



Connecting College Education to the Workplace

# Work Experience Intern Handbook

## Spring 2012



SANTA ROSA JUNIOR COLLEGE

# WORK EXPERIENCE INTERN REQUIREMENTS

<b>1</b>	<p><b>ORIENTATION</b></p> <ul style="list-style-type: none"> <li>● Submit an Employment Information Form online: <a href="http://www.santarosa.edu/workexp">www.santarosa.edu/workexp</a></li> <li>● Complete orientation at the beginning of the course.</li> <li>● See page 1 for instructions to receive 10 points for completion of orientation.</li> </ul>
<b>2</b>	<p><b>FIRST JOB SITE VISIT</b></p> <p><i>See page 3.</i></p> <ul style="list-style-type: none"> <li>● Your Instructor's Name _____</li> <li>● Phone # _____ Email: _____</li> <li>● Date of 1st job site visit _____</li> </ul>
<b>3</b>	<p><b>LEARNING OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>● Give your supervisor the letter. <i>See pages 5-6.</i></li> <li>● Talk with your supervisor to develop your <b>four</b> objectives. <i>See pages 7-11.</i></li> <li>● Have your draft worksheet (<i>pages 9-10</i>) completed for your first job site visit with your instructor (<i>see #2</i>).</li> </ul>
<b>4</b>	<p><b>SEMINAR, ACTIVITY AND/OR PROJECT HOURS</b></p> <p>Four hours required for the semester.</p> <ul style="list-style-type: none"> <li>● See pages 13-26 for details.</li> <li>● Last days for most activities are <b>APRIL 9</b> and <b>APRIL 25</b>.</li> </ul>
<b>5</b>	<p><b>STUDENT REPORT AND RESUME</b></p> <p>Write a two- page essay and resume.</p> <ul style="list-style-type: none"> <li>● See pages 27-28 for instructions and essay topics and pages 29-35 for resume.</li> <li>● Submit report to your instructor.</li> </ul> <p>Date due: <b>APRIL 26, 2012</b></p>
<b>6</b>	<p><b>WORK HOURS</b></p> <ul style="list-style-type: none"> <li>● Track your hours of work during the semester on the Worksheet. <i>See page 37.</i></li> <li>● Report total hours to your instructor at the final job site visit (<i>see #7 below</i>).</li> <li>● Hours worked equal number of units. <i>See page 39</i></li> </ul>
<b>7</b>	<p><b>FINAL JOB SITE VISIT</b></p> <ul style="list-style-type: none"> <li>● Your supervisor and you, will evaluate your objectives at the end of the semester. Your WE instructor will schedule this meeting with both of you.</li> <li>● Date of final job site visit _____</li> <li>● <i>Grading is explained on page 39.</i></li> </ul>

# INTERN ORIENTATION

1

Orientation will explain the class requirements and must be completed at the beginning of the course. All Work Experience students are required to complete orientation.

## STEP ONE - Complete Orientation

- Watch the DVD  
OR
- Online at [www.santarosa.edu/workexp](http://www.santarosa.edu/workexp)

## STEP TWO - Fill out the form

- Manually (below)  
OR
- Online at [www.santarosa.edu/workexp](http://www.santarosa.edu/workexp)

## STEP THREE - Submit the form

- Drop off at Work Experience office  
OR
- Online at [www.santarosa.edu/workexp](http://www.santarosa.edu/workexp)



## LEARNING OBJECTIVE #1 (10 POINTS CREDIT)

Write out the objective that includes: an action word, description, measurement, and completion date.

To				
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*Action Word*      *Description*      *Measurement*      *Completion Date*

Date \_\_\_\_\_ Name \_\_\_\_\_

ID# \_\_\_\_\_



# 1

## MESSAGE FROM THE WORK EXPERIENCE FACULTY TO OUR STUDENTS

What does our department expect you to learn after completing this course?

WE'VE IDENTIFIED THREE SPECIFIC INSTRUCTIONAL GOALS THAT SRJC CALLS STUDENT LEARNING OUTCOMES:

- Demonstrate application of discipline-specific skills and knowledge at the job site.
- Write a resume targeted to a discipline-specific career that includes the new skills acquired in the internship.
- Demonstrate improvement of discipline-specific job skills at the job site.

How will you know if you were successful in achieving these outcomes?

To assess, measure and evaluate your performance in this course, we have developed seven course requirements that are listed on the inside front cover of this Handbook. Each one is designed for students to learn, practice and demonstrate new/improved skills on the job.

# FIRST JOB SITE VISIT/ YOUR INSTRUCTOR

# 2

An instructor will be assigned to you who will be your resource person for the semester. Your instructor will contact you by phone, mail, or email within the first few weeks of school. Please respond promptly. Your instructor will meet with you at your job site twice during the semester. He/she will review your objectives and facilitate the meetings with you and your supervisor. You will be graded according to your planning and communication with your instructor using the scale below.

## INSTRUCTOR GRADING SCALE

Based on Student Communication/Planning	Possible Rating
Completed Orientation by 1st meeting. Came prepared for 1st appointment; cooperatively wrote realistic objectives with supervisor.	4
Responsive to Instructor's contacts; kept Instructor's appointments or handled reschedule in a timely manner; informed Instructor of changes in job, contact information etc.	7
Prepared at 2nd appointment to evaluate objectives and to report hours worked	4
<b>TOTAL</b>	<b>15</b>
STUDENT REPORT - Essay and Resume (see pages 27 -28)	25
<b>GRAND TOTAL POSSIBLE</b>	<b>40</b>

## CONTACT US:

### ● Santa Rosa Work Experience Office

4842 Bertolini Student Center  
(707) 527-4329 Monday - Thursday 8:00 - 5:00/Friday 8:00 - Noon  
(707) 524-1712 FAX

### ● Petaluma Work Experience Office

116 John M. Jacobs Hall  
(707) 778-3920 Call for office hours

### ● Work Experience Web Site

[www.santarosa.edu/workexp](http://www.santarosa.edu/workexp)

**GIVE THIS PAGE TO YOUR SUPERVISOR**

TO: Employer (Supervisor)

FROM: Work Experience Intern Program

DATE: SPRING 2012

The employee (intern) delivering this letter to you has demonstrated an interest in improving job skills by enrolling in our Work Experience Intern Program. The purpose of our course is to help the student obtain on-the-job training so the student will be a more efficient and valuable employee, while providing a practical education that supplements and enhances classroom theory. The program gives you the opportunity to make a contribution to the employee's college education in a way that will directly benefit you and your organization. Your participation in this process includes:

- Active involvement in selection of objectives
- Two meetings with instructor and employee/student
- Evaluation of the objectives and verification of employee/student hours

In order for this contribution to be documented for college course credit, the program requires that four learning objectives be written at the beginning of the semester. Objectives are written to help the student progress and become a more valuable employee. Please discuss the learning possibilities with your employee, accepting only those objectives that meet with this intent. On the back of this letter, you will find information that may assist you in this process.

The student is required to fill out a worksheet of objectives. Within a few weeks an instructor from our office will contact you to review the objectives. The objectives will be written in final form and you will be given a copy for reference and evaluation. The objectives will be used as the basis of evaluation at the end of the semester.

You will be asked to verify employee/student hours at the end of the semester during the evaluation meeting. The student will also be attending Work Experience seminars, self-paced career related activities or will complete a project. A schedule of the seminars is in the student's intern handbook. You may attend any seminar of interest to you.

Thank you for your cooperation. Your support of our program is greatly appreciated.

### EMPLOYER'S GUIDE FOR OBJECTIVES

Devising good objectives is a very important part of the student's Work Experience Intern success. Approximately one half of a student's grade is dependent upon performance on the objectives. Employer input is essential. Following are some guidelines to help you when considering objectives.

1. Make sure each objective is achievable within the semester time frame and is measurable.
2. Make sure the objective is specific enough for you to evaluate.

Too general: To do a good job as an intern so that I can get a full time job in drug and alcohol treatment.

Better: To review and demonstrate knowledge of federal confidentiality regulations for drug and alcohol treatment programs as observed by my supervisor by (date).

3. Some objectives may be more difficult or more valuable than others. Objectives are to involve new learning, new growth, or improvement on the job for your employee/student. They are not to describe what the student has already accomplished.
4. Make the objectives work for you. If there is an area in which your employee/student needs to improve (e.g., reliability, promptness, courtesy, communication, etc.) design an objective around that need.

It is the goal of the Santa Rosa Junior College Work Experience Program that the time you invest in this employee/student will be well worth the effort. The result should be a better, more efficient and motivated employee.

# LEARNING OBJECTIVES

# 3

A learning objective is a measurable goal that you set with your supervisor to be accomplished at work this semester. You will need to have your direct supervisor's approval of the objectives. Therefore, you are expected to develop these together. Some certificate programs have specific guidelines so check with the Intern Program Coordinator or your instructor.

You are required to develop four learning objectives which will then be evaluated by your supervisor and yourself at the final job site visit.

A learning objective is specific, measurable, limited to a single definite result, and has a completion date. Each objective statement starts with the word "To", has an action word, a description, a measurement, and a completion date.

## EXAMPLE

**To properly save and restore user profile installation of software to supervisor's satisfaction by 3/10**

To	properly	save and restore user profile for installation of software	to supervisor's satisfaction	by 3/10
----	----------	--	------------------------------	---------

*Action word*

*Description*

*Measurement*

*Completion date*

## ACTION WORDS

Activate Adjust Administer Analyze Arrange Articulate Assemble Assist Audit Build Calculate Categorize Change Chart Collect Combine Complete Compose Compute Conduct Consolidate	Create Construct Convert Coordinate Decrease Define Demonstrate Describe Design Develop Eliminate Establish Estimate Evaluate Examine Exhibited Expanded Expedited Explain Facilitate Formulate	Gather Illustrate Implement Improve Increase Initiate Introduce Investigate Limit List Maintain Market Merchandise Monitor Organize Perform Plan Prepare Produce Reconstruct Recruit	Reduce Remove Reorganize Repair Replace Report Reproduce Research Revise Rewrite Schedule Select Separate Set-up Structure Summarize Test Train Update Upgrade Utilize
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# SAMPLE LEARNING OBJECTIVES

## HUMAN SERVICES

To observe and assist with the intake and orientation of a residential client to the satisfaction of my supervisor by 3/4.

To improve technical knowledge of case management by keeping appropriate case notes of three clients to be reviewed by supervisor 4/15.

## ADMINISTRATION OF JUSTICE

To participate in at least one ride-along with SRJC or SRPD and submit a one to two page paper about the experience by 4/1.

To review all new domestic violence reports and enter them into SRPD database to the satisfaction of my supervisor by 2/14.

## FIRE TECHNOLOGY.

To complete proper roof removal from a vehicle using the halmatro tools to the satisfaction of RAFD by 3/15.

To complete a pressure test of an engine's hose inventory per IFSTA standards by 5/1.

## NATURAL RESOURCE MANAGEMENT

Develop/obtain GPS high water marks for Hanover Group for use on GIS maps by 2/21.

To monitor and maintain park trails to include Shiloh bike trail and Spring Lake trail to proper specs by 5/2.

## CIVIL ENGINEERING TECHNOLOGY

To update City of Petaluma standards using AutoCAD to my supervisor's specifications by 4/10.

To revise and reconstruct control set-up on computer system with either GIS or AutoCAD by inputting three jobs into system and incorporating aerial photos by 4/12.

## EQUINE SCIENCE

To practice loading and trailering the horses at least three times by 3/03.

To work with "Princess" so that she will willingly cross streams and bridges by 4/1.

## BUSINESS OFFICE TECHNOLOGY

To accurately complete court forms using special software to meet supervisor's satisfaction by 3/18.

To prepare and perform monthly bank statement reconciliations by 5/3.



# 3

# LEARNING OBJECTIVES WORKSHEET

## LEARNING OBJECTIVE #2

Write out the objective that includes: an action word, description, measurement, and completion date.

To				
----	--	--	--	--

*Action Word*

*Description*

*Measurement*

*Completion Date*

## LEARNING OBJECTIVE #3

Write out the objective that includes: an action word, description, measurement, and completion date.

To				
----	--	--	--	--

*Action Word*

*Description*

*Measurement*

*Completion Date*

## LEARNING OBJECTIVE #4

Write out the objective that includes: an action word, description, measurement, and completion date.

To				
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*Action Word*

*Description*

*Measurement*

*Completion Date*

# SAMPLE OBJECTIVES FORM

# 3



Santa Rosa Junior College

Semester \_\_\_\_\_ Year \_\_\_\_\_

## INTERNSHIP OBJECTIVES AND HOURS

Student Jane Doe Student ID# 999-999-999

Employer Your Employer Supervisor Your Supervisor

Instructor Your Instructor Instructor's Phone (707) 527-4329

### OBJECTIVES

Agreement: The undersigned supervisor, student, and college instructor agree with the validity of the objectives listed below. The supervisor and college agree to provide necessary supervision and counseling to insure maximum educational benefits to the student. The supervisor agrees to meet all employment regulations without regard to race, color, national origin, sex or handicap as required by law. The student agrees to abide by Work Experience guidelines.

		Supervisor Evaluation	Student Evaluation
1	<u>To create a wine and beverage inventory control system simple enough for bar staff and manager to use effectively to supervisor's satisfaction by 5-01.</u>	10	9
2	<u>To demonstrate my knowledge of all city streets surrounding SRJC to one of my supervisors'. In a written response, explain the importance of this knowlege and how it can assist in my role as a Cadet at the JC by 4-11.</u>	9	8
3	<u>To properly save and restore user profile for installation of software to supervisor's satisfaction. by 3-15.</u>	10	10
4	<u>To accurately monitor water quality using all field equipment to my supervisor's satisfaction by 3-21.</u>	9	9
Comments: _____		<b>TOTAL POINTS</b>	<b>38</b>
			<b>36</b>

**RATING SCALE**  
 9-10 - Excellent  
 6-8 - Good  
 4-5 - Fair  
 0-3 - Needs Improvement

<b>PROJECT</b>	Student will complete a <u>4</u> hour project
Description	<u>To create a written training/procedures manual for my position.</u>
Project Completed	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

<b>TOTAL HOURS WORKED DURING SEMESTER</b>	(Supervisor's Initials) <u>CD</u>
From <u>Jan. 17, 12</u> to <u>May. 25, 12</u> total <u>300</u> hours	

Your Supervisor  
 Supervisor  
1-26-12  
 date

Jane Doe  
 Student  
1-26-12  
 date

Your Instructor  
 Instructor  
1-26-12 5-02-12  
 date/1st visit date/evaluation

Project Hours Completed **4** Instructor Evaluation Total Points **40**

Distribution: WHITE: CWEE Office; CANARY: Instructor; PINK: Student & Supervisor

## Four Seminar/Activity and/or Project hours are required

- Choose from scheduled seminars and/or the activity selection list (pages 14 - 26).
- Each seminar/activity hour completed is worth five points. You are required to complete four hours.
- **Extra Credit:** You may complete up to 2 additional hours for a total of 10 points.
- Work Experience Seminars are listed on page 14 - 17. Please read through these and plan which seminars you will attend.
- Each activity listed on pages 18 - 22 will include a description of the activity, the date that it is due, and the amount of credit you will receive for completion.
- No seminar credit will be granted to students arriving late to a seminar or leaving a seminar early. Seminars are limited to seats available. Come early to insure your credit.

## QUESTIONS

If you have any questions please call the Santa Rosa Campus Office:

- **Santa Rosa Work Experience Office**  
4842 Bertolini Student Center  
Monday - Thursday 8:00 - 5:00 / Friday 8:00 - Noon  
(707) 527-4329  
(707) 524 - 1712 FAX

Or visit our web site:

- **Work Experience Web Site**  
[www.santarosa.edu/workexp](http://www.santarosa.edu/workexp)

## 4

## SEMINAR SCHEDULE

#	Seminar Topic	Speaker(s)	Location	Date/Time
1	<p><b>Careers in Kinesiology</b></p> <p>Learn about SRJC's new certificate in Fitness, Nutrition &amp; Health. Find out what it takes to become a wellness coach, fitness trainer or group exercise instructor and how this program prepares you for industry certification.</p> <p>*****New Seminar*****</p> <p><i>Sponsored by the Career Center</i></p>	<p><b>Tara Jacobson</b> Kinesiology (KAD) Instructor SRJC</p>	<p>Petaluma Campus John M. Jacobs Rm 116</p>	<p>Tuesday February 7 2:00 - 3:00 pm</p>
2	<p><b>Interviewing Tips, Tricks and Techniques</b></p> <p>You have submitted your resume, been contacted by a recruiter, and have scheduled an interview... now what? Learn tips and tricks on handling behavioral type interview questions to increase your confidence in the interview.</p> <p>*****New Seminar*****</p> <p><i>Sponsored by the Career Center</i></p>	<p><b>Panel Presentation</b> HR Representatives from Exchange Bank</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Thursday February 23 1:30 - 2:30 pm</p>
3	<p><b>How to Choose Your Major</b></p> <p>Not sure which major to declare? Find out how to decide based on the connection between your future career and the education you need to enter that career.</p> <p>*****New Seminar*****</p> <p><i>Sponsored by the Career Center</i></p>	<p><b>Nancy Ruud</b> Counselor <b>Nicole Corcoran</b> Counselor SRJC</p>	<p>Petaluma Campus John M. Jacobs Rm 116</p>	<p>Tuesday February 28 2:00 - 3:30 pm</p>
4	<p><b>Careers in Digital Media</b></p> <p>Many job possibilities exist within the field of digital media including game design, animation, web design and more. Come find out the latest information and what you need to do to succeed in this career.</p> <p>*****New Seminar*****</p> <p><i>Sponsored by the Career Center</i></p>	<p><b>Mike Starkey</b> Digital Media Instructor SRJC</p>	<p>Petaluma Campus John M. Jacobs Rm 116</p>	<p>Monday March 5 1:30 - 2:30 pm</p>
5	<p><b>Career Center Orientation</b></p> <p>To help you navigate the resources available in Career Services, we will introduce you to the services available and help you to get started on your career search, skills upgrade or research on current trends.</p> <p><i>Sponsored by the Career Center</i></p>	<p><b>Catherine Wilson</b> Manager Career Center SRJC</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Tuesday March 6 10:30 - Noon</p>
6	<p><b>Power and Politics in the Work Place.</b></p> <p>Explore the political aspects of the work place. Understand the roles people play and the ways to play the game, because if you don't play the game, they play you.</p>	<p><b>Margaret Panely</b> Work Experience Instructor &amp; Career Counselor</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Wednesday March 7 4:00 - 6:00 pm</p>

# SEMINAR SCHEDULE

# 4

#	Seminar Topic	Speaker(s)	Location	Date/Time
7	<p><b>Career Center Orientation</b></p> <p>To help you navigate the resources available in Career Services, we will introduce you to the services available and help you to get started on your career search, skills upgrade or research on current trends.</p> <p><i>Sponsored by the Career Center</i></p>	<p>Catherine Wilson Manager Career Center SRJC</p>	<p>Petaluma Campus John M. Jacobs Hall Rm 116</p>	<p>Tuesday March 13 2:00 - 3:00 pm</p>
8	<p><b>Communicate and Change Now</b></p> <p>This seminar will demonstrate how to succeed using the power of patient listening, understanding the roles of emotion and thought, and learning to carefully sift facts from generalities. Since many of our problems with people derive from miscommunication, this seminar can change your life.</p>	<p>Chance Massaro Managing Director Power Communications</p>	<p>Petaluma Campus John M. Jacobs Hall Rm 116</p>	<p>Tuesday March 13 5:00 - 7:00 pm</p>
9	<p><b>Time Management</b></p> <p>This seminar focuses on two basic behaviors that will save you one to three hours daily. Includes easy techniques, priorities, and goal setting along with proven methods to overcome delaying, deferring and postponing. Become a more efficient worker and student.</p>	<p>Chance Massaro Managing Director Power Communications</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Wednesday March 14 4:00 - 6:00 pm</p>
10	<p><b>Resume Writing</b></p> <p>Learn how to prepare one of your most important marketing tools- your resume. This seminar provides an overview of the various resume styles and tips on how best to highlight your experience and accomplishments to attract potential employers.</p>	<p>Suzanne Papa Career Advisor</p> <p>Bev Henningsen Intern Instructor SRJC</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Thursday March 15 2:00 - 3:30 pm</p>
11	<p><b>Careers in Design &amp; Marketing</b></p> <p>This field requires creativity, fashion sense and strong business skills. Many areas of design will be discussed including interior, graphic, footwear, costume and jewelry. Find out about the educational requirements and where the jobs are.</p> <p>Lunch provided - RSVP required call 778-4177</p> <p>*****New Seminar*****</p> <p><i>Sponsored by the Career Center</i></p>	<p>Trudy Noren Representative Fashion Institute</p>	<p>Petaluma Campus John M. Jacobs Hall Rm 116</p>	<p>Tuesday March 27 Noon - 1:00 pm</p>
12	<p><b>Careers in Mental Health</b></p> <p>This panel presentation represents areas of social worker, psychologist, psychiatrist, drug &amp; alcohol counselor which are all professions in the field of mental health. We will shed light on each field, career advancement and education required.</p> <p>*****New Seminar*****</p> <p><i>Sponsored by the Career Center</i></p>	<p>Panel Presentation Representatives from the Mental Health Field</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Wednesday March 28 3:00 - 4:30 pm</p>

## 4

## SEMINAR SCHEDULE

#	Seminar Topic	Speaker(s)	Location	Date/Time
13	<p><b>Resume Writing</b></p> <p>Learn how to prepare one of your most important marketing tools- your resume. This seminar provides an overview of the various resume styles and tips on how best to highlight your experience and accomplishments to attract potential employers.</p> <p><i>Sponsored by the Career Center</i></p>	<p><b>Sarah Hopkins</b></p> <p>HR Representative SRJC</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Thursday March 29 1:30 - 2:30 pm</p>
14	<p><b>You and Your Stress: Manage it Now</b></p> <p>Using the Meyers-Briggs Type Indicator (MBTI) personality assessment tool, identify the strengths and weaknesses of your style and some of the triggers that cause stress. Learn techniques to reduce your stress both at work and in your personal life.</p> <p>*****New Seminar*****</p>	<p><b>Sharona ES</b></p> <p>Career Passion Coach &amp; Transition Specialist</p>	<p>Santa Rosa Campus Doyle Library Rm 4246</p>	<p>Tuesday April 3 3:00 - 5:00 pm</p>
15	<p><b>Acing the Interview</b></p> <p>This seminar will demonstrate successful interviewing techniques to prepare you to be confident and sell yourself in an interview.</p> <p><i>Sponsored by the Career Center</i></p>	<p><b>Elise Perea</b></p> <p>Representative Job Link</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Wednesday April 4 10:30 - Noon</p>
16	<p><b>Conflict Resolution</b></p> <p>Learn how to handle conflict in a positive way using various forms of effective communication. Resolving conflicts early can often keep us learning and the work flowing.</p>	<p><b>Chance Massaro</b></p> <p>Managing Director Power Communications</p>	<p>Santa Rosa Campus Doyle Library Rm 4246</p>	<p>Thursday April 5 4:00 - 5:00 pm</p>
17	<p><b>Connect: Talk So Others Listen</b></p> <p>State your needs and wants in ways that others are able to hear them. In this interactive seminar you will experience the power of saying no. Being assertive is not being aggressive, but is a tool that makes you a better employee.</p>	<p><b>Chance Massaro</b></p> <p>Managing Director Power Communications</p>	<p>Santa Rosa Campus Doyle Library Rm 4246</p>	<p>Thursday April 5 5:30 - 7:00 pm</p>
18	<p><b>Time Management</b></p> <p>This seminar focuses on two basic behaviors that will save you one to three hours daily. Includes easy techniques, priorities, and goal setting along with proven methods to overcome delaying, deferring and postponing. Become a more efficient worker and student.</p>	<p><b>Chance Massaro</b></p> <p>Managing Director Power Communications</p>	<p>Petaluma Campus John M. Jacobs Hall Rm 116</p>	<p>Monday April 9 5:00 - 7:00 pm</p>

# SEMINAR SCHEDULE

# 4

#	Seminar Topic	Speaker(s)	Location	Date/Time
19	<p><b>Futuristic Careers and Traditional Majors</b></p> <p>The shape of jobs to come - how will new developments in science and technology impact careers of the future? In this seminar we will look at current majors and how they will prepare you for the workforce of 2020 and beyond.</p> <p>****New Seminar****</p> <p><i>Sponsored by the Career Center</i></p>	<p>Catherine Wilson Manager Career Center SRJC</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Wednesday April 11 10:30 - Noon</p>
20	<p><b>Social Networking and Work: Risks &amp; Rewards</b></p> <p>Understand the role of social networking in getting or losing a job. This seminar shares the real privacy rules about everything you post on the web, and shows you how to use a myriad of sites without putting your reputation at risk. Use electronic communication wisely.</p>	<p>Scott Conrad IT Director SRJC</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Thursday April 12 3:30 -5:00 pm</p>
21	<p><b>Hot Buttons Beware</b></p> <p>We talk about diversity but we all discriminate. Recognize our biases and stereotypes around different people, be it age, culture, or disability. We all make assumptions, but do we benefit from these? Explore ways we can open our minds and learn to respect those we tend to reject.</p>	<p>Margaret Panely Work Experience Instructor &amp; Career Counselor</p>	<p>Santa Rosa Campus Doyle Library Rm 4245</p>	<p>Tuesday April 17 5:00 - 7:00 pm</p>
22	<p><b>Use Your "True Colors"</b></p> <p>Using Eureka's True Colors, recognize your true self personality characteristics. Allow yourself to express who you are and use your natural talents and strengths in your career and personal life. Increase productivity and teamwork.</p> <p><b>NOTE: You must first complete the online activity before attending this live seminar.</b> pg.21</p> <p>****New Seminar****</p>	<p>Sharona ES Career Passion Coach &amp; Transition Specialist</p>	<p>Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875</p>	<p>Wednesday April 18 5:00 - 7:00 pm</p>
23	<p><b>Customer Service: Smooth Talk Those Difficult Customers</b></p> <p>Use a heartfelt philosophy to calm those angry customers and keep the sweet ones coming back. Customer service excellence will benefit you and your coworkers as well as external customers. Come and share your experiences and learn ways to defuse tense moments.</p>	<p>Chance Massaro Managing Director Power Communications</p>	<p>Santa Rosa Campus Doyle Library Rm 4245</p>	<p>Thursday April 19 5:00 - 7:00 pm</p>
24	<p><b>Career Information Day 2012</b></p> <p>Career Day offers you the opportunity to explore career options by talking to the representatives of SRJC's 160+ Career Technical Education Programs. Hundreds of occupations and majors will be represented at this event.</p>	<p><b>1 Hour Credit</b> If worksheet is completed and turned into the WE office by April 30</p>	<p>Santa Rosa Campus SRJC Cafeteria Bertolini Student Center/1st Floor</p>	<p>Wednesday April 25 10:30 - 1:30 pm</p>

# 4

## ACTIVITY SELECTION LIST

Note the various due dates and amount of activity credit hours.

Activity	Student Responsibility	Must be completed by:	Activity Credit
<p>Writing and Tutorial Center Services</p> <p>Process:</p>	<p>Get expert help writing your required Student Report. Students who are English language learners will find this help especially useful. When you visit the Tutorial/Writing Centers identify yourself as a Work Experience Student. You must take your Student Handbook and a draft of your Student Report (see pgs. 27-28) to make the maximum use of your time with a tutor.</p> <p>Days/hours vary at each center on the two campuses. Check the website for details: <a href="http://www.santarosa.edu/instruction/instructional_department">www.santarosa.edu/instruction/instructional_department</a>. All services are free to students.</p> <p><u>Santa Rosa Campus</u>            Tutorial Center - 4251 Doyle Library Phone 521-6903            English Department Writing Center - 1629 Emeritus Hall, Phone 527-4351</p> <p><u>Petaluma Campus</u>            College Skills Lab- 252 Kathleen Doyle Hall            Phone 778-3950 help with grammar, writing mechanics &amp; paragraph development, computer assistance software available.</p> <p>English Department Writing Center - 690 Richard W. Call Building</p>	<p>April 25, 2012</p>	<p>1 hour/visit</p> <p>2 hours maximum</p>
<p>Career Development Services</p>	<p>The Career Development Services has useful information and services on resume preparation and interview techniques. Use our resource library to research jobs or take an assessment test to identify your best career fit. Our 24 hour Career Center is available to help you too, just click on Virtual Career Center.</p> <p>Career Exploration: Using Eureka</p> <p>Internet: Use the lab sites to explore financial aid, school information, and career guidance</p>	<p>April 25, 2012</p> <p>April 25, 2012</p>	<p>1 hour</p> <p>1 hour</p>

# ACTIVITY SELECTION LIST

# 4

*Note the various due dates and amount of activity/seminar credit hours.*

Activity	Student Responsibility	Must be completed by:	Activity Credit
Project Plan	Projects should be something new to you and may relate to your job, career area, or college/academic program. Your proposal must be approved by your WE instructor at the beginning of the semester before you begin the project. See pg. 22 of this handbook.	Turn in to your instructor by date requested.	1-6 hours See instructor for hours available and approval
Cover Letter**	Sample cover letters available in this handbook on pg. 23. Turn in typed cover letter to our office. <b>Full credit is not guaranteed.</b> If submitted by March 26, you will have the opportunity to redo and re-submit.	April 9, 2012 <i>No late papers accepted</i>	1 hour
Career Development Services: Computer Guidance Program	<i>Use our resource library to research jobs or take an assessment test to identify your best career fit. Our 24 hour Career Center is available to help you too, just click on Virtual Career Center.</i>  <i>Career Exploration:</i> Using Eureka. <i>Internet:</i> Use the lab sites to explore financial aid, school information and career guidance. <b>Visit the Career Center in Bertolini Student Center 3rd floor/Santa Rosa Campus.</b>	April 25, 2012	1 hour
Informational Interview **	Interview a professional in the career field that interests you. Pick up an Interview Question Worksheet from the WE offices or online.	April 25, 2012	1 hour
Other on-Campus Seminars	Attend other on-campus seminars that relate to 21st Century Work Skills or topics related to your Work Experience Course. <b>Pick up a Prior Approval Form</b> from the WE offices. This must be completed before attending and a 1 page written report is required after attending.	April 25, 2012	Maximum of 6 hours
Off-Campus Seminars	Attend off-campus seminars that relate to 21st Century Work Skills or topics related to your Work Experience Course. <b>Pick up a Prior Approval Form</b> from the WE offices. This must be completed before attending and a 1 page written report is required after attending.	April 25, 2012	Maximum of 6 hours
Course Evaluation **	See pg. 25-26 in Handbook or visit the WE website. <b>Do not turn in before 2nd meeting with your Instructor.</b>	May 14, 2012	1 hour
<b>** You may do this activity OR the online version of it. You may not do both.</b>			

Note: Many of the forms are available at: [www.santarosa.edu/workexp](http://www.santarosa.edu/workexp)

# 4

## ONLINE ACTIVITY SELECTION LIST

To access the online activities, go to our website: [www.santarosa.edu/workexp](http://www.santarosa.edu/workexp) and select the Online Activity Menu. You will find a list of all the online activities and links to the activities. The activity directions will explain what is needed to complete the activity. You will be notified as you complete them within 5 working days. Contact the Online Coordinator with questions.

Online Coordinator: Kim Kinahan at [kkinahan@santarosa.edu](mailto:kkinahan@santarosa.edu)

Activity	Student Responsibility	Must be completed by:	Activity Credit
Online Cover Letter**	Sample cover letters available on website. To receive credit, your cover letter must be sent electronically. <b>Full credit is not guaranteed.</b> If submitted by March 26, you will have the opportunity to redo and re-submit.	April 9, 2012 <i>No late papers accepted</i>	1 hour
Online Resume Tutorial	This self-paced activity is designed to assist you in developing and/or improving your resume. Resources and guidelines will be provided.	April 25, 2012	1 hour
Informational Interview**	This activity will guide you in conducting an informational interview. Communication and Job Knowledge will be emphasized in this activity.	April 25, 2012	1 hour
Virtual Interview	During this activity you will be accessing information on interviewing through various websites. You will participate in a virtual interview where you will be asked questions and asked to respond to multiple-choice questions. Professionalism, work ethic, and communication will be emphasized in this activity.	April 25, 2012	1 hour
Teamwork: What it Takes to be a Great Team Player	Teamwork implies an ability to get along with others, work collaboratively, build trust, be dependable and offer support. This 21st Century Work Skill is among the top skills required by today's employers. Improve your teamwork skills.	April 25, 2012	1 hour
Time Management	This activity will assist you with your time management skills. Includes easy techniques, priorities, and goal setting. Become a more efficient worker and student.	April 25, 2012	1 hour

\*\* You may do this online activity or the "printed copy" version of it. You may NOT do both.

See next page for additional activities

# ONLINE ACTIVITY SELECTION LIST

# 4

To access the online activities, go to our website: [www.santarosa.edu/workexp](http://www.santarosa.edu/workexp) and select the Online Activity Menu. You will find a list of all the online activities and links to the activities. The activity directions will explain what is needed to complete the activity. You will be notified as you complete the activities within 5 working days. Contact the Online Coordinator with questions.

Online Coordinator: Kim Kinahan at [kkinahan@santarosa.edu](mailto:kkinahan@santarosa.edu)

Activity	Student Responsibility	Must be completed by:	Activity Credit
Soft Skills	Soft skills are the buzzword used in the work environment today. What are they and do you need to work on yours? This activity will lead you through a variety of online activities on soft skills (dealing with conflict, negotiating, communication, teamwork, and problem solving). ****Updated****	April 25, 2012	1 hour
Social Networking & Professional Branding	Social networking sites have become essential for anyone who wants to be visible to others in their business community. These sites have powerful search engines which can help you track down companies of interest to you. Find out which sites to use and how to best present yourself. ****Updated****	April 25, 2012	2 hours
Workplace Diversity	Want to develop effective working relationships with diverse people at work? Start with similarities, not differences when you build relationships. Diversity in the workplace adds a special richness, but also special challenges. Effective work relationships are critical for your success. This activity will look at workplace diversity issues and how to successfully work together. ****Updated****	April 25, 2012	2 hours
Use Your "True Colors"	Using Eureka's True Colors, recognize your true self personality characteristics. Learn how to work with others who may have a different approach to accomplish the same task. NOTE: First complete this online activity, then you may attend the live seminar for additional credit (see pg.17). ****New Activity****	April 25, 2012	1 hour
Course Evaluation**	See pg.25-26 in Handbook or visit the WE website. Do not turn in before 2nd meeting with your Instructor.	May 14, 2012	1 hour

\*\* You may do this online activity or the "printed copy" version of it. You may NOT do both.

# 4

## INTERN PROJECT PROPOSAL

Name \_\_\_\_\_ Instructor \_\_\_\_\_

Project Hours Requested \_\_\_\_\_

This project should require learning new skills and be beyond the scope of your work objectives; it could be a workshop, seminar or in service training provided by your employer or relevant professional association. Specific examples might be: designing/constructing a display area for new marketing products; attending trainings and then sharing that information with coworkers; developing and producing an online/written new manual or handbook; interviewing professionals within your career field or completing a few hours of job shadowing.

Complete this form to describe your project and discuss it with your instructor at the first job site visit.

**Your instructor must approve the project before you begin.**

- Describe the project

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- Describe the new skills/knowledge you will gain from the project

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- Date of completion \_\_\_\_\_

Note: A report on the completed project will be due at the end of the semester and will meet your 2 page essay requirement. See pg. 28 for details.

# INSTRUCTIONS FOR COVER LETTER

# 4

(See Activity Selection List on pages 19 & 20 for due date and seminar/activity credit available.)

No activity credit will be given for any grammatical/spelling errors on cover letter.

Your Address  
City, State Zip  
Date of Writing

**Note: Cover letter is not required for interns. You may earn up to 1 hour of credit if submitted to Work Experience Office or Online by due date.**

Name of Person, Title  
Name of Company  
Street Address  
City, State Zip

Dear \_\_\_\_\_:

Tell why you are writing; name the position, or field, or general vocational area about which you are asking—be as specific as possible. Tell how you heard of the opening or organization.

Summarize your qualifications which you think would be of greatest interest to the employer, slanting your remarks to their point of view. Cite relevant experience. Sincerely state your interest in their organization, location, or type of work. Make reference to the application or resume you are including.

Request the next step in the employment process. Indicate that you are looking forward to discussing your qualifications with the employer in person. “Thank you for your consideration. I look forward to hearing from you soon.” Make sure your closing is not vague, but makes a specific action from the reader likely.

Sincerely,

(Your Handwritten Signature)

Typed Name

Enclosure

# EVALUATE THE WORK EXPERIENCE COURSE – INTERN

4

Seminar/ Activity Credit = 1 hour/ 5 points

Student ID# \_\_\_\_\_

DUE MAY 14, 2012

*DIRECTIONS: Please complete online at [www.santarosa.edu/workexp](http://www.santarosa.edu/workexp) or submit this evaluation form to the Work Experience Office by the date above. Do not turn in before meeting with your Instructor for the 2nd time.*

## COURSE COMPONENTS

- | <i>Strongly Agree</i> |   |   |   | <i>Strongly Disagree</i> |  |
|-----------------------|---|---|---|--------------------------|--|
| 5                     | 4 | 3 | 2 | 1                        | 1. After completing orientation did you understand the program requirements?                                   |
| 5                     | 4 | 3 | 2 | 1                        | 2. Did writing an objective at orientation help you understand the process?                                    |
| 5                     | 4 | 3 | 2 | 1                        | 3. After completing the objectives, did you learn new or improved skills on the job?                           |
| 5                     | 4 | 3 | 2 | 1                        | 4. Was writing the student report helpful in identifying what you accomplished while enrolled in this course?  |
| 5                     | 4 | 3 | 2 | 1                        | 5. Were you able to apply knowledge gained from the seminars/activities to your job or personal life?          |
| 5                     | 4 | 3 | 2 | 1                        | 6. Did this course help contribute to your receiving increased responsibilities, higher salary or a promotion? |
| 5                     | 4 | 3 | 2 | 1                        | 7. As a result of this course, did communication with your supervisor improve?                                 |
| 5                     | 4 | 3 | 2 | 1                        | 8. Overall, was your enrollment in this course valuable or beneficial?   |
|                       |   |   |   |                          | 9. Please comment on seminar topics, scheduled times, and the seminars you attended. _____<br>_____<br>_____   |
|                       |   |   |   |                          | 10. Please comment on any activities you completed. _____<br>_____<br>_____                                    |
|                       |   |   |   |                          | 11. If you completed a project what skills or knowledge can you use in the future? _____<br>_____              |

## YOUR INSTRUCTOR

- | <i>Strongly Agree</i> |   |   |   | <i>Strongly Disagree</i> |  |
|-----------------------|---|---|---|--------------------------|--|
| 5                     | 4 | 3 | 2 | 1                        | 12. The instructor was available and responsive to you either by phone, email or in person.  |
| 5                     | 4 | 3 | 2 | 1                        | 13. The instructor was helpful in the review/revision of your objectives?  |
| 5                     | 4 | 3 | 2 | 1                        | 14. The instructor explained clearly what is expected of students in this course.  |
| 5                     | 4 | 3 | 2 | 1                        | 15. When asked, the instructor was helpful in providing information useful to your job, career planning, or available college resources. |
| 5                     | 4 | 3 | 2 | 1                        | 16. The instructor returned your student report in a timely manner.  |
| 5                     | 4 | 3 | 2 | 1                        | 17. Overall, my learning experience with this instructor has been positive and rewarding.  |
|                       |   |   |   |                          | 18. My instructor visited my job site _____ times.   |
|                       |   |   |   |                          | 19. General comments regarding instructor _____<br>_____   |

**I ENROLLED...**

True/Yes False/No

- |   |   |  |
|---|---|--|
| Y | N | 20. ...because it is required.                                       |
| Y | N | 21. ...to earn credit towards a certificate or degree.               |
| Y | N | 22. ...because it was recommended by my supervisor.                  |
| Y | N | 23. ...to qualify for financial aid.                                 |
| Y | N | 24. ...to earn units to transfer to another college.                 |
| Y | N | 25. ...to improve myself as an employee.                             |
| Y | N | 26. Other _____  |
| Y | N | 27. Do you plan on enrolling in Work Experience in future semesters? |
|   |   | 28. If no, why not? _____  |

29. What recommendations do you have that would make the course more valuable to you?

**HOW I LEARNED OF THE COURSE**

True/Yes False/No

- |   |   |                                 |
|---|---|---------------------------------|
| Y | N | 30. On campus news publications |
| Y | N | 31. Friends                     |
| Y | N | 32. Counselors                  |
| Y | N | 33. Student Employment Office   |
| Y | N | 34. Instructors                 |
| Y | N | 35. In-class presentations      |
| Y | N | 36. College website             |

# STUDENT REPORT REQUIREMENTS

5

Reports are due to your instructor by:

**THURSDAY, APRIL 26, 2012**

Questions regarding your report should be directed to your instructor.

- Write an essay (see page 28 for topics). It must:

- have 2 pages minimum

- be word processed

- use a 12-point font

- be double spaced

- include a title page

**AND**

- Create or update a resume (see pages 29 - 35 for assistance)

On the title page of your report identify the following:

<i>Report Topic</i>	Student Report
<i>Your Name</i>	Sally Jones
<i>Class</i>	Work Experience
<i>Instructor's Name</i>	(Your Instructor's Name)
<i>Date</i>	Date

# 5

# STUDENT REPORT INSTRUCTIONS

All students must write a 2 page essay on one of the following topics:

## PROJECT

If you choose to do a project for all or part of your seminar/activity/project hours, you must write a 2 page essay on the following:

- Describe your project
- Why did you select this project
- How did you complete this project and what were your accomplishments
- Discuss any problems or challenges that you encountered
- What was the final outcome for this project
- Summarize what you or your employer gained from this project

---- OR -----

## EVALUATE YOUR OBJECTIVES:

- Why did you and your supervisor choose your objectives
- Discuss your accomplishments for each objective
- Discuss any problems or challenges you encountered
- How would you improve your objectives
- Identify one or two new objectives you could develop for next semester
- Discuss goal setting and how it relates to your future
- Summarize what you gained from completing the Work Experience/Internship course this semester

## GRADING SCALE:

Student Report - DUE DATE -Thursday, April 26	Possible Rating
Content (addressed <u>all</u> areas of topic as outlined above)	4
Creativity (addressed effect on work and future goals)	3
Presentation and Organization	3
Grammar/Spelling	3
<i>Total for Report</i>	<b>13</b>
Resume - DUE DATE -Thursday, April 26	
Job Objective	2
Format and Organization	3
Education & Experience	3
Skills & Qualifications	4
<i>Total for Resume</i>	<b>12</b>
<b>TOTAL Report/Resume</b>	<b>25</b>

# RESUME INFORMATION

## Guidelines to Help You Prepare a Resume

# 5

A resume is a one or two page summary of your qualifications, which should include your education, skills, accomplishments and experience. A resume is a self-marketing tool, designed with the goal of obtaining a job interview.

*The resume is often the first impression an employer will have about you so make it a good impression!*

### RESUME FORMATS

There are a number of resume formats. The two most common formats are the chronological and the functional combination. Each format is suited for certain employment histories and/or employment goals. Ideally, the format you choose should emphasize your strengths and uniqueness that best present your qualifications for a specific job. Regardless of the format you choose, all resumes should be targeted for a specific position whenever possible.

#### What is the Best Format or Style?

It depends; choose the format that works for you and the job you are interested in pursuing. You may have several versions of your resume to be used for different positions.

#### Chronological

This format is considered the traditional format and is preferred by many employers. It lists your background in a reverse chronological sequence, starting with the most recent experience. You may arrange your headings in various ways, depending upon which aspects of your background you wish to emphasize. If your job titles relate to your current job objective, start each position description with job titles. If not, begin with the name of the organization. Follow job title and organizational information with the organization's city and state. Whatever you choose, be consistent in listing your experience. Use the first and last month and year to describe dates of employment. For example: Coordinator, Student Employment office, Santa Rosa Junior College, Santa Rosa, CA - September 2002 - January 2006. Job duties and accomplishments are described under each employer with emphasis on those requiring the highest degree of skill and judgment.

#### Chronological format effective if:

- Work, volunteer and academic experience relate directly to the type of job for which you are applying
- You can demonstrate accomplishments related to work you have done
- Employment history shows continuous upward progression with no significant gaps
- Job titles or places of employment are impressive

#### Functional Combination

This format highlights your most important skills or functions. Headings are built around these areas. Job titles, employers and dates of employment are listed in a brief section at the bottom of the page. This format allows you to highlight skills, knowledge and abilities relevant to the position regardless of where and when you obtained them. Choose two to four headings to summarize each area of functional skill or expertise. Develop the functional skill headings based on the skills you want to market to employers and/or that are most related to your targeted objective. Describe your skills in short phrases and place under the appropriate functional skill categories. Place the most important skill or accomplishment first.

**ELECTRONIC RESUMES**

In today's electronic world, job seekers need to have both hard-copy and electronic versions of their resume. Submitting a resume online or via email is common and, for an increasing number of employers, it is the only way they will accept a resume. It is recommended that you send e-resumes in both PDF and Word formats. PDF retains formatting, although not every computer can open a PDF file. Sending both versions will increase the likelihood that your resume can be opened. **Be sure to follow whatever instructions you are given by an employer!** The use of keywords, referenced above, is crucial for e-resume success. Refer to these sites for more information on electronic resumes. <http://susanireland.com/eresumeguide/index.htm>, and *The Riley Guide* [www.rileyguide.com/eresume.htm](http://www.rileyguide.com/eresume.htm).

**CHECKLIST FOR REVIEWING YOUR RESUME****First Impression**

- Do you want to read it?
- Is your resume free of spelling, punctuation and grammatical errors?

**Layout and Appearance**

- Does it appear clean and easy to read?
- Are margins adequate on all four sides?
- Are headings easy to find and consistent in capitalization, bold-face, and underlining?
- Is the information clear and concise?
- Has the resume been carefully edited to eliminate irrelevant data?
- Is the paper of good quality?
- Is the type size and resume format easy to read? Did you use 11-12 size fonts and allow for white space?

**Format and Organization**

- Is your resume 1-2 pages maximum? Could the resume be shortened and still present the same qualifications?
- Do phrases begin with action verbs?
- Are past tense verbs used consistently throughout the resume (as appropriate)?
- Did you use the same style and format in listing the employment and education dates? Years or month and year?
- Did you list dates, job titles, employer names, cities, and states in your work history?
- Are the main qualifications easy to find as first glance?

*(Checklist continued on next page)*



# RESUME INFORMATION

## Guidelines to Help You Prepare a Resume

# 5

### Job Objective

- Is a brief and clear job objective included?
- Did you use the same title as the job announcement?
- Is the level and function of the desired position specified?
- Does the objective match or support the content of the resume?

### Accomplishment Statement

- Is there an accomplishment statement or summary of accomplishments?
- Are skills emphasized?
- Did you use action verbs? See pg. 32

### Content Relevance

- Does the content support the job objective?
- Does the content stress relevant skills, accomplishments and results?
- Did you list your education and relevant training?
- Do the computer or technical skills reflect current understanding?
- Did you list relevant volunteer and/or non-paid work?
- Does the resume include all information necessary to prove ability to do the job?

*If you answer "NO" to any of these questions, you have not written a final draft! Ask someone with resume writing expertise for help if you need it.*

# 5

## RESUME INFORMATION

### Guidelines to Help You Prepare a Resume

#### ACTION VERBS

Transferable (Functional) Skills - from "The Damn Good Resume Guide"

MANAGEMENT	COMMUNICATION	TEACHING	HELPING	CREATIVE
Administered	Addressed	Adapted	Assessed	Acted
Analyzed	Arbitrated	Advised	Assisted	Conceptualized
Assigned	Arranged	Clarified	Clarified	Created
Attained	Authored	Coached	Coached	Customized
Chaired	Collaborated	Communicated	Counseled	Designed
Consolidated	Convinced	Coordinated	Demonstrated	Developed
Contracted	Corresponded	Demystified	Diagnosed	Directed
Coordinated	Developed	Developed	Educated	Established
Delegated	Directed	Enabled	Expedited	Fashioned
Developed	Drafted	Encouraged	Facilitated	Founded
Directed	Edited	Evaluated	Guided	Illustrated
Evaluated	Enlisted	Explained	Motivated	Initiated
Improved	Formulated	Facilitated	Referred	Instituted
Increased	Influenced	Guided	Rehabilitated	Integrated
Organized	Interpreted	Informed	Represented	Introduced
Oversaw	Lectured	Instructed		Invented
Planned	Mediated	Persuaded	TECHNICAL	Originated
Prioritized	Moderated	Stimulated	Assembled	Performed
Produced	Negotiated	Trained	Built	Planned
Recommended	Persuaded		Calculated	Revitalized
Reviewed	Promoted	CLERICAL or DETAIL	Computed	Shaped
Scheduled	Publicized	Approved	Configured	
Strengthened	Reconciled	Arranged	Designed	More verbs for Accomplishments
Supervised	Recruited	Catalogued	Devised	Achieved
	Spoke	Classified	Engineered	Expanded
RESEARCH	Translated	Collected	Fabricated	Improved
Clarified	Wrote	Complied	Installed	Pioneered
Collected		Executed	Maintained	Reduced (losses)
Critiqued	FINANCIAL	Generated	Operated	Resolved (problems)
Diagnosed	Administered	Implemented	Overhauled	Restored
Evaluated	Allocated	Inspected	Performed	Spearheaded
Examined	Analyzed	Monitored	Programmed	Transformed
Extracted	Appraised	Operated	Repaired	
Identified	Audited	Organized	Retrieved	
Inspected	Balanced	Prepared	Solved	
Interpreted	Budgeted	Processed	Troubleshoot	
Interviewed	Calculated	Purchased	Upgraded	
Organized	Computed	Recorded		
Reviewed	Developed	Retrieved		
Summarized	Forecasted	Screened		
Surveyed	Managed	Specified		
Systematized	Marketed	Systematized		
	Planned	Tabulated		
	Projected			
	Researched			

# CHRONOLOGICAL RESUME

*Times New Roman Font*

5

Jane Smith  
Rohnert Park, CA  
(987) 654-3210  
jane@email.com

**OBJECTIVE: Administrative Assistant**

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## QUALIFICATIONS

- PC proficiency (Word, Excel) in the preparation and formatting of spreadsheets, reports, databases and correspondence
- Two years office experience
- Attention to detail and accuracy
- Excellent written/verbal communication
- Ability to work independently, prioritize urgent issues, and cooperate as a team member

## EXPERIENCE

6/09 – present Santa Rosa Junior College, Santa Rosa, CA

### **Internship**

Advanced Office Assistant, Career Center

- Handle incoming phone calls, relay messages to staff and schedule appointments
- Manage projects, prioritize tasks, order graphics, maintain files, and answer student inquiries

6/08 – 6/09 Fastek Technical Services, Petaluma, CA

Office Administrative Support

- Front desk reception - took messages and greeted customers
- Coordinated staff meetings, conference calls and managed calendar
- Prepared reports using MS Word and Excel
- Assisted with faxing and filing
- Sorted, prioritized and replied to correspondence received
- Organized reference materials

9/07 – 6/08 Countrywide Home Loans, Cotati, CA

Junior Secretary

- Provided administrative support to assistant manager and Director of Loan Services
- Provided telephone and walk-in customer service
- Typed and sent letters to clients
- Processed reports

## EDUCATION

2009 – present Santa Rosa Junior College, Santa Rosa, CA  
Administrative Assistant Certificate

## *Garamond Font*

Joe Smith  
Santa Rosa, CA

(123) 456-7890  
joesmith@email.com

### **OBJECTIVE: Reservation Desk Associate at Marriott**

#### **QUALIFICATIONS**

- Over three years of customer service experience
- Excellent organization, communication and multi-tasking skills
- Work extremely well in team-based environments, while requiring very little supervision
- Computer proficient in Windows XP/2000, Microsoft Office Suite (Word, Excel and PowerPoint) and the Internet

#### **EDUCATION**

Santa Rosa Junior College, Santa Rosa, CA  
Hospitality Career Certificate in Business Administration

*August 2009 – May 2011*

#### **EMPLOYMENT HISTORY**

##### **Customer Service/Sales**

Royal Cinemas, Santa Rosa, CA

*June 2010 – present*

- Managed ticket box sales with no supervision, including computer data entry, cash management, ticket restock and customer services
- Worked concession stand and provided assistance in food and beverage service, inventory management, various machine operations, register and cash intake, and stand maintenance

##### **Sales Representative**

The Clothing Shop, Santa Rosa, CA

*September 2008 – May 2010*

- Managed sales, customer services, inventory and store closing operations
- Assisted customers in clothing selections and returns
- Created and set up floor displays and seasonal promotions

##### **Sales Representative**

J&K's Ice Cream/Vicky's Sports Shop, Petaluma, CA

*May 2008 – August 2008*

- Managed sales, customer services and business operations for busy ice cream and sports kiosks owned and operated by the same individuals
- Oversaw cash intake, daily accounting, and inventory management
- Assisted customers by providing prompt, courteous and accurate delivery of orders
- Opened and closed kiosks with no supervision, and cleaned and maintained premises

#### **COMMUNITY SERVICE**

##### **Volunteer**

Reins of Hope, Petaluma, CA

*Summers 2006-2007*

- Provided voluntary support services in the care and grooming of horses, maintenance of equipment, and hands-on guidance to disabled individuals utilizing program's services
- Communicated with riders and caregivers in issues regarding general facility operations, safety procedures, and rider care. Trained various individuals in horse care and safe riding procedures

# FUNCTIONAL COMBINATION RESUME

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5

Jesse Chen  
San Rafael, CA

(123) 456-7890 (H)  
(987) 654-3210 (Cell)  
jchen@email.com

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**JOB OBJECTIVE:** Human Resource Assistant

**QUALIFICATIONS SUMMARY:**

- Over two years office experience
- Current knowledge of human resources practices and guidelines
- Ability to multi-task and work as a team member

**ACCOMPLISHMENTS:**

- Organized training program for supervisors to provide excellent customer service
- Created database to track employees' compensation and complaints

**HUMAN RESOURCE SKILLS:**

- Reconcile and process monthly premium invoices
- Verify employee eligibility for benefits and answer benefits questions
- Communicate employee status changes to insurance carriers
- Monitor and coordinate processing of forms such as job announcements and Personnel Action Forms

**COMPUTER SKILLS:**

- MAC and PC proficient
- Microsoft Office (Word and Excel)
- MS Outlook and Internet

**ADMINISTRATIVE SKILLS:**

- Perform detailed tasks with accuracy
- Communicate and write effectively
- Distribute materials, file, fax, copy, order supplies, prepare and ship materials
- Schedule meetings, compose correspondence, and plan events

**WORK HISTORY**

<b>2011-Present</b>	County of Sonoma, Santa Rosa, CA <b>Human Resource Intern</b>
<b>2010-2011</b>	JJ Enterprises, San Rafael, CA <b>Human Resources/Clerical Assistant</b>
<b>2008-2010</b>	New York Camera, San Rafael, CA <b>Assistant Manager</b>

**EDUCATION**

<b>2010</b>	Completed 10 units of the Human Resource Administration Certificate Santa Rosa Junior College, Santa Rosa, CA
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# WORK SHEET FOR HOURS WORKED

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Santa Rosa Junior College Work Experience Spring 2012

Student's Name \_\_\_\_\_ Instructor \_\_\_\_\_

Employer \_\_\_\_\_

Keep track of hours worked throughout the semester on this worksheet. Be prepared to report total hours worked to your instructor at the scheduled objective evaluation meeting near the end of the semester. Since you will be reporting your hours before the end of the semester, please project hours worked to end of semester.

*Note the total hours worked each week for the nineteen-week period of Jan. 17 - May 25.*

Week 1	01/17 - 01/21	_____	Week 10	03/18 - 03/24	_____
Week 2	01/22 - 01/28	_____	Week 11	03/25 - 03/31	_____
Week 3	01/29 - 02/04	_____	Week 12	04/01 - 04/07	_____
Week 4	02/05 - 02/11	_____	Week 13	04/08 - 04/14	_____
Week 5	02/12 - 02/18	_____	Week 14	04/15 - 04/21	_____
Week 6	02/19 - 02/25	_____	Week 15	04/22 - 04/28	_____
Week 7	02/26 - 03/03	_____	Week 16	04/29 - 05/05	_____
Week 8	03/04 - 03/10	_____	Week 17	05/06 - 05/12	_____
Week 9	03/11 - 03/17	_____	Week 18	05/13 - 05/19	_____
			Week 19	05/20 - 05/25	_____
Total Hours - Weeks 1-9		_____	Total Hours - Weeks 10-19		_____

TOTAL HOURS WORKED

Important college dates to remember:

- February 12 last day to drop a class without "W"
- April 29 last day to drop a class with "W"



## CLASS REQUIREMENTS

This is a graded class. Grades are determined from class requirements as indicated below:

Orientation	10 pts.
Evaluation of Your Four Objectives	80 pts.
Instructor's Evaluation	40 pts.
Seminars/Activities/Project/Four hours	20 pts.
<b>Total Points</b>	<b>150 pts.</b>

## THE GRADING SCALE

135-150 pts	=	A
120-134 pts	=	B
105-119 pts	=	C
90-104 pts	=	D
0-89 pts	=	F

- Students must have a paid job or be an occupational volunteer (see chart below) to earn the following Work Experience units:
- General Work Experience (WRKEX 97): 1 - 6 units per semester up to a maximum of 16 units
- Occupational Work Experience (WEOC 99): 1 - 8 units per semester up to a maximum of 16 units
- Internship (WEOC 99I or other 99I): 1-8 units per semester up to a maximum of 16 units
- Students may use any combination of General, Occupational, or Intern units to reach the maximum of 16 units

Paid Ave. hours/week	Semester Hours		Volunteer Ave. hours/week	Semester Hours
5 hrs/wk - 1 unit	75	Gen. or Occ.	4 hrs/wk - 1 unit	60
10 hrs/wk - 2 units	150	Gen. or Occ.	8 hrs/wk - 2 units	120
15 hrs/wk - 3 units	225	Gen. or Occ.	12 hrs/wk - 3 units	180
20 hrs/wk - 4 units	300	Gen. or Occ.	16 hrs/wk - 4 units	240
25 hrs/wk - 5 units	375	Gen. or Occ.	18 hrs/wk - 5 units	300
30 hrs/wk - 6 units	450	Gen. or Occ.	22 hrs/wk - 6 units	360
35 hrs/wk - 7 units	525	Occupational Only	26 hrs/wk - 7 units	420
40 hrs/wk - 8 units	600	Occupational Only	30 hrs/wk - 8 units	480

*NOTE: If worked hours do not meet enrolled unit requirements, an automatic unit drop will be made, e.g. enrolled in 4 units (300 hrs); works 250 hrs; student receives 3 units credit. If hours of employment at end of semester are projected to be sufficient to earn more unit credit, student may increase enrolled units. The final date to make such a change in a semester is the date indicated on the college Academic Calendar as "Last day to drop a class with a W". To change unit enrollment, please phone or visit the Work Experience Office.*

# Do You Need . . .

- More College Credits?
- 21<sup>st</sup> Century Work Skills?
- On-the-job Career Experience?

*If so, we have courses to match your needs!*

To learn more, contact the Work Experience Office:

- Santa Rosa (707) 527-4329 FAX (707) 524-1712
- Petaluma (707) 778-3920
- [www.santarosa.edu/workexp](http://www.santarosa.edu/workexp)

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## Connecting College Education To The Workplace

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### Internships

Building a career but lack vital on-the-job career experience?  
An Internship (paid or unpaid) may be the key to your career success.

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### Community Involvement

Can't get a job because you don't have experience?  
Can't get experience because you don't have a job?

Through volunteering you can get experience, try out different areas of interest,  
and earn transferable college credit.

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