# Work Experience Assignments

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Points Possible</th>
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</thead>
</table>
| **ORIENTATION**                                                                                           | - Complete orientation before your first job site visit.  
- See page 1 for instructions to receive 10 points for completion of orientation. | 10 points       |
| **LEARNING OBJECTIVES**                                                                                 | - Give your supervisor the letter. See pages 3-4.  
- Complete your 21st Century Work Skills Assessment. See page 5.  
- Talk with your supervisor to develop your four objectives. See pages 5-13.  
- Have your draft worksheet on pages 11-12 completed for your first job site visit with your instructor. | 80 points       |
| **YOUR ASSIGNED INSTRUCTOR CONDUCTS JOB SITE VISITS AND IS YOUR COURSE FACILITATOR**                     | - Your Instructor’s Name _____________________________________________  
- Phone # ____________________ Email:______________________________  
- Your Instructor responds to emails/phone/text within______________hours.  
- Date of 1st job site visit ____________________________________________ | 15 points       |
| **SEMINARS AND/OR ACTIVITIES**                                                                           | Four hours required for the semester.  
- See pages 17-32 for details.  
- Last day for most activities are APRIL 7 and APRIL 27. | 20 points       |
| **STUDENT REPORT**                                                                                       | Write a three-page essay.  
- See pages 33-34 for instructions and topics.  
- Submit report to your instructor.  
Date due: APRIL 28, 2016 | 25 points       |
| **FINAL JOB SITE VISIT & WORK HOURS**                                                                    | - Track your hours of work during the semester on the Work Sheet.  
- See page 35.  
- Report total hours to your instructor at the final job site visit (see #7 below).  
- Hours worked equal number of units. See page 37.  
- Last day to increase units is APRIL 24. |                |
| **GRADING**                                                                                               | - Grading is explained on page 37. | 150 points      |
COURSE DESCRIPTION

General Work Experience is supervised employment intended to assist students in acquiring desirable work habits, attitudes and career awareness. The student’s employment need not be related to the student’s educational goals. Refer to the course syllabus for important dates and course policies.

Orientation will explain the course requirements and must be completed at the beginning of the course before your FIRST JOB SITE VISIT with your ASSIGNED INSTRUCTOR.

STEP ONE

- View online orientation at workexperience.santarosa.edu
- OR
- Attend a “live” orientation

Live Orientation Schedule

<table>
<thead>
<tr>
<th>DATE</th>
<th>DAY</th>
<th>TIME</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 27</td>
<td>Wednesday</td>
<td>Noon - 1:00 p.m.</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd floor, Room 4875</td>
</tr>
<tr>
<td>February 2</td>
<td>Tuesday</td>
<td>3:00 - 4:00 p.m.</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd floor, Room 4875</td>
</tr>
<tr>
<td>February 4</td>
<td>Thursday</td>
<td>1:00 - 2:00 p.m.</td>
<td>Petaluma Campus 243 Kathleen Doyle Hall</td>
</tr>
</tbody>
</table>

STEP TWO

- At the conclusion of the online orientation, complete the Orientation Credit Form for 10 points.

- Second semester Work Experience students may skip completing the orientation, go directly to the Orientation Credit Form for Continuing Students at workexperience.santarosa.edu and complete a brief quiz for your 10 points of orientation credit.
MESSAGE FROM THE WORK EXPERIENCE FACULTY TO OUR STUDENTS

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

We have identified three specific instructional goals SRJC calls Student Learning Outcomes:

- 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.

PORTAL MESSAGES

- You will receive periodic email messages from the Work Experience Department on course reminders, due dates and special announcements.

CONTACT US

- Santa Rosa Work Experience Office
  Bertolini Student Center, 3rd floor, Room 4842
  (707) 527-4329 Monday - Thursday 8:00 - 5:00/Friday 8:00 - noon
  (707) 524-1712 FAX

- Petaluma Work Experience Office
  Kathleen Doyle Hall, Room 214
  (707) 778-3920 Call for office hours

- workexperience.santarosa.edu

NON-DISCRIMINATION POLICY

The Sonoma County Junior College District does not discriminate on the basis of race, religious creed, color, national origin, ancestry, ethnic group identification, physical disability, mental disability, medical condition, genetic condition, marital status, sex, gender, gender identity, gender expression, genetic information or sexual orientation in any of its policies, procedures or practices; nor does the District discriminate against any employees or applicants for employment on the basis of their age. This nondiscrimination policy covers admission, access and treatment in District programs and activities—including but not limited to academic admissions, financial aid, educational services and athletics—and application for District employment.

The Sonoma County Junior College District is an equal opportunity employer.
TO: SUPERVISOR

FROM: WORK EXPERIENCE DEPARTMENT

DATE: SPRING 2016

The employee delivering this letter to you has enrolled in a Work Experience course 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:

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

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. We suggest you use this opportunity to help your student/employee formulate objectives that will make him/her a more valuable employee to your company.
• 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.
# STUDENT ASSESSMENT

## 21st Century Work Skills Objectives/Supervisor Copy

**SANTA ROSA JUNIOR COLLEGE**  
Student Name_________________________  Semester _________

<table>
<thead>
<tr>
<th><strong>Excellent</strong></th>
<th><strong>Good</strong></th>
<th><strong>Fair</strong></th>
<th><strong>Needs Improvement</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exhibits excellent understanding of 21st Work Century Skills</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Has good work skills; works well with others or alone</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Knows basic work skills but needs additional training</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Lacking or poorly prepared in work skills area</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Job Title:__________________________________________

Job Description/Responsibilities:

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**

---

**WORK EXPERIENCE**  
**STUDENT ASSESSMENT**

**21st Century Work Skills Objectives**

**Student Name_________________________**  
**Semester __________**

**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

<table>
<thead>
<tr>
<th>Job Title: ___________________________</th>
<th></th>
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<tbody>
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<td>Job Description/Responsibilities:</td>
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<th>Fair</th>
<th>Needs Improvement</th>
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<tbody>
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</tr>
<tr>
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<tr>
<td>6. MOTIVATION/INITIATIVE-Energetically performs assigned tasks with minimum supervision. Exhibits a positive attitude.</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>7. PROFESSIONALISM/WORK ETHIC-Creates a positive impression through dress, conduct and attitude. Demonstrates willingness to work, loyalty and punctuality.</td>
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<td>8. TEAMWORK-Works effectively, positively and actively with others and is able to work with diverse teams, negotiate and manage conflicts.</td>
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<tr>
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<td>11. TECHNOLOGY-Meets technical requirements including computer skills and understands trends and developments in work field.</td>
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<td></td>
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<td>12. JOB KNOWLEDGE-Acquires skills, follows procedures to accurately and efficiently perform job duties.</td>
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<td>13. LEADERSHIP-Leverages the strengths of others to achieve common goals; uses interpersonal skills to coach and develop others.</td>
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<td></td>
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<tr>
<td>14. OTHER</td>
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</table>
LEARNING OBJECTIVES

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.

You are required to develop four learning objectives, which will 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 of results that can be quantified by numbers, percentages, or by a phrase (such as “to my supervisor’s satisfaction” or “to company standards”) and a completion date.

Each objective must follow the format below:

EXAMPLE

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

<table>
<thead>
<tr>
<th>To</th>
<th>Action word</th>
<th>Description</th>
<th>Measurement</th>
<th>Completion date</th>
</tr>
</thead>
<tbody>
<tr>
<td>meet</td>
<td></td>
<td>my projected sales increase of 20 percent</td>
<td></td>
<td>by March 10.</td>
</tr>
</tbody>
</table>

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

ACTION WORDS

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

Sample 21st 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 2/4.

• To improve my writing and listening skills by attending 5 parent/teacher conferences and writing clear/accurate summaries for my supervisor by 3/15.

CUSTOMER SERVICE

• To use effective customer service skills by clearly explaining proper oral hygiene to 10 new patients by 5/9.

• To increase customer service skills by greeting 15 regular customers by their name at the drive-in window by 4/14.

TIME MANAGEMENT

• To implement and synchronize my PDA with the daily office schedule, with daily tracking of attendance by 4/15.

• To speed up the performance/efficiency of my back vs. front service duties including stocking, cleaning and food prep on every shift to the satisfaction of my shift supervisor by 3/19.

INTERPERSONAL SKILLS

• To improve my interpersonal skills by asking my co-workers their ideas on resolving bad credit accounts, then presenting them to the department for their feedback by 2/21.

• To assist my shift co-workers with their jobs once a week when I have free time, without being asked, to my supervisor’s satisfaction by 3/20.

HONESTY/INTEGRITY

• To improve honesty/integrity skills by creating a new confidential tracking system for 10 clients, with input from my supervisor and co-workers by 4/10.

• To demonstrate increased responsibility and honesty by taking on new duty of balancing cash drawer correctly one night a week by 4/12.

MOTIVATION/INITIATIVE

• To demonstrate more initiative by learning the new pipe cutting machine and practicing on 3 different lengths, with 100% accuracy by 5/3.

• To sell 30% more oil products and services using suggestive selling by 4/11.
LEARNING OBJECTIVES
Sample 21st Century Work Skills Objectives

PROFESSIONALISM/WORK ETHIC

- To dress appropriately every day for 30 days, to my supervisor’s satisfaction by 5/1.

- To demonstrate a positive work ethic by reporting to work as scheduled and on time as measured by department schedule and company time clock 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 co-workers for a 20% sales increase by 2/25.

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 4/12.

- To research the emotional state of 5 patients going through the rehab clinic and discuss weekly with each one, with supervisor feedback by 3/15.

FLEXIBILITY/ADAPTABILITY

- To outline a detailed plan for the upcoming dance at the teen center, including solutions 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 2/12.

- 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 4/20.

- To dispose of biohazard waste from the medical room, following correct hospital procedures with 100% accuracy by 3/15.

LEADERSHIP

- To cross train the new counter staff and 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 my supervisor’s satisfaction by 3/30.
**LEARNING OBJECTIVE WORKSHEET**

- Meet with your supervisor to discuss your four learning objectives before your assigned instructor comes to your job site for the first visit and have this worksheet completed. Your approved learning objectives will be written on the Learning Objectives form (see sample on page 13) and all 3 parties will sign this “contract”.

- Your assigned instructor may ask you to email your four draft objectives prior to your first job site visit.

- Use the 21st Century Work Skills Assessment (see page 5) to develop objectives in skill set areas where you need improvement.

- An objective may encompass more than one skill and you may use the same skill for more than one objective.

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<table>
<thead>
<tr>
<th>To</th>
<th>Action Word</th>
<th>Description</th>
<th>Measurement</th>
<th>Completion Date</th>
</tr>
</thead>
</table>

Which 21st century work skill is being utilized? ________________________________________________

**LEARNING OBJECTIVE #1**

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

---

**LEARNING OBJECTIVE #2**

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

---

Your Name  
Your Instructor

Which 21st century work skill is being utilized? ________________________________________________
### LEARNING OBJECTIVE #3

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

<table>
<thead>
<tr>
<th>To</th>
<th>Action Word</th>
<th>Description</th>
<th>Measurement</th>
<th>Completion Date</th>
</tr>
</thead>
</table>

Which 21st century work skill is being utilized? ________________________________

### LEARNING OBJECTIVE #4

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

<table>
<thead>
<tr>
<th>To</th>
<th>Action Word</th>
<th>Description</th>
<th>Measurement</th>
<th>Completion Date</th>
</tr>
</thead>
</table>

Which 21st century skill is being utilized? ________________________________
SAMPLE OBJECTIVES AND HOURS FORM

Santa Rosa Junior College

WORK EXPERIENCE OBJECTIVES AND HOURS

Student

Employer

Instructor

Student ID#

Supervisor

Assigned Instructor’s name

Supervisor’s name

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.

1. 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.

   Skills: Communication, Motivation/Initiative

   Supervisor Evaluation: 10
   Student Evaluation: 9

2. 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.

   Skills: Honesty/Integrity, Motivation/Initiative

   Supervisor Evaluation: 9
   Student Evaluation: 8

3. To improve technology skills by correctly operating the new print color copier without assistance, to my supervisor’s satisfaction by 4/12.

   Skills: Technology

   Supervisor Evaluation: 10
   Student Evaluation: 10

4. To reorganize the current filing records and integrate the old ones into the archives correctly by 3/19.

   Skills: Job Knowledge, Time Management

   Supervisor Evaluation: 9
   Student Evaluation: 9

TOTAL POINTS

38 36

RATING SCALE

9-10 - Excellent
7-8 - Good
5-6 - Fair
3-4 - Needs Improvement
0-2 - Poor

TOTAL HOURS WORKED DURING SEMESTER

From 1/19/16 to 5/27/16 total 300 hours

Your Supervisor’s signature

1/29/16

Your signature

1/29/16

Your Instructor’s Signature

1/29/16 date/first visit

5/11/16 date/evaluation

Distribution: WHITE: CWEE Office; CANARY: Instructor; PINK: Supervisor & Student
YOUR ASSIGNED INSTRUCTOR/ JOB SITE VISITS

- An instructor will be assigned to you, she/he will be your resource person for the semester.
- Your instructor will contact you by phone, mail, text or email within the first few weeks of school. Please respond promptly. Failure to respond may result in your being dropped.
- Your assigned 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.
- At the first job site visit, the Objective and Hours form (see page 13) will be completed and signed by you, your supervisor and your assigned instructor.
- At the second job site visit, you and your supervisor will evaluate your four learning objectives and verify hours worked (bring page 35 completed).
- There are 15 points possible for timely planning and good communication with your instructor. In addition, your instructor will be grading your student report using the grading scale on page 34.

INSTRUCTOR GRADING SCALE

<table>
<thead>
<tr>
<th>Based on Student Communication/Planning</th>
<th>Highest Possible Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed orientation by 1st meeting. Came prepared for 1st appointment; cooperatively wrote realistic</td>
<td>4</td>
</tr>
<tr>
<td>objectives with supervisor based on 21st Century Work Skills Assessment</td>
<td></td>
</tr>
<tr>
<td>Responsive to instructor’s contacts; kept instructor’s appointments or handled reschedule in a timely</td>
<td>7</td>
</tr>
<tr>
<td>manner; informed instructor of changes in job, contact information, etc.</td>
<td></td>
</tr>
<tr>
<td>Prepared at 2nd appointment to evaluate objectives and to report hours worked</td>
<td>4</td>
</tr>
<tr>
<td>TOTAL</td>
<td>15</td>
</tr>
<tr>
<td>STUDENT REPORT (see pages 33 -34)</td>
<td>25</td>
</tr>
<tr>
<td>TOTAL POSSIBLE INSTRUCTOR’S EVALUATION</td>
<td>40</td>
</tr>
</tbody>
</table>
Four Seminar and/or Activity hours are required
1 hour of activity or seminar = 5 points

- Choose from any combination of scheduled seminars and/or the activity selection list on pages 18 - 32 for a total of 4 hours per semester. Please read through these and plan which seminars and/or activities you will complete over the course of the semester.

  - Work Experience seminars are listed on pages 18 - 21.

  - Each activity listed on pages 22 - 32 includes a description of the activity, the date that it is due and the amount of credit you are eligible to receive for completion.

- Extra Credit: You may complete up to 2 additional hours for a total of 10 points.

- No seminar credit will be granted to students arriving late to a seminar or leaving a seminar early. Seminars are limited to available seats. Come early to ensure your credit.

QUESTIONS

If you have any questions, please call the Santa Rosa campus office:

- Santa Rosa Work Experience Office
  Bertolini Student Center, 3rd floor, Room 4842
  Monday - Thursday 8:00 - 5:00/Friday 8:00 - Noon
  (707) 527 - 4329
  (707) 524 - 1712  FAX

Or visit our web site:

- workexperience.santarosa.edu
<table>
<thead>
<tr>
<th>#</th>
<th>Seminar Topic</th>
<th>Speaker(s)</th>
<th>Location</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Deciding on Your Career: Identifying Interests and Preferences</td>
<td>Jill Mead</td>
<td>Santa Rosa Campus</td>
<td>Wednesday February 17</td>
</tr>
<tr>
<td></td>
<td>Explore the resources available at the Career Center while investigating your</td>
<td>Career Advisor SRJC</td>
<td>Bertolini Student Center</td>
<td>3:00 - 4:00 pm</td>
</tr>
<tr>
<td></td>
<td>values, personality type, work preferences and conditions. Learn which</td>
<td></td>
<td>3rd Floor, Rm 4875</td>
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<td></td>
<td>careers suit you. <strong>Sponsored by the Career Center</strong></td>
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</tr>
<tr>
<td>2</td>
<td>Resume and Cover Letter Development</td>
<td>Jill Mead</td>
<td>Petaluma Campus</td>
<td>Thursday February 18</td>
</tr>
<tr>
<td></td>
<td>Learn current best practices to prepare important marketing tools - your</td>
<td>Career Advisor SRJC</td>
<td>Kathleen Doyle Hall, Rm 230</td>
<td>2:00 - 3:00 pm</td>
</tr>
<tr>
<td></td>
<td>resume and cover letter. This seminar provides an overview of the various</td>
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<td></td>
<td>formats and tips on how to best highlight your experience and</td>
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<td></td>
<td>accomplishments to attract potential employers. You may bring a finished</td>
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<tr>
<td></td>
<td>resume for a brief critique. <strong>Sponsored by the Career Center</strong></td>
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</tr>
<tr>
<td>3</td>
<td>Success in the Workplace and Beyond</td>
<td>Marianne Schwarz-Kesling</td>
<td>Santa Rosa Campus</td>
<td>Thursday March 3</td>
</tr>
<tr>
<td></td>
<td>What are employers looking for? What are the unspoken rules of our</td>
<td>Employment Advisor</td>
<td>Bertolini Student Center</td>
<td>2:00 - 3:00 pm</td>
</tr>
<tr>
<td></td>
<td>work culture? Find out how people succeed from the interview to career</td>
<td>CalWORKS/SRJC</td>
<td>3rd Floor, Rm 4875</td>
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<td></td>
<td>advancement. <strong>Sponsored by CalWORKS</strong></td>
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<tr>
<td>4</td>
<td>First Impressions and Interviewing Skills</td>
<td>Jill Mead</td>
<td>Petaluma Campus</td>
<td>Tuesday March 8</td>
</tr>
<tr>
<td></td>
<td>Come learn how to make a great impression in person at your job interview.</td>
<td>Career Advisor SRJC</td>
<td>Kathleen Doyle Hall, Rm 205</td>
<td>2:00 - 3:00 pm</td>
</tr>
<tr>
<td></td>
<td>Learn how to present yourself with confidence and dress for success. This</td>
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<td>interactive seminar will teach you how to prepare for tough interview</td>
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<td>questions and convince potential employers that you are the person for the</td>
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<td></td>
<td>job. <strong>Sponsored by the Career Center</strong></td>
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</tr>
<tr>
<td>5</td>
<td>Resume and Cover Letter Development</td>
<td>Jill Mead</td>
<td>Santa Rosa Campus</td>
<td>Wednesday March 16</td>
</tr>
<tr>
<td></td>
<td>Learn current best practices to prepare important marketing tools - your</td>
<td>Career Advisor SRJC</td>
<td>Bertolini Student Center</td>
<td>3:00 - 4:00 pm</td>
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<tr>
<td></td>
<td>resume and cover letter. This seminar provides an overview of the various</td>
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<td>3rd Floor, Rm 4875</td>
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<td>formats and tips on how to best highlight your experience and</td>
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<td>accomplishments to attract potential employers. You may bring a finished</td>
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<tr>
<td></td>
<td>resume for a brief critique. <strong>Sponsored by the Career Center</strong></td>
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<td>#</td>
<td>Seminar Topic</td>
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<td>Location</td>
<td>Date/Time</td>
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<tr>
<td>6</td>
<td>Work Experience Student Mid Semester Check-In</td>
<td>Faculty Member from the Work Experience Department SRJC</td>
<td>Santa Rosa Campus</td>
<td>Tuesday March 29 Noon-12:30 pm</td>
</tr>
<tr>
<td></td>
<td>For students who would like a mid semester face-to-face contact with a Work Experience faculty member to answer any questions, here is your chance. Bring your questions or any concerns that you have, and receive clarification to help you succeed in the course.</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td></td>
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</tr>
<tr>
<td>7</td>
<td>Work Experience Student Mid Semester Check-In</td>
<td>Faculty Member from the Work Experience Department SRJC</td>
<td>Petaluma Campus Kathleen Doyle Hall, Rm 230</td>
<td>Wednesday March 30 Noon-12:30 pm</td>
</tr>
<tr>
<td></td>
<td>For students who would like a mid semester face-to-face contact with a Work Experience faculty member to answer any questions, here is your chance. Bring your questions or any concerns that you have, and receive clarification to help you succeed in the course.</td>
<td>Petaluma Campus</td>
<td></td>
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</tr>
<tr>
<td>8</td>
<td>Following Your Inner Hero</td>
<td>Angela Davis Employment Advisor CalWORKS/SRJC</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td>Thursday March 31 2:00 - 3:00 pm</td>
</tr>
<tr>
<td></td>
<td>You will be introduced to a personality tool that is a simple, yet powerful method to help you discover your natural talents, transferrable skills, what you do best and who you were born to be. <strong>Sponsored by CalWORKS</strong></td>
<td>Santa Rosa Campus</td>
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</tr>
<tr>
<td>9</td>
<td>What are Soft Skills and How do They Relate in the Workplace?</td>
<td>Kim Kinahan Work Experience Instructor/SRJC</td>
<td>Petaluma Campus Richard Call Hall, Rm 658</td>
<td>Monday April 4 2:00 - 4:00 pm</td>
</tr>
<tr>
<td></td>
<td>Learn how to improve your performance in the workplace through the application of soft skills. Soft skills include the ability to communicate, resolve conflicts, problem solve, think strategically, negotiate, work as a team and influence others. This interactive seminar will help you to learn and apply the basic fundamentals of soft skills.</td>
<td>Petaluma Campus</td>
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</tr>
<tr>
<td>10</td>
<td>Preparing for the SRJC Career Expo</td>
<td>Jill Mead Career Advisor SRJC</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td>Wednesday April 6 3:00 - 4:00 pm</td>
</tr>
<tr>
<td></td>
<td>Are you planning on attending the Career Expo? Be prepared to put your best foot forward. Receive resume tips, learn how to dress for success and practice marketing yourself to potential employers. <strong>Make your time at the Career Expo work for you.</strong> <strong>Sponsored by the Career Center</strong></td>
<td>Santa Rosa Campus</td>
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<tr>
<td>11</td>
<td>Climbing the Career Ladder</td>
<td>Angela Davis Employment Advisor CalWORKS/SRJC</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td>Thursday April 7 2:30 - 3:30 pm</td>
</tr>
<tr>
<td></td>
<td>Learn what skills are necessary to achieve success on the job and continue to grow and climb the career ladder. <strong>Sponsored by CalWORKS</strong></td>
<td>Santa Rosa Campus</td>
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<tr>
<td>#</td>
<td>Seminar Topic</td>
<td>Speaker(s)</td>
<td>Location</td>
<td>Date/Time</td>
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<tr>
<td>12</td>
<td>What are Soft Skills and How do They Relate in the Workplace?</td>
<td>Kim Kinahan</td>
<td>Santa Rosa Campus</td>
<td>Tuesday April 12 2:00 - 4:00 pm</td>
</tr>
<tr>
<td></td>
<td>Learn how to improve your performance in the workplace through the application of soft skills. Soft skills include the ability to communicate, resolve conflicts, problem solve, think strategically, negotiate, work as a team and influence others. This interactive seminar will help you to learn and apply the basic fundamentals of soft skills.</td>
<td>Work Experience Instructor/SRJC</td>
<td>Bertolini Student Center 3rd Floor, Rm 4875</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Preparing for the SRJC Career Expo</td>
<td>Jill Mead</td>
<td>Santa Rosa Campus</td>
<td>Wednesday April 13 3:00 - 4:00 pm</td>
</tr>
<tr>
<td></td>
<td>Are you planning on attending the Career Expo? Be prepared to put your best foot forward. Receive resume tips, learn how to dress for success and practice marketing yourself to potential employers. Make your time at the Career Expo work for you.</td>
<td>Career Advisor SRJC</td>
<td>Bertolini Student Center 3rd Floor, Rm 4875</td>
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<td></td>
<td>Sponsored by the Career Center</td>
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<tr>
<td>14</td>
<td>Time Management</td>
<td>Chance Massaro</td>
<td>Santa Rosa Campus</td>
<td>Monday April 18 3:00 - 5:00 pm</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td>Managing Director Power</td>
<td>Bertolini Student Center 3rd Floor, Rm 4875</td>
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<td></td>
<td></td>
<td>Communications</td>
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<tr>
<td>15</td>
<td>Informational Interviewing</td>
<td>Faculty Member from the Work</td>
<td>Santa Rosa Campus</td>
<td>Tuesday April 19 3:00 - 5:00 pm</td>
</tr>
<tr>
<td></td>
<td>This workshop provides an overview of the fine art of informational interviewing and all that entails. Also discussed will be information about the importance of networking. Learn what networking is and how to use this valuable tool. Use these tips to help secure your dream job.</td>
<td>Experience Department SRJC</td>
<td>Bertolini Student Center 3rd Floor, Rm 4875</td>
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</tr>
<tr>
<td>16</td>
<td>Santa Rosa Campus Career Expo</td>
<td>1 Hour Credit</td>
<td>Santa Rosa Campus</td>
<td>Wednesday April 20 10:00 -1:30 pm</td>
</tr>
<tr>
<td></td>
<td>The Career Expo will offer you the opportunity to explore employment with numerous business representatives from the community. For more information and a complete list of employers see our web site at: workexperience.santarosa.edu</td>
<td>To earn credit: Complete Career Expo Activity Worksheet available online and in the Work Experience office Turn in by 4/22/16</td>
<td>For location details see our website at: workexperience.santarosa.edu</td>
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</tr>
<tr>
<td>#</td>
<td>Seminar Topic</td>
<td>Speaker(s)</td>
<td>Location</td>
<td>Date/Time</td>
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<tr>
<td>17</td>
<td>Growth Mind-set: <em>Your Brain is Like a Muscle</em></td>
<td>Lauralyn Larsen Intern Coordinator/Instructor Work Experience SRJC</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td>Friday April 22 11:00 - Noon</td>
</tr>
<tr>
<td>18</td>
<td>Interview with Confidence</td>
<td>Faculty Member from the Work Experience Department SRJC</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td>Monday April 25 3:00 - 5:00 pm</td>
</tr>
<tr>
<td>19</td>
<td>Customer Service</td>
<td>Chance Massaro Managing Director Power Communications</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td>Tuesday April 26 3:00 - 5:00 pm</td>
</tr>
<tr>
<td>20</td>
<td>Change in the Workplace</td>
<td>Chance Massaro Managing Director Power Communications</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td>Wednesday April 27 3:30 - 5:00 pm</td>
</tr>
<tr>
<td>21</td>
<td>Conflict Resolution</td>
<td>Chance Massaro Managing Director Power Communications</td>
<td>Santa Rosa Campus Bertolini Student Center 3rd Floor, Rm 4875</td>
<td>Wednesday April 27 5:30 - 7:00 pm</td>
</tr>
</tbody>
</table>
### ACTIVITY SELECTION LIST

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Must be completed by:</th>
<th>Activity Credit</th>
</tr>
</thead>
</table>
| Career Development Services       | Career Development Services has useful information and services on resume preparation and interview techniques. Come to the Career Center to research jobs or take an assessment test to identify your best career fit. The Career Center is located in Bertolini Student Center, 3rd floor (next to the Work Experience desk). **Please check in with the Work Experience desk staff for additional instructions and to ensure credit before completing this activity.**  
Career Exploration: Using Eureka  
Internet: Use the lab sites to explore financial aid, school information and career guidance | April 27, 2016 | 1 hour |
| OTHER ACTIVITIES/SEMINARS         | Examples:  
• College skills workshops  
• Job in-service trainings  
**BEFORE THE ACTIVITY HAPPENS YOU ARE REQUIRED TO:**  
1. Go to the Work Experience web site workexperience.santarosa.edu/forms  
2. Fill out the **ACTIVITY PRIOR APPROVAL FORM** completely  
3. Click SUBMIT  
4. Approval/Disapproval will be sent to you via email  
5. If approved, and when the activity is completed, **SUBMIT a typed 1-page report**, turn in to the Work Experience office OR submit online to cmyers@santarosa.edu | April 27, 2016 | 1 - 6 hours |
# Activity Selection List

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Description</th>
<th>Must be completed by</th>
<th>Activity Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cover Letter **</td>
<td>Sample cover letter available in this Handbook on page 26. <strong>Full credit is not guaranteed.</strong> If submitted by March 17, you will have the opportunity to redo and resubmit.</td>
<td>April 7, 2016</td>
<td>1 hour</td>
</tr>
<tr>
<td>Printed Copy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resume **</td>
<td>See resume instructions, worksheet and sample in Handbook on pages 27-30. <strong>For purposes of grading for this course, your resume needs to be in compliance with the guidelines on pages 27-30. Full credit is not guaranteed.</strong> If submitted by March 17, you will have the opportunity to redo and resubmit.</td>
<td>April 7, 2016</td>
<td>2 hours possible. Full credit not guaranteed.</td>
</tr>
<tr>
<td>Printed Copy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Informational Interview **</td>
<td>Interview a professional in a career field that interests you. <strong>Obtain an Informational Interview Form from the Work Experience office or at workexperience.santarosa.edu/forms. Follow instructions located on the form.</strong></td>
<td>April 27, 2016</td>
<td>1 hour</td>
</tr>
<tr>
<td>Course Evaluation **</td>
<td>See pages 31-32 in Handbook or online at workexperience.santarosa.edu/forms. <strong>Do not turn in before 2nd meeting with your instructor. Online submission is encouraged but not mandatory.</strong></td>
<td>May 19, 2016</td>
<td>1 hour</td>
</tr>
</tbody>
</table>

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

---

**Note:** Many of the forms are available at: workexperience.santarosa.edu/forms
# ONLINE ACTIVITY SELECTION LIST

TO COMPLETE AN ONLINE ACTIVITY:

1. Go to the Work Experience web site - workexperience.santarosa.edu.
2. Select the Online Activity menu at the Work Experience web site.
3. Select the link for the Online Activity you would like to complete.
4. Follow the directions listed on the activity site to earn credit.

IF you have questions: contact Online Coordinator Kim Kinahan - kkinahan@santarosa.edu

<table>
<thead>
<tr>
<th>Activity</th>
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<th>Must be completed by:</th>
<th>Activity Credit</th>
</tr>
</thead>
</table>
| Online Cover Letter**        | Sample cover letters available on web site. To receive credit, your cover letter must be sent electronically. **Full credit is not guaranteed.** If submitted by March 17, you will have the opportunity to redo and resubmit. | April 7, 2016  
|                              | No late papers accepted                                                                                                                                                                                        | 1 hour                                                                 |                 |
| Online Resume**              | See resume instructions and samples on web site. To receive credit, your resume must be sent electronically. **For grading purposes your resume needs to follow guidelines on pages 27 - 30.  
|                              | **Full credit is not guaranteed.** If submitted by March 17, you will have the opportunity to redo and resubmit.                                                                                           | April 7, 2016  
|                              | No late papers accepted                                                                                                                                                                                        | 2 hours possible.  
|                              | Full credit not guaranteed.                                                                                                                                                                                     |                 |
| 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 27, 2016                                                                 | 1 hour          |
| Informational Interview**   | This activity will guide you in conducting an informational interview with a professional in the career field that interests you.                                                                            | April 27, 2016                                                                 | 1 hour          |
| Know The Basic Employment   | Knowing your rights at work is of great importance; it ensures that both parties, employers and employees, are adhering to current government laws. This activity will give you an overview of basic California labor and employment laws. | April 27, 2016                                                                 | 2 hours          |
| Laws to Help You in the     | **UPDATED**                                                                                                                                                                                                  |                                                                                      |                 |
| Workplace                    |                                                                                                                                                                                                            |                                                                                      |                 |

**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

### TO COMPLETE AN ONLINE ACTIVITY:

1. Go to the Work Experience web site - workexperience.santarosa.edu.
2. Select the Online Activity menu at the Work Experience web site.
3. Select the link for the Online Activity you would like to complete.
4. Follow the directions listed on the activity site to earn credit.

**IF you have questions: contact Online Coordinator Kim Kinahan - kkinahan@santarosa.edu**

<table>
<thead>
<tr>
<th>Activity</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender Inequality and the Workplace</strong></td>
<td>As employees we expect to be judged on our merits - to be recognized for our talents, efforts, and accomplishments. Does this happen equally for men and women? Research from leading scholars in business, psychology, and sociology confirms that a gender gaps exists in the work place. In this learning activity, you will learn how gender-based inequality shapes the experiences of women in the workplace and learn how different employers are addressing gender inequality.</td>
<td>April 27, 2016</td>
<td>2 hours</td>
</tr>
<tr>
<td><strong>Workplace Diversity</strong></td>
<td>This activity will help you improve your working relationships with diverse people at work. Diversity in the workplace adds a special richness, but also special challenges.</td>
<td>April 27, 2016</td>
<td>1 hour</td>
</tr>
<tr>
<td><strong>CTE: How to Have Success in the New Economy</strong></td>
<td>Career Technical Education is at the forefront of many work and education discussions. Is a four-year degree necessary to be successful in today’s economy? This activity will provide you valuable information regarding the world of CTE.</td>
<td>April 27, 2016</td>
<td>2 hours</td>
</tr>
<tr>
<td><strong>Ethics in the Workplace</strong></td>
<td>Employers are consistently ranking work ethics and professionalism as the number one necessary job skill, aside from the occupational skills needed to perform the job.</td>
<td>April 27, 2016</td>
<td>2 hours</td>
</tr>
<tr>
<td><strong>Time Management</strong></td>
<td>This activity will assist you with your time management skills. Includes easy techniques, priorities, and goal setting. Become a more efficient employee and student.</td>
<td>April 27, 2016</td>
<td>2 hours</td>
</tr>
</tbody>
</table>

** You may do this online activity or the “printed copy” version of it. You may NOT do both. **
INSTRUCTIONS FOR COVER LETTER

(See Activity Selection List on pages 23 & 25 for due date and seminar/activity credit available.)

- To submit a printed cover letter, follow the sample on the left; to submit an email cover letter, follow the sample on the right.
- Any spelling or grammatical error will result in 0 points.

PRINTED COPY SAMPLE LETTER

[Sample letter format with placeholders for address, date, and body text]

EMAIL COPY SAMPLE LETTER

To: hiring@ABCprep.com
Subject: Instructional Assistant - Cindy Garcia

Dear Gail Ahlas,

I am writing you in regards to the Instructional Assistant Position at ABC University Prep. I heard about this position from a co-worker.

I am a self-driven, hardworking, organized, friendly individual who enjoys working with youth and helping the community build a strong education system. I have worked with low-income and at-risk youth in Santa Rosa afterschool programs, community centers and summer camps for three years. I am a great fit for this position because I have worked as an instructional assistant for four years and because I genuinely care about the effect education has on youth. My experience and skills are presented in detail in my attached resume.

Please let me know what the next step should be for obtaining this position. I am looking forward to meeting with you and discussing my qualifications in person. Thank you for your consideration, and I look forward to hearing from you soon.

Sincerely,

Cindy Garcia
INSTRUCTIONS FOR RESUME

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!

- You may earn up to 2 hours of activity credit. This is not guaranteed. (see Grading Criteria below)
- You are required to follow the resume guidelines on pages 27 - 30.
- Submit your resume as an online activity or to the Work Experience office.
- Any spelling or grammatical errors will result in 0 points.

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.
2 points possible

Education: Organized, neat, reverse chronological order by dates and consistent.
2 points possible

Experience: Well defined, organized in reverse chronological order, include 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
RESUME DO’S AND DON’TS

DO

- Use good quality (at least 20 lb. bond) paper
- Use an easy-to-read font and print on a high-quality printer
- Be specific in your objective
- 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 through nine, but use numerals for all numbers ten and above
- 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 or use contractions
- 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 of 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

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 2015 – Present

EMPLOYMENT HISTORY
Customer Service/Sales
Royal Cinemas, Santa Rosa, CA
June 2014 – Present
• Managed ticket box sales with no supervision including computer data entry, cash management, ticket re-stock 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 2013 – May 2014
• 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 2012 – August 2013
• 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 2014-2015
• 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
Jesse Chen
San Rafael, CA 94900
987-654-03210
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

2014 - Present
JJ Enterprises, San Rafael, CA
Human Resources/Clerical Assistant

2012-2014
New York Camera, San Rafael, CA
Assistant Manager

EDUCATION

2015
Completed 10 units of the Human Resource Administration Certificate
Santa Rosa Junior College, Santa Rosa, CA
EVALUATE THE WORK EXPERIENCE COURSE

Seminar/ Activity Credit = 1 hour/ 5 points

Student ID# ________________________________   DUE May 19, 2016

DIRECTIONS: Please complete ONLINE at workexperience.santarosa.edu 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

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 4 3 2 1</td>
<td></td>
</tr>
</tbody>
</table>

1. After completing orientation did you understand the course requirements?
2. Did the student assessment help you develop four realistic Learning Objectives?
3. Which 21st Century Work Skill(s) did you utilize for your learning objectives in this course?
   You may circle more than one answer.
   - communication
   - customer service
   - time management
   - honesty/integrity
   - interpersonal skills
   - motivation/initiative
   - professionalism/work ethic
   - teamwork
   - analytical skills
   - flexibility/adaptability
   - technology
   - job knowledge
   - leadership
4. Did application of these 21st Century Work Skill(s) result in improved job site performance?
5. Was writing the student report helpful in identifying what you accomplished while enrolled in this course?
6. Were you able to apply knowledge gained from the seminars/activities to your job or personal life?
7. Did this course help contribute to your receiving increased job responsibilities, higher salary or a promotion?
8. As a result of this course, did communication with your supervisor improve?
9. Overall, was your enrollment in this course valuable or beneficial?

10. Please comment on seminar topics, scheduled times, and the seminars you attended. ____________________________________________________________________________________________
11. Please comment on any activities you completed. ____________________________________________________________________________________________
12. List the 21st Century Work Skills that you improved this semester. ____________________________________________________________________________________________

YOUR INSTRUCTOR

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 4 3 2 1</td>
<td></td>
</tr>
</tbody>
</table>

13. My instructor was available and responsive to me either by phone, email or in person.
14. My instructor was helpful in the review/revision of my objectives.
15. My instructor explained clearly what is expected of students in this course.
16. When asked, my instructor was helpful in providing information useful to my job, career planning, or available college resources.
17. My instructor returned my student report in a timely manner.
18. Overall, my learning experience with my instructor has been positive and rewarding.

19. My instructor visited my job site ______times.
20. General comments regarding instructor. ____________________________________________________________________________________________
I ENROLLED...

<table>
<thead>
<tr>
<th>True/Yes</th>
<th>False/No</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>N</td>
<td>21. ...because it is required.</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>22. ...to earn credit towards a certificate or degree.</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>23. ...because it was recommended by my supervisor.</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>24. ...to qualify for financial aid.</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>25. ...to earn units to transfer to another college.</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>26. ...to improve myself as an employee.</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>27. Other __________________________________________________________________</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>28. Do you plan on enrolling in Work Experience in future semesters?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>29. If no, why not? __________________________________________________________________</td>
</tr>
</tbody>
</table>

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

HOW I HEARD ABOUT THE PROGRAM

<table>
<thead>
<tr>
<th>True/Yes</th>
<th>False/No</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>N</td>
<td>31. Friends</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>32. Counselors</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>33. Student Employment office</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>34. Instructors</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>35. In-class presentations</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>36. College web site</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>37. Social Media</td>
</tr>
<tr>
<td>Y</td>
<td>N</td>
<td>38. Bear Facts or on campus bulletin boards</td>
</tr>
</tbody>
</table>
STUDENT REPORT REQUIREMENTS

Reports are due to your assigned instructor by:
THURSDAY, APRIL 28, 2016

Questions regarding your report should be directed to your assigned instructor.

- Report must be typed, double spaced and in essay format
- 3 page minimum
- 12 point font
- PROOFREAD your work

- In the upper left corner of the first page of your report, include the following:

<table>
<thead>
<tr>
<th>Your Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Experience</td>
</tr>
<tr>
<td>Assigned Instructor’s Name</td>
</tr>
<tr>
<td>Date</td>
</tr>
</tbody>
</table>


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STUDENT REPORT INSTRUCTIONS

All students must write a report in essay format addressing all items below:

STUDENT REPORT

- 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 major accomplishments for each objective
- Discuss any problems/challenges you encountered
- Describe any changes in your working relationship with your supervisor as a result of this course
- 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 course relates to your current job, educational and career goals

<table>
<thead>
<tr>
<th>Student Report Grading Information - DUE DATE - Thursday, April 28</th>
<th>Possible Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content (thoroughly addressed all areas of topic as outlined above)</td>
<td>10</td>
</tr>
<tr>
<td>Grammar/Spelling</td>
<td>10</td>
</tr>
<tr>
<td>Presentation/Organization</td>
<td>5</td>
</tr>
<tr>
<td>TOTAL POINTS</td>
<td>25</td>
</tr>
</tbody>
</table>
# WORKSHEET FOR HOURS WORKED

Santa Rosa Junior College Work Experience Spring 2016

Student’s Name ___________________________  Instructor______________________________

Employer ___________________________________________________________________________

- Keep track of hours worked throughout the semester on this worksheet.
- Report total hours worked to your instructor at 2nd job site visit.
- You will be reporting your hours before the end of the semester; please project hours worked to end of semester.
- Bring this page completed to your 2nd job site visit.

**Important college dates to remember:**
- February 7 last day to drop a course without “W”
- April 24 last day to drop a course with “W” and to request increase in Work Experience units

**NOTE:**
On-campus student employees please meet with your supervisor if you are taking Work Experience for your Step C pay raise.

*Note the total hours worked each week for the nineteen-week period of January 19 - May 27.*

*If needed, you may count your hours worked between December 19 - January 18 ____________

<table>
<thead>
<tr>
<th>Week</th>
<th>Dates</th>
<th>Hours</th>
<th>Week</th>
<th>Dates</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>01/19 - 01/23</td>
<td>______</td>
<td>10</td>
<td>03/20 - 03/26</td>
<td>______</td>
</tr>
<tr>
<td>2</td>
<td>01/24 - 01/30</td>
<td>______</td>
<td>11</td>
<td>03/27 - 04/02</td>
<td>______</td>
</tr>
<tr>
<td>3</td>
<td>01/31 - 02/06</td>
<td>______</td>
<td>12</td>
<td>04/03 - 04/09</td>
<td>______</td>
</tr>
<tr>
<td>4</td>
<td>02/07 - 02/13</td>
<td>______</td>
<td>13</td>
<td>04/10 - 04/16</td>
<td>______</td>
</tr>
<tr>
<td>5</td>
<td>02/14 - 02/20</td>
<td>______</td>
<td>14</td>
<td>04/17 - 04/23</td>
<td>______</td>
</tr>
<tr>
<td>6</td>
<td>02/21 - 02/27</td>
<td>______</td>
<td>15</td>
<td>04/24 - 04/30</td>
<td>______</td>
</tr>
<tr>
<td>7</td>
<td>02/28 - 03/05</td>
<td>______</td>
<td>16</td>
<td>05/01 - 05/07</td>
<td>______</td>
</tr>
<tr>
<td>8</td>
<td>03/06 - 03/12</td>
<td>______</td>
<td>17</td>
<td>05/08 - 05/14</td>
<td>______</td>
</tr>
<tr>
<td>9</td>
<td>03/13 - 03/19</td>
<td>______</td>
<td>18</td>
<td>05/15 - 05/21</td>
<td>______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>19</td>
<td>05/22 - 05/27</td>
<td></td>
</tr>
</tbody>
</table>

Total Hours - Weeks 1-9 ____________  Total Hours - Weeks 10-19 ____________

**TOTAL HOURS WORKED**
COURSE REQUIREMENTS

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

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation</td>
<td>10 pts</td>
</tr>
<tr>
<td>Evaluation of Your Four Objectives</td>
<td>80 pts</td>
</tr>
<tr>
<td>Instructor’s Evaluation</td>
<td>40 pts</td>
</tr>
<tr>
<td>Seminars/Activities/Four hours</td>
<td>20 pts</td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td><strong>150 pts</strong></td>
</tr>
</tbody>
</table>

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 be employed by a licensed business in a paid job 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. Job must be related to declared major/program of study.

Students may take a lifetime cumulative maximum of 16 units of any combination of General, Occupational, or Intern units.

<table>
<thead>
<tr>
<th>Paid Average hours/week</th>
<th>Semester Hours</th>
<th>Work Experience Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 hrs/wk - 1 unit</td>
<td>75</td>
<td>General or Occupational</td>
</tr>
<tr>
<td>10 hrs/wk - 2 units</td>
<td>150</td>
<td>General or Occupational</td>
</tr>
<tr>
<td>15 hrs/wk - 3 units</td>
<td>225</td>
<td>General or Occupational</td>
</tr>
<tr>
<td>20 hrs/wk - 4 units</td>
<td>300</td>
<td>General or Occupational</td>
</tr>
<tr>
<td>25 hrs/wk - 5 units</td>
<td>375</td>
<td>General or Occupational</td>
</tr>
<tr>
<td>30 hrs/wk - 6 units</td>
<td>450</td>
<td>General or Occupational</td>
</tr>
<tr>
<td>35 hrs/wk - 7 units</td>
<td>525</td>
<td>Occupational Only</td>
</tr>
<tr>
<td>40 hrs/wk - 8 units</td>
<td>600</td>
<td>Occupational Only</td>
</tr>
</tbody>
</table>

NOTE: If worked hours do not meet enrolled unit requirements, an automatic unit decrease will be made.
EXAMPLE: Enrolled in 4 units (300 hrs. required); worked 250 hrs; student receives 3 units’ credit
Do You Need . . .

- More College Units?
- Improve “Soft 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
- Petaluma (707) 778-3920
- workexperience.santarosa.edu

WORK EXPERIENCE

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.