>
<tr>
<th>Timeline for Applying to Graduate School</th>
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</thead>
<tbody>
<tr>
<td><strong>Spring of Junior Year – Summer Before Senior Year</strong></td>
</tr>
<tr>
<td>• Finalize the type of graduate program consistent with your goals; discuss your career plans with your Center for Career Development consultant and faculty members.</td>
</tr>
<tr>
<td>• Identify a list of prospective graduate schools and gather relevant information from each.</td>
</tr>
<tr>
<td>• Prepare for the entrance exam required by your program and sign up to take the test early enough to allow for retesting if necessary.</td>
</tr>
</tbody>
</table>

| **August-September** |
| • Review literature from prospective graduate schools and narrow to a final list; The center recommends the “Rule of 6” – two reach, two middle-of-the-pack, and two safe bets. |
| • Begin writing a personal statement or essay. Polish it as much as possible and remember to tailor it to each program. |
| • Take entrance exams if you haven’t already done so. |
| • Consider contacting faculty at programs of interest by phone or email to make an introduction. |

| **October-November** |
| • Complete application forms. |
| • Request transcripts from all of your post-secondary institutions. |
| • Meet with your recommenders to discuss your program choices and give them relevant information (resume, transcripts). |

| **December-January** |
| • Mail all applications even if not yet due. Many schools pay special attention to early applications. |
| • Call to check that materials were received. |
| • Fill out FASFA to qualify for federal aid. |
| • Research deadlines for graduate assistantship applications offered by the institutions to which you are applying. |

| **February-March** |
| • Contact schools and plan a visit to meet with faculty members and current students if possible. |
| • Some institutions require interviews, others make them optional, and some won’t conduct interviews. |

| **April-May** |
| • Wait for your admissions offers! |
| • Assess your financial aid package. |
| • Make a decision – call other programs to decline or withdraw. |
| • Write thank you letters to those who helped during the process. |
JOB SEARCH TIPS FOR GRADUATE STUDENTS

Preview

• Possible opportunities in academia and industry – envision yourself on different professional paths and compare to your values, skills, and interests.
• Realities of the job market – research the job market in your interest areas to know the trends and hiring needs.

Plan

• Individual development plan – knowledge of the skills and connections you have and those needed for desired career options allows you to be proactive with your goals and selective with your time.
• Budgeting and savings – starting now can allow for some flexibility during your job search.

Participate

• Mentors – seek out professional models that reflect your interests and needs.
• Network – build a professional network through individuals, organizations, conferences and events - positive connections can keep you up-to-date and materialize into future collaborations, references, and/or job leads.
• Experience – develop needed skills and abilities and diversify your professional profile. Consider GRA/GTA, fellowships, internships, full–time and part–time jobs, volunteering, presentations, etc.

Prepare

• C.V., resume, letters and statements – maintain master documents along with several different versions reflective of your career interests. Get feedback from reliable sources such as mentors, faculty and the Center for Career Development.
• Interview skills – practice interviews with a panel of professors or appropriate professionals, such as in the Center for Career Development.
• Recommendations – communicate with those who can speak of you enthusiastically and thoroughly. Approach them early and keep them informed during your job search.

Polish

• Introductions – develop your elevator pitch for your career and/or research goals.
• Career competencies – exemplify work ethic and demonstrate critical thinking/problem solving, communication, leadership/teamwork, and intercultural fluency.
• Dress the part – consider the attire and personal presentation of those in roles in which you aspire.
• Social media and online persona – use social media to your advantage, contributing positively and maintaining connections to your professional community.

JOB SEARCH RESOURCES FOR GRADUATE STUDENTS

The career and professional development process is not step-by-step nor limited to your time as a graduate student. The process is life-long – it began long before you entered a graduate program and will most likely continue long after. We encourage you to be mindful of opportunities to practice these tips now and into your career. The following partners, in addition to your own departments, provide resources such as advising and consultation, workshops and networking events, and online materials that support graduate student career development:

• Center for Career Development
• The Graduate School
• University Libraries
• Tennessee Teaching and Learning Center
• Program for Excellence & Equity in Research (PEER)
• Center for International Education
2016 SURVEY OF RECENT UT GRADUATES

WHAT THEY ARE DOING

53% Full-Time Employment
27% Graduate School
15% Still Seeking

Part-Time Employment 2% Other 3%

WHAT THEY ARE MAKING

Highest Salary $110,000
Median Salary $47,669

WHERE THEY ARE

71% In The South
10% Undisclosed

56% IN TENNESSEE

IN KNOXVILLE

Top Employers
UNIVERSITY OF TENNESSEE
OAK RIDGE NATIONAL LABORATORY
ERNST & YOUNG
PRICEWATERHOUSECOOPERS
UT MEDICAL CENTER
PILOT FLYING J
INTERNATIONAL PAPER
GEORGIA-PACIFIC
AMAZON.COM, INC.
21ST MORTGAGE CORPORATION

Top Graduate Schools
UNIVERSITY OF TENNESSEE
LINCOLN MEMORIAL UNIVERSITY
EAST TENNESSEE STATE UNIVERSITY
UT - CHATTANOOGA
UNIVERSITY OF MEMPHIS
VANDERBILT UNIVERSITY
BELMONT UNIVERSITY
UNIVERSITY OF CALIFORNIA - BERKELEY
SOUTH COLLEGE
MIDDLE TENNESSEE STATE UNIVERSITY

SENIORS
56% Counseled by CCD
80% Engaged with CCD

Based on 2,618 responses from students graduating with bachelor’s degrees in August 2015, December 2015 and May 2016.
SALARY INFORMATION
What is the salary range for someone with your education and experience? Salaries depend on the job and the location of the job. The following links will help you investigate how job salaries or offers compare to those surveyed. Along with researching salary, researching the cost of living of potential employer locations is important.

Salary Calculators
- Job Seekers Salary Calculator (http://www.jobsearchintelligence.com/etc/jobseekers/salary-calculator.php)
- Salary.com (http://www.salary.com)
- Homefair.com (http://www.homefair.com/real-estate/salary-calculator.asp)
- BankRate (http://www.bankrate.com/brm/movecalc.asp)

Salary Surveys & Resources
- CareerOneStop (http://www.careeronestop.org/SalariesBenefits/SalariesBenefits.aspx)
- Jobstar (http://jobstar.org/tools/salary/index.php)

Salary Negotiation
Many new college grads only have a vague idea of what they want and need in terms of the money they’ll earn their first job. Here are some tips that you should keep in mind.
- Plan Ahead
  » Before the interview, research the company’s salary ranges and benefits. Think about what you want from the job, both salary and benefits.
- Don’t agree too quickly
  » The employer may offer the job and salary simultaneously. Never say yes right away. Instead, tell them that you will think about the offer and will get back to them within a certain time frame.
- Everything Counts
  » When calculating your salary, remember to include the value of benefits, such as bonuses, commissions, health insurance, flexible spending accounts, profit sharing, paid vacation and stock offerings.
- Do Your Homework
  » The best way to know what you should be making, is to see what others in your position make. You can also check with trade associations or browse through other job postings to see how your salary compares to others.
- Don’t Get Personal
  » The employer doesn’t care about student loans, etc. Your salary will be based on the hirer’s assessment of 3 things:
    * Your ability to do the job
    * The organization’s budget
    * Market rates for your job

“I have an offer but am still waiting on another….now what?”
- Stall
  » Take time to think about opportunities before deciding.
  » Ask for more time or get the offer in writing. Employers are expected to give you due diligence to make a decision (1 week minimum).
- Contact other employer
  » Inform them of the situation and see if they can speed up their process or let you know where you stand.
- Don’t burn bridges!
  » There are major ethical considerations if you renege on offer. You represent your peers and UT. See Code of Conduct on page 11.

COST OF LIVING
Along with researching salary, researching the cost of living of potential employer locations is important. As you may know, the cost of goods may vary greatly between two cities. “Cost-of-Living” is usually considered as the composite cost of groceries, housing, utilities, transportation, health care, clothing, and entertainment within a city. The ACCRA (www.accra.org) collects data to produce a comparable index, however many nonprofit and for-profit organizations charge for up-to-date “Cost-of-Living” reports.
### SALARIES ACCEPTED BY 2016–17 GRADUATES (AS OF 07/07/17)

The salary figures represent job offers accepted immediately following graduation. They do not represent salaries for all students who accepted jobs because some students choose not to disclose this information.

<table>
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<th>BACHELORS College/Major</th>
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<th>2016-17 High</th>
<th>2016-17 Low</th>
<th>2016-17 Mean</th>
<th>2015-16 Mean</th>
<th>2014-15 Mean</th>
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*MBA CSC requires each data point be an average of no less than three data points; data points with an average of less than three cannot be reported.

**MACC numbers were obtained from the Haslam College of Business. Different collection methods and data are used for reporting. Data for this salary report was collected on 7/7/2017.*
**RECRUITING EMPLOYERS**

The employers listed below participated in on-campus recruiting, networking sessions or job fairs.

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As a Branch Manager Trainee, you will participate in our management development program, designed to prepare you to drive branch performance as a leader within the organization. Our program consists of an extensive 18-month+ long training and development agenda that will provide you an opportunity to develop the skills and abilities required to successfully manage a branch office. Once selected to join our program, we offer a competitive starting salary and incentives, and give you the opportunity to grow and develop your career with OneMain. Upon completion of our Branch Manager Trainee program, you will assume the Branch Manager position with responsibilities for managing all branch operations and sales activities, as well as participating in career development, training and coaching.

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Branch Manager
As a Branch Manager, you manage workloads, coach team members, evaluate performance and hire and train new staff. You will successfully drive branch goals and profitability through your leadership, customer relationships, employee development and local community involvement. Branch Managers must also maintain high ethical standards and comply with federal and state regulations. This position offers growth potential outside of our branch network.

Internship Opportunities
Our internship program is all about learning, enhancing and advancing your future. You will have the opportunity to work with some of the best professionals in the business. In the branch, you will learn through hands-on experience as a branch employee while an experienced branch manager mentors and trains you through your progress. Your satisfactory performance could lead to advancement opportunities within our company.

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