

CAREER SERVICES GUIDE

MEET WITH OUR STAFF ABOUT ANY OF THESE TOPICS!

- Career Fairs
- Making Connections
- Interview Prep
- Internship and Job Seeking Resources
- Resumes
- Overall Career Development
- Cover Letters

Login to your CyHire account and select
“Request a Career Advising Appointment”

131 MacKay Hall
hscareers@iastate.edu
515-294-0626

IOWA STATE UNIVERSITY
College of Human Sciences Career Services

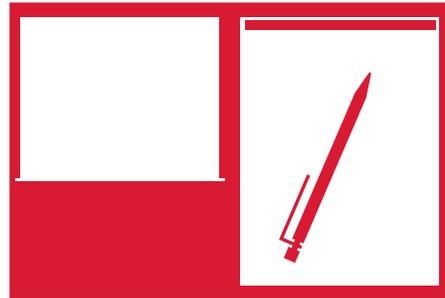
#GETHIREDUP

CYHIRE

CyHire allows you to:

- Create a profile
- Store documents
- Search and apply for jobs and internships
- Participate in on-campus interviewing
- Research employers
- Schedule appointments
- View career fair participants
- See details on upcoming workshops and information sessions

CyHire



LOGGING INTO CYHIRE

Log into Your CyHire Account at:

<https://shibboleth-iastate-csm.symphlicity.com/sso/>

- Sign in with your Okta username and password
- If you have not logged into CyHire before, you will need to complete the required fields under 'My Account' before proceeding

Once you are in the CyHire system, update your profile information under 'My Account'

- Make sure you have the correct 'Graduation Date', 'Major', and 'Work Authorization' on the 'Academic' tab.
- Have your resume reviewed by a Human Sciences Career Services staff member before uploading.

CYHIRE TERMINOLOGY

Preselect Interviews

- On campus interviews in which employers review resumes and determine who they want to interview

Open Sign-up Interviews

- Interviews you can immediately sign-up for on CyHire if you meet the requirements listed
- No prescreening of resumes takes place

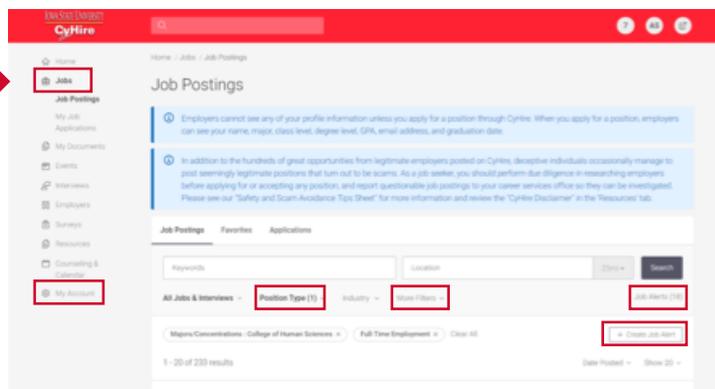
Job Posting

- No interview is scheduled at this time. The employer will contact candidates directly if interested

SEARCHING JOB AND INTERNSHIP POSTINGS IN CYHIRE

Search Job and Internship Postings:

- Click on 'Jobs' then 'Search'
- Select 'Click Here To See All Jobs...' under the Search button
- Search by 'Position Type' to choose 'Post-Graduation Employment' or 'Experiential Education'
- Search by keywords using the search box
- Click on 'More Filters' for additional search criteria including majors.
- To narrow search results by major, select 'Yes' for 'Exclude positions open to all majors.'
- As you set search criteria, you will see the filters applied below the search box



Create a Job Alert:

Creating a job alert allows results to be emailed to you on a regular basis instead of recreating your search each time

- Ensure the appropriate search criteria have been set
- Click on 'Create Job Alert' to save the search criteria
- Click on 'Job Alerts' below the Search button to edit details related to the alert, including how often you will receive it
- Click 'Save'

BEST PRACTICES RELATED TO CAREER SERVICES

Class Attendance and Interview Scheduling

The Human Sciences Career Services Office recommends that classes and academic success come first in the lives of students. When scheduling interviews with companies, please make every attempt to schedule at times that do not conflict with classes. Companies are generally flexible about interview scheduling.

Canceling an Interview

Students are asked to provide at least a 48-hour notice if they need to cancel an interview in the College of Human Sciences Career Services Office. If our office does not receive notice prior to 48 hours, the missed interview is considered a “no show.”

Interview “No Show” Procedures

- If a student is considered a “no show,” their CyHire account will be blocked and scheduling on-campus interviews will be prevented. NOTE: any previously scheduled interviews should be kept or canceled appropriately.
- To remove the block from CyHire, an apology email should be sent to the company representative. Contact information is available in Human Sciences Career Services, 131 MacKay Hall. This information will not be provided by email or phone. Be sure to copy hscareers@iastate.edu in the apology email so that our office is aware the correct procedure has been followed.
- If we do not receive this email within three business days of the missed interview, the CyHire account will be disabled and the student will be unable to log in. The account will remain blocked and disabled until we receive a copy of the apology email to the recruiter.
- If any additional interviews are missed, the above procedure will be followed, and an appointment will need to be scheduled with the Director of Human Sciences Career Services to discuss professional interview conduct.
- If illness or an emergency occurs, phone our office (515.294.0626) as soon as possible prior to the interview. You still have the opportunity to maintain a positive relationship with the company and reschedule the interview. The decision to reschedule is at the discretion of the company.

Reason for this No-Show Policy:

Although most late cancellations are due to unanticipated events (illness/emergency), the consequences are the same whether there is a legitimate excuse or not:

- Lost opportunities for other students.
- Loss of potential hires for employers.
- Wasted time for employers who travel and take time away from work to interview on campus.
- Potential long-term damage, such as ISU being removed from an employer’s targeted campus list.



Guidelines for Accepting Job Offers and Continuing to Job Search

It is poor professional practice to continue a job search after a job offer has been accepted. Employers take a harsh view of a student who accepts a position and later declines. Acceptance of a job offer constitutes ceasing all job searching activities including further resume submission, interviewing, etc. If a student is not prepared to go to work for the company that makes a job offer, they should respectfully decline the offer in a timely manner and continue job searching. Human Sciences Career Services is happy to advise students as it relates to issues of job searching, negotiation, and accepting/declining offers.

Resume Evaluation Guide

Your resume is essentially a marketing piece. Its purpose is to quickly communicate your qualifications to a potential employer, so it should be organized, clear, concise, and relevant. You may have different versions of your resume depending on what you are seeking. Use this guide to make sure you are on the right track.

Overall Appearance	YES	NO
Makes an immediate favorable impression		
Efficient use of space: Page is full, but not crowded and there is an appropriate use of white space		
Clean and sharp reproduction		
Formatting and Organization		
Consistent/appropriate font size/style used (11pt-12pt not including headings)		
Appropriate use of bolding, underlining, italics, etc.		
Separate sections		
Consistent layout		
Easy to read		
Appropriate length: Typically no more than one page for undergraduate students, no more than two pages for graduate/experienced level job seeker		
Maximum of 1", minimum of 0.5" margins		
Contact Information		
Is clearly presented at top with first and last name, address (permanent and/or temporary), phone number and professional email address		
Objective (Optional)		
Stated clearly and conveys purpose		
Emphasizes strongest qualifications		
Work centered, not self-centered		
Content		
Important data included (employer name, location, job title, dates)		
Free from unnecessary information		
Has most relevant qualifications and experiences presented first		
Stresses accomplishments, results, and skills rather than duties and responsibilities		
Utilizes quantification to demonstrate accomplishments		
Language		
Expressed in a succinct/concise manner		
Uses power action verbs to begin bullet points		
Consistent and correct use of tenses		
Utilizes bullet points to organize information		
Free of errors and no personal pronouns (I, me, my)		

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131 MacKay Hall | 515.294.0626

JANE CYCLONE

123 Main Street ♦ Ames, Iowa 50011 ♦ 515.123.4567 ♦ jyclone@iastate.edu

OBJECTIVE: Seeking a summer 20XX internship within the xxxxx industry

EDUCATION

Iowa State University

Bachelor of Science: Event Management

Minor: Hospitality Management

GPA: 3.42/4.00

Certifications: Serv Safe – Alcohol, ServSafe – Food Handling, Cvent University

Ames, Iowa
December 20XX

RELATED EXPERIENCE

Des Moines Arts Festival

Festival Productions Intern

Des Moines, Iowa
May 20XX-July 20XX

- Managed and prepared contracts with restaurateurs and performers
- Assigned 75 volunteers to job tasks and managed throughout shift
- Negotiated contracts for the operational logistics of the Art Fair
- Created informational documents and manuals for nonprofit vendors and restaurateurs

XYZ Golf Course

Events Assistant

Des Moines, Iowa
May 20XX-August 20XX

- Assisted general manager with special events and golf tournaments for up to 150 people
- Designed menus and pamphlets advertising the golf course
- Prepared beverages and provided exceptional customer service

INVOLVEMENT

Iowa State University Event Management Club

Active Member

Ames, Iowa
September 20XX-Present

- Plan site visits to learn about event opportunities within community
- Organize fundraising events and social activities for 40–50 members

International Festival and Events Association

Scholarship Winner and Conference Attendee

Tucson, Arizona
September 20XX

- Helped check in guests at silent auction registration table
- Attended seminars on topics related to social media and event insurance

ADDITIONAL EXPERIENCE

Iowa State University Office of XYZ

Student Office Assistant

Ames, Iowa
August 20XX-Present

- Enter data from departmental research projects, ensuring accuracy of work
- Assist with reconciling accounts and budgets at the end of the month
- File paperwork, scan documents, and answer phone calls for six staff members

COMPUTER SKILLS

Microsoft Office: Word, Excel, Publisher, and PowerPoint | Adobe: Illustrator and InDesign

This is an example. Depending on your major and area of interest, your resume may include other information and have a different format.

SAMPLE POWER VERBS

Use these to create strong, action-oriented bullet points.

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REFERENCES

A reference page allows you to provide a list of contacts who can validate the information on your resume and speak to the quality of your work. References should be individuals who are familiar with your applicable skills and will provide you a positive recommendation.

Be sure to ask permission before you provide contact information to anyone and supply your references with a copy of your resume. Aim for 3-4 individuals who can serve as references.

References may include:

- Former and current supervisors/managers
- Professors/academic advisers
- Contacts from professional organizations
- Contacts from volunteer/community activities
- Coworkers
- Student organization advisers
- Coaches/mentors
- Customers/clients

JANE CYCLONE
123 Main Street • Ames, Iowa 50011 • 515.123.4567 • jyclone@iastate.edu

References

Dr. John Jones
Professor, Department of Kinesiology
Iowa State University
3300 Forker
Ames, IA 50011
515.294.5000
jjones@iastate.edu

Ms. Jane Smith
Marketing Director
Ames Market Research Group
200 Jacobson Building
Ames, IA 50014
515.292.0000
jsmith@amesgroup.com

Mr. Jack Wilson
Club House Manager
Topeka Country Club
200 Country Club Drive
Topeka, KS 65001
705.555.2000
jwilson@topekacc.com

SAMPLE COVER LETTER

Use this type of letter to respond to specific job openings AND get an interview! Each cover letter should be written specifically to a job description. If communicating via email, create a more succinct version.

(Center letter on the page from top to bottom)

Use this letter as a guide to respond to specific job openings AND to get an interview!

Your address
City, State, Zip Code

Date

Contact name
Contact's title
Company name
Company address
City, State Zip

Dear Mr. Brown,

I am writing you to apply for the event management internship advertised on CyHire. I was referred to this position by John Cyclone, the recruiter with your organization whom I met at the career fair. I will be graduating in May from Iowa State University with my degree in Event Management and Leadership certificate. With the skills and talents I have obtained through my previous internship, coursework, and campus involvement, I believe I am an ideal candidate for this position.

Throughout my undergraduate program, I have honed my communication and organizational skills, two areas that are key to event management. At my internship with XYZ Corporation, I focused on planning and managing their corporate events. One particular event, which hosted over 8,000 attendees, required extensive planning to ensure all of the attendees needs were met. This included everything from booking the venue and catering to communicating directly with the attendees to understand any special requests. While this was a great deal of work, event attendees were impressed by the level of care shown to them and XYZ Corporation ended up gaining several lifelong customers. As ABC Manufacturing hosts a variety of corporate events, I will be able to leverage my planning and organizational experience to design new and exciting events while also working to increase client and customer engagement.

I am interested in the opportunity to work for the ABC Manufacturing event management team. My resume with additional qualifications and experiences is attached for your review. You can reach me anytime at 123-456-7890 or email me at gocyclones@iastate.edu. I look forward to speaking with you. Thank you for your time and consideration.

Sincerely,

Your name

This section can be replaced with your resume heading.

If you don't know their name, it is appropriate to put "Dear Hiring Manager", "Dear Human Resources", or "Dear Selection Committee."

The first paragraph should describe why you're writing, how you learned of the position, and a statement about what experience / skills you can offer.

The second (and possibly third) paragraphs should go in depth about your specific experiences. Relate specific examples you have to the position for which you're applying, tailoring each example to the position.

In the closing paragraph, refer the reader to your resume and provide your contact information again. Inform them of when you will be following up and remind them that you look forward to discussing your qualifications.

PROSPECTING EMAIL/LETTER TEMPLATE

The purpose of this letter is to initiate communication with potential employers when you are not aware of a specific job opening. Structure this similarly to the cover letter, but instead of using position information, focus on your strengths, your skills and what you can bring to the organization. If communicating via email, create a more succinct version.

(Center letter on the page from top to bottom)

Your Address
City, State Zip

Current Date

Individual's Name (if known)
Title
Name of Organization
Address
City, State Zip

Dear Mr. or Ms. _____:

First Paragraph: Indicate your interest in the company, organization, or type of work and state how you learned about them. Make one strong opening statement about yourself.

Second Paragraph: Outline your strengths focusing on work experiences, co-op/ internships and coursework. Convince the employer that you have the skills and motivation to contribute to the organization. Tell them what you can do for them, not what you expect from them.

Third Paragraph: Request an interview and indicate that you will call during a specific time period to discuss interview possibilities. If you will be in the area of the company over break or for a long weekend, suggest the possibility of meeting during that time. Express appreciation for their consideration and that you look forward to speaking with them about possible opportunities.

Sincerely,

Your Name

Optional if sending via email.

*If you do not have or cannot obtain the name or job title, "Hiring Manager" is an appropriate option. Avoid using "To Whom it May Concern."

ABOUT THE INTERVIEW

Interviewing Tips and Questions

What to bring to the interview

- Enthusiasm and a good attitude
- Extra copies of your resume and transcript (official and unofficial/ AccessPlus)
- A professional pen and notepad in a padfolio or folder
- Key questions you want to be sure to ask
- Your reference list (printed on paper that matches your resume)
- Dates of employment and social security number (for completing an application)
- A portfolio or appropriate project documentation

Sample general questions

- Tell me about yourself.
- What courses did you like best? The least?
- What qualifications do you have that make you feel you will be successful in your field?
- What do you like about our company?
- Do you prefer working with others or by yourself?
- What interests you about our product or service?
- How has your college experience prepared you for a career?
- What have you learned from your mistakes?

Sample questions you could ask your interviewer

- What do you (the interviewer) like best about your job/company?
- Can you describe the team/project work?
- Can you explain the training program?
- What qualities would your ideal candidate possess?
- What is the next step in the hiring process? OR When can I expect to hear something back from you?

BEHAVIORAL-BASED INTERVIEWING

The best candidate responses are specific and detailed. They tell the interviewer about particular situations the candidate has experienced that relate well to each question.

Organize Your Answers Using the S.T.A.R. Approach:

Situation or Task: Describe the situation that you were in or the task that you needed to accomplish. Choose a specific example. Be sure to give enough detail for the interviewer to picture you in your situation.

Action: Describe the action you took, not a generalization of a team or group. Do not tell what you might do, explain what you did.

Result: What happened? How did the event end? What did you accomplish? What did you learn?

Sample Behavioral-Based Interviewing Questions

Tell me about a big project you had to plan for school or work.

Describe a situation when you had several things to do in a limited time.

Tell me about a big project you were in charge of and had to let others help.

Tell me about a time when you've had to deal with members of the public.

Tell me about a time when you helped resolve a group problem.

Describe a time when you worked closely with someone in a position above (or below) you.

Tell me about the most difficult work or school problem you have ever faced.

Tell me about a situation in which you had to apply some acquired knowledge or skill.

Tell me about a time when you had to turn to someone else for assistance.

Tell me about a time when you had to take charge and get a job done or resolve a difficult situation.

Tell me about a time when you had to learn something new in a short time.

VIRTUAL INTERVIEWING TIPS

- Take your time in composing answers. Use a visual nod to confirm you've heard the question, then wait three seconds before you respond. Pace yourself based on the speed of the technology – don't use your regular rhythm when there's an Internet connection involved.
- Backgrounds are important. Choose a blank background – paper, a board, or even a solid color shower curtain. Make certain that when the video starts, the focal point will be you.
- Dress well and make sure your clothing doesn't blend in or conflict with the background you choose. Stay away from reds and 'hot' colors as they don't translate well on the other side of the screen.
- Test every aspect of the equipment and the set up in advance. Conduct a rehearsal interview from the equipment you intend to use and evaluate everything you see from the other side of the screen.
- Lighting is critical. Two lights in front of you and one behind you is good.
- Make sure the interviewer has all materials needed in front of them 10-15 minutes in advance, and double check all connections and the equipment, sound, and all elements are working properly in advance.
- Have ample battery power, or better yet, use a standard outlet. Turn off your phone. Alert friends and family members that the interview is happening, to keep 'photobomb' surprises from disrupting the focus of the discussion.
- Look at the camera, not the screen, as the interview happens. You can put your key points and story line on the wall behind the camera so you can see them readily without interfering with the eye contact you should strive to maintain.
- Camera angles are important. You shouldn't be looking up or down at the person. Avoid the classic mistake of the laptop camera pointing directly into the nose.
- Clean the camera lens. The slightest smudge can create a terrible distraction to the quality of the image on the other side of the screen.
- Turn the sound off and put paper over the lens until the interview begins to avoid accidentally transmitting your preparation.

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131 MacKay Hall • Osborn Drive • Ames, IA 50011

Iowa State University does not discriminate on the basis of race, color, age, ethnicity, religion, national origin, pregnancy, sexual orientation, gender identity, genetic information, sex, marital status, disability, or status as a U.S. veteran. Inquiries regarding non-discrimination policies may be directed to Office of Equal Opportunity, 3350 Beardshear Hall, Ames, Iowa 50011, 515-294-7612, eooffice@iastate.edu.