

Connecting College Education to the Workplace

# Work Experience Handbook

Spring 2012



SANTA ROSA JUNIOR COLLEGE

# WORK EXPERIENCE 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>● Complete your 21<sup>st</sup> Century Work Skills Assessment. <i>See page 7.</i></li> <li>● Talk with your supervisor to develop your <b>four</b> objectives. <i>See pages 7-14.</i></li> <li>● Have your draft worksheet (<i>pages 13-14</i>) completed for your first job site visit with your instructor (<i>see #2</i>).</li> </ul>
<b>4</b>	<p><b>SEMINAR AND/OR ACTIVITY HOURS</b></p> <p>Four hours required for the semester.</p> <ul style="list-style-type: none"> <li>● See pages 17-32 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</b></p> <p>Write a three page essay.</p> <ul style="list-style-type: none"> <li>● See pages 33-34 for instructions and topics.</li> <li>● Submit report to your instructor.</li> </ul> <p>Date due: April 26, 2012</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 35.</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. See page 37.</li> </ul>
<b>7</b>	<p><b>FINAL JOB SITE VISIT</b></p> <ul style="list-style-type: none"> <li>● You and your supervisor will evaluate your objectives at the end of the semester. Your WE instructor will schedule and attend this meeting with both of you.</li> <li>● Date of final job site visit _____</li> <li>● <i>Grading is explained on page 37.</i></li> </ul>

# 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
- Attend a "live" orientation - see schedule on back  
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

- Submit credit form to instructor at live orientation  
OR
- 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				
----	--	--	--	--

*Action Word*

*Description*

*Measurement*

*Completion Date*

Which skill set is being addressed? \_\_\_\_\_

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

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

# 1

## ORIENTATION SCHEDULE

<i>DATE</i>	<i>DAY</i>	<i>TIME</i>	<i>LOCATION</i>
January 23	Monday	4:00 - 5:00 p.m.	Santa Rosa Campus 4875 Bertolini Student Center/3rd Floor
January 26	Thursday	Noon -1:00 p.m.	Santa Rosa Campus 4875 Bertolini Student Center/3rd Floor
January 31	Tuesday	1:30 -2:30 p.m.	Petaluma Campus 123 Jacobs Hall

The purpose of the Orientation Seminar is to explain the course requirements and to learn the process of writing objectives. Attending a live orientation is optional. If you do want to attend, choose one from this list. Please be **on time** to ensure a seat.

### Message From The Work Experience Faculty To Our Students:

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

We've identified three specific instructional goals that SRJC calls Student Learning Outcomes:

- Identify 21st Century Work Skills and their application in the workplace.
- Demonstrate improvement of job-site performance through application of 21st Century Work Skills.
- Apply discipline-specific skills and knowledge at the job site. (WEOC 99 only)

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 their improvement at their workplace while using a variety of 21st Century Work Skills.

# 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 based on 21st Century Work Skills Assessment	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 (see pages 33-34)	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: SUPERVISOR

FROM: WORK EXPERIENCE DEPARTMENT

DATE: SPRING 2012

The employee delivering this letter to you has enrolled in a Work Experience class at Santa Rosa Junior College that will focus on learning and demonstrating 21st Century Work Skills.

National and local employers have identified these skills as vital to success in any type of job. We believe these skills can significantly improve student workplace performance by participation in the structured process of this course. These 21st Century Work Skills are:

<b>Communication</b>	<b>Customer Service</b>	<b>Time Management</b>
<b>Honesty/Integrity</b>	<b>Interpersonal Skills</b>	<b>Motivation/Initiative</b>
<b>Teamwork</b>	<b>Analytical Skills</b>	<b>Flexibility/Adaptability</b>
<b>Technology</b>	<b>Job Knowledge</b>	<b>Leadership</b>
<b>Professionalism/Work Ethic</b>		

We are asking for your cooperation in a three-step process:

- First, early in the semester, discuss with your student/employee the 21st Century Work Skills. If it is beneficial to you, you may complete the assessment on the back of this page. Your employee will present a draft of four learning objectives possibilities from their own work skills assessment. Please help the student finalize these four objectives or suggest other learning objectives that might be more relevant to your particular work situation.
- Second, meet with the student/employee and his/her Work Experience Instructor at your job site to review and finalize the four learning objectives.
- Third, towards the end of the semester, meet again with the student/employee and Work Experience Instructor to review and evaluate the progress and work performance of the student/employee and verify work hours.

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

# 3

# STUDENT ASSESSMENT

## 21<sup>st</sup> Century Work Skills/Supervisor Copy



SANTA ROSA  
JUNIOR COLLEGE

Student Name \_\_\_\_\_ Semester \_\_\_\_\_

<p>Excellent: Exhibits excellent understanding of 21st Work Century Skills            Good: Has good work skills; works well with others or alone            Fair: Knows basic work skills but needs additional training            Needs Improvement: Lacking or poorly prepared in work skills area</p> <p>Job Title: _____</p> <p>Job Description/Responsibilities:</p>	Excellent	Good	Fair	Needs Improvement
1. COMMUNICATION-Reads, writes, speaks, and listens effectively so others understand them.				
2. CUSTOMER SERVICE - Greets, listens, assesses needs, and attempts to solve concerns with a positive attitude. Respects diversity.				
3. TIME MANAGEMENT-Meets schedules, demonstrates promptness, prioritizes tasks and achieves goals in a timely manner.				
4. HONESTY/INTEGRITY-Exhibits trustworthiness and ethical behavior, respects confidentiality.				
5. INTERPERSONAL SKILLS-Relates well with co-workers. Resolves conflicts and respectfully interacts with others from diverse backgrounds and experiences.				
6. MOTIVATION/INITIATIVE-Energetically performs assigned tasks with minimum supervision. Exhibits a positive attitude.				
7. PROFESSIONALISM/ WORK ETHIC-Creates a positive impression through dress, conduct and attitude. Demonstrates willingness to work, loyalty, and punctuality.				
8. TEAMWORK-Works effectively, positively and actively with others and is able to work with diverse teams, negotiate and manage conflicts.				
9. ANALYTICAL SKILLS-Assesses situations accurately, seeks multiple perspectives, and suggests solutions.				
10. FLEXIBILITY/ADAPTABILITY-Creatively problem solves, shows flexibility in changing work situations, multi-tasks and communicates effectively.				
11. TECHNOLOGY-Meets technical requirements including computer skills and understands trends and developments in work field.				
12. JOB KNOWLEDGE-Acquires skills, follows procedures to accurately and efficiently perform job duties.				
13. LEADERSHIP- Leverages the strengths of others to achieve common goals: uses interpersonal skills to coach and develop others.				
14. OTHER				

# STUDENT ASSESSMENT

## 21<sup>st</sup> Century Work Skills

# 3



Student Name \_\_\_\_\_ Semester \_\_\_\_\_

<p><b>Excellent:</b> Exhibits excellent understanding of 21st Work Century Skills  <b>Good:</b> Has good work skills; works well with others or alone  <b>Fair:</b> Knows basic work skills but needs additional training  <b>Needs Improvement:</b> Lacking or poorly prepared in work skills area</p> <p>Job Title: _____                      Job Description/Responsibilities:</p>	Excellent	Good	Fair	Needs Improvement
1. COMMUNICATION-Reads, writes, speaks, and listens effectively so others understand them.				
2. CUSTOMER SERVICE - Greets, listens, assesses needs, and attempts to solve concerns with a positive attitude. Respects diversity.				
3. TIME MANAGEMENT-Meets schedules, demonstrates promptness, prioritizes tasks and achieves goals in a timely manner.				
4. HONESTY/INTEGRITY-Exhibits trustworthiness and ethical behavior, respects confidentiality.				
5. INTERPERSONAL SKILLS-Relates well with co-workers. Resolves conflicts and respectfully interacts with others from diverse backgrounds and experiences.				
6. MOTIVATION/INITIATIVE-Energetically performs assigned tasks with minimum supervision. Exhibits a positive attitude.				
7. PROFESSIONALISM/ WORK ETHIC-Creates a positive impression through dress, conduct and attitude. Demonstrates willingness to work, loyalty, and punctuality.				
8. TEAMWORK-Works effectively, positively and actively with others and is able to work with diverse teams, negotiate and manage conflicts.				
9. ANALYTICAL SKILLS-Assesses situations accurately, seeks multiple perspectives, and suggests solutions.				
10. FLEXIBILITY/ADAPTABILITY-Creatively problem solves, shows flexibility in changing work situations, multi-tasks and communicates effectively.				
11. TECHNOLOGY-Meets technical requirements including computer skills and understands trends and developments in work field.				
12. JOB KNOWLEDGE-Acquires skills, follows procedures to accurately and efficiently perform job duties.				
13. LEADERSHIP- Leverages the strengths of others to achieve common goals: uses interpersonal skills to coach and develop others.				
14. OTHER				



# 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.

You are required to develop four learning objectives which will then be evaluated by your supervisor and yourself at the final job site visit. These objectives will be based around the 21st Century Work Skills that you have identified from your self assessment.

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 meet my projected sales increase of 20 percent by March 10.**

To	meet	my projected sales increase	of 20 percent	by March 10.
<i>Action word</i>		<i>Description</i>	<i>Measurement</i>	<i>Completion date</i>

Skill Sets: Motivation/initiative, work ethic, and customer service

## ACTION WORDS

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

# 3

## LEARNING OBJECTIVES

### *Sample 21<sup>st</sup> Century Work Skills Objectives*

#### COMMUNICATION

- To improve my verbal communication skills by accurately presenting 8 reports that detail my weekly sales totals, with my supervisor's feedback, by 3/4.
- To improve my writing and listening skills by attending 5 parent/teacher conferences and writing clear/accurate summaries for my supervisor, by 4/15.

#### CUSTOMER SERVICE

- To use effective customer service skills by clearly explaining proper oral hygiene to 10 new patients by 4/1.
- To increase customer service skills by greeting 15 regular customers by their name at the drive-in window by 2/14.

#### TIME MANAGEMENT

- To implement and synchronize my PDA with the daily office schedule, with daily tracking of attendance by 3/15.
- To speed up the performance/efficiency of my back vs. front service duties including stocking, cleaning, food prep, every shift, to the satisfaction of my shift supervisor, by 5/1.

#### INTERPERSONAL SKILLS

- To improve my interpersonal skills by asking my coworkers their ideas on resolving bad credit accounts, then presenting them to the department for their feedback, by 2/21.
- To assist my shift coworkers with their jobs, when I have free time once a week, without being asked, to my supervisor's satisfaction by 5/2.

#### HONESTY/INTEGRITY

- To improve honesty/integrity skills by creating a new confidential tracking system for 10 clients, with input from my supervisor and coworkers, by 4/10.
- To demonstrate increased responsibility and honesty by taking on new duty of balancing cash drawer correctly one night a week, by 3/12.

#### MOTIVATION/INITIATIVE

- To demonstrate more initiative by learning the new pipe cutting machine and practicing on 3 different lengths, with 100% accuracy, by 3/3.
- To sell 30% more oil products and services, using suggestive selling, by 5/1.

# LEARNING OBJECTIVES

## *Sample 21<sup>st</sup> Century Work Skills Objectives*

3

### PROFESSIONALISM/WORK ETHIC

- To dress appropriately everyday for 30 days, to my supervisor's satisfaction, by 4/1.
- To demonstrate a positive work attitude by showing up on time and being professional and positive in my interaction with customers, to my supervisor's satisfaction, by 4/21.

### TEAMWORK

- To demonstrate teamwork skills by presenting other managers with a video on new company account tracking system, collect their feedback, and present to my supervisor, by 3/20.
- To coordinate the up-sell of coffee products with other coworkers for a 20% sales increase, by 4/25.

### ANALYTICAL SKILLS

- To increase my analytic skills by making a checklist of 4 problem areas on the day shift and suggesting 1 cost effective solution for each problem by 3/12.
- To research the emotional state of 5 patients going through the rehab clinic, and discuss weekly with each one, with supervisor feedback, by 4/15.

### FLEXIBILITY/ADAPABILITY

- To outline a detailed plan for the upcoming dance at the teen center, including solution to 3 past problems, to my supervisor's satisfaction, by 4/24.
- To demonstrate my flexibility by cross training in two departments, at least one shift per week, to my supervisor's satisfaction, by 3/16.

### TECHNOLOGY

- To improve technology skills by correctly operating the new print color copier without assistance by 4/12.
- To create 4 new online credit card templates to be used by my department by 5/5.

### JOB KNOWLEDGE

- To reorganize the current filing records and integrate the old ones into the archives correctly, by 5/2.
- To dispose of biohazard waste from the medical room, following correct hospital procedures, with 100% accuracy, by 4/15.

### LEADERSHIP

- To cross train the new counter staff, observe them during their shifts, to the satisfaction of my supervisor, by 2/15.
- To create a new monthly employee recognition award/bulletin board, both in English and Spanish, to the satisfaction of my supervisor, by 3/12.



# LEARNING OBJECTIVES WORKSHEET

3

## DRAFT

Complete objectives worksheet and turn this into your instructor at first job site visit or as instructed.

\_\_\_\_\_  
Your Name

\_\_\_\_\_  
Your Instructor

- Filling out this worksheet is required of all students
- All students will develop four objectives with their supervisor
- This draft must be ready for your first site visit with your instructor
- You must devise your objectives from the 21st Century Work Skills Assessment
- An objective may encompass more than one skill
- You may have more than one objective per skill

## LEARNING OBJECTIVE #1

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

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

*Action Word*

*Description*

*Measurement*

*Completion Date*

Which skill set is being addressed? \_\_\_\_\_

# 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*

Which skill set is being addressed? \_\_\_\_\_

### LEARNING OBJECTIVE #3

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

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

*Action Word*

*Description*

*Measurement*

*Completion Date*

Which skill set is being addressed? \_\_\_\_\_

### LEARNING OBJECTIVE #4

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

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

*Action Word*

*Description*

*Measurement*

*Completion Date*

Which skill set is being addressed? \_\_\_\_\_

# SAMPLE OBJECTIVES FORM

# 3



Santa Rosa Junior College

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

## WORK EXPERIENCE 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	<i>To improve my verbal communication skills by accurately presenting 8 reports that detail my weekly sales totals, with my supervisor's feedback, by 5/01.</i> <i>Skills: Communication, Motivation/Initiative</i>	10	9
2	<i>To demonstrate increased responsibility and honesty by taking on new duty of balancing cash drawer one night a week, to my supervisor's satisfaction, by 4/11</i> <i>Skills: Honesty/Integrity, Motivation/Initiative</i>	9	8
3	<i>To improve technology skills by correctly operating the new print color copier without assistance, to my supervisor's satisfaction, by 3/12.</i> <i>Skills: Technology</i>	10	10
4	<i>To reorganize the current filing records and integrate the old ones into the archives correctly, by 2/19.</i> <i>Skills: Job Knowledge, Time Management</i>	9	9

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

TOTAL POINTS **38** **36**

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

### TOTAL HOURS WORKED DURING SEMESTER

From Jan.17, 12 to May 25,12 total 300 hours

CD (Supervisor's Initials)

Your Supervisor  
 Supervisor  
1-26-12  
 date

Jane Doe  
 Student  
1-26-12  
 date

Your Instructor  
 Instructor  
1-26-12 5-2-12  
 date/1st visit date/evaluation

Instructor Evaluation Total Points **40**

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



## Four Seminar and/or Activity hours are required

- Choose from scheduled seminars and/or the activity selection list (pages 18 - 32).
- 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 pages 18 - 21. Please read through these and plan which seminars you will attend.
- Each activity listed on pages 22 - 25 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, deffering 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	<b>Resume Writing</b> 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. <i>Sponsored by the Career Center</i>	<b>Sarah Hopkins</b> HR Representative SRJC	Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875	Thursday March 29 1:30 - 2:30 pm
14	<b>You and Your Stress: Manage it Now</b> 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. *****New Seminar*****	<b>Sharona ES</b> Career Passion Coach & Transition Specialist	Santa Rosa Campus Doyle Library Rm 4246	Tuesday April 3 3:00 - 5:00 pm
15	<b>Acing the Interview</b> This seminar will demonstrate successful interviewing techniques to prepare you to be confident and sell yourself in an interview. <i>Sponsored by the Career Center</i>	<b>Elise Perea</b> Representative Job Link	Santa Rosa Campus Bertolini Student Center 3rd Floor/Rm 4875	Wednesday April 4 10:30 - Noon
16	<b>Conflict Resolution</b> 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.	<b>Chance Massaro</b> Managing Director Power Communications	Santa Rosa Campus Doyle Library Rm 4246	Thursday April 5 4:00 - 5:00 pm
17	<b>Connect: Talk So Others Listen</b> 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.	<b>Chance Massaro</b> Managing Director Power Communications	Santa Rosa Campus Doyle Library Rm 4246	Thursday April 5 5:30 - 7:00 pm
18	<b>Time Management</b> 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.	<b>Chance Massaro</b> Managing Director Power Communications	Petaluma Campus John M. Jacobs Hall Rm 116	Monday April 9 5:00 - 7:00 pm

# 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. See pg. 25</b></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 pag. 34) 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            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

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

4

Activity	Student Responsibility	Must be completed by:	Activity Credit
Cover Letter ** Printed Copy	Sample cover letter available in this handbook on pg. 26. 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 resubmit.	April 9, 2012 <i>No late papers accepted</i>	1 hour
Resume ** Printed Copy	See resume instructions, worksheet, and sample in handbook on pg. 27-30. Turn in your typed resume to WE Office. For purposes of grading for this class, your resume needs to be in compliance with the guidelines on pages 27-30. <b>Full credit is not guaranteed.</b> If submitted by March 26, you will have the opportunity to redo and resubmit.	April 9, 2012 <i>No late papers accepted</i>	2 hours
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 from the WE offices.</b> 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 the Work Experience Course. <b>Pick up a Prior Approval Form from the WE offices.</b> 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. 31-32 in Handbook or visit the WE website. <b>Do not turn in before 2nd meeting with your Instructor.</b>	May 14, 2012	1 hour

\*\* You may do this activity OR the online version of it. You may not do both.

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**	See resume instructions and samples on website. To receive credit your resume 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>	2 hours
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 at the top of 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.

# 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
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. <b>NOTE: First complete this online activity, then you may attend the live seminar for additional credit (see pg.21).</b> *****New Activity*****	April 25, 2012	1 hour
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, among people 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
Course Evaluation**	See pg. 31-32 in Handbook or visit the WE website. <b>Do not turn in before 2nd meeting with your Instructor.</b>	May 14, 2012	1 hour

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

# 4

## INSTRUCTIONS FOR COVER LETTER

*(See Activity Selection List on pg. 23 & 24 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

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

# INSTRUCTIONS FOR RESUME

# 4

If you choose to earn up to 2 hours of activity credit by submitting a resume then you are required to follow the guidelines provided in the Work Experience Handbook pages 27-30, in order to receive full credit for this activity. In addition please refer to the SRJC Career Center website at [www.santarosa.edu/career](http://www.santarosa.edu/career) for resume writing information.

*A resume is a 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!*

## GRADING CRITERIA

Below you will find the grading criteria for the resume:

**Job Objective:** Brief and clear, same title as the job announcement, the objective matches or supports the content of the resume.

*1 point possible*

**Format and Organization:** Neat appearance, headings easy to find and consistent in capitalization, type size, easy to read, everything consistent (dates, state abbreviations, etc.), balanced margins with eye appeal, NO GRAMMATICAL/SPELLING ERRORS.

*Any spelling error will result in 0 credit for the resume activity.*

*2 points possible*

**Education:** Organized, neat, reverse chronological order by dates and consistent.

*2 points possible*

**Experience:** Well defined, organized in reverse chronological order, includes job titles, employer names, cities, and states, duties stated with action verbs, marketed well, consistent, correct tense (present/past), not too wordy.

*3 points possible*

**Skills and Qualifications:** Relevant skills listed, well organized, and easy to understand, professional terminology used to describe skills.

*2 points possible*

## EVALUATION SCALE

0 points = 0 credit

1 - 3 points = ½ hour activity credit

4 - 6 points = 1 hour activity credit

7 - 9 points = 1 ½ activity credit

10 points = 2 hours activity credit

# 4

## RESUME DO'S AND DON'TS

### DO

.....

- Use good quality (at least 20 lb. bond) paper
- Use a readable font and print on a laser printer
- Be specific in your objective, if you use one
- Emphasize results produced, significant achievements, recognition from others
- Quantify when possible and use specific examples
- Include your grade point average if 3.5 or above
- Focus on your accomplishments, not just job duties
- Proofread to ensure your resume contains absolutely no errors (no typographical errors; no spelling errors; no grammar, syntax, or punctuation errors; no factual errors)
- Target your resume to your goal
- Get feedback from several people
- Begin phrases with action verbs such as “developed” and “initiated”
- Use phrases rather than full sentences when phrases are possible
- Vary words—don’t repeat a verb or adjective twice in the same block
- Use Key Words
- Keep your resume to one page if you have limited work experience
- Use bullets, bold, italics and underlining unless your resume is going to be scanned
- Write out numbers one-nine, but use numerals for all numbers above ten
- Focus on transferable skills, especially if you are transitioning from one career to another

### DON'T

.....

- Include the word “Resume” at the top of the resume
- Include the date of resume preparation
- Include your gender, age, race, marital status, religion or other personal information
- Include hobbies, interests, and professional associations (unless relevant)
- Include reasons for leaving other jobs
- Include negative information
- Include long, wordy paragraphs
- Use the first person and possessive pronouns such as I, me, my, myself
- Include name of supervisor
- Include a grade point average under 3.5
- Include an introduction
- Include artwork/borders
- Use abbreviations except for states and career buzzwords
- Use unrelated industry jargon
- Lie or misrepresent or exaggerate facts or your skills
- Include references (these should be submitted on a separate sheet and only upon request by the employer)
- Reference religious or political affiliations (unless job-related)
- Include salary information
- Include full address and zip codes of former employers
- Mention controversial activities or associations
- Start phrases in the experience section with “My responsibilities (or duties) included”

# CHRONOLOGICAL RESUME

*Garamond Font*

4

Joe Smith  
Santa Rosa, CA 95401

(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

---

*Santa Rosa Junior College*

*Career & Employment Center*

*www.santarosa.edu/career*

*707.527.4941*

Jesse Chen  
San Rafael, CA 94900

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

## **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>2010-present</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
-------------	---

# EVALUATE THE WORK EXPERIENCE COURSE

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 course requirements?  |
| 5                     | 4 | 3 | 2 | 1                        | 2. Did the student assessment help you develop four realistic Learning Objectives?                                 |
| 5                     | 4 | 3 | 2 | 1                        | 3. After completing the objectives, did you learn new/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 job 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. List the 21st Century Work Skills that you improved this semester. _____<br>_____<br>_____                     |

## YOUR INSTRUCTOR

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

- Report must be word processed, double spaced, in essay format, and include a title page
- 3 page minimum (not including title page)
- 12 point font
- PROOFREAD your work

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 report addressing all items below:

## STUDENT REPORT

- Evaluate the Orientation you attended or viewed
- Explain how using the 21st Century Work Skills helped you to develop your four Learning Objectives
- Compare and contrast your skill levels from the beginning of the semester to the end
- Discuss your progress for each objective
- Discuss any problems/challenges you encountered
- Describe any changes in your working relationship with your supervisor as a result of this class
- List the seminars/activities you chose and how they contributed to your growth in the specific 21st Century Work Skills
- Identify one to two new goals you could develop at work for the future
- Evaluate how this class relates to your current job, educational and career goals
- Recommend any specific changes to the 21st Century Work Skills course that would help us make it more effective for you and other students

(For students needing assistance with writing this report please see page 22)

Student Report Grading Information - Due Date Thursday, April 26	Possible Rating
Content (addressed <u>all</u> areas of topic as outlined above)	10
Grammar/Spelling	10
Presentation and Organization	5
<b>TOTAL POINTS</b>	<b>25</b>

# WORK SHEET FOR HOURS WORKED

# 6

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/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
- 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 Offices:

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

---

## Connecting College Education To The Workplace

---

### 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.

---

### 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.

---