



Student Handbook for: Co-operative Education Program

- Communication and Culture
- Science

Internship

- Computer Science



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Section I

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Did you know?

Most students who have completed Co-op/Internship are employed within 6 months of graduation.

What is a Work term?

Co-op work terms are four-month placements starting in January, May or September. You need three or four four-month work terms to complete your Co-op designation depending on program of study.

Internships are consecutive 12-16 month terms. Placements start in May, September or January.

Section I

You've been accepted into Co-op/Internship. Now what?

1.1 Welcome to Co-op / Internship!

Congratulations on being admitted to the Co-operative Education or Internship Program. You now have access to a number of resources that will help you experience this opportunity to its fullest.

You have the opportunity to:

- ▶ Gain practical experience
- ▶ Develop networking contacts
- ▶ Hone your communications skills and professionalism
- ▶ Understand careers in your field of interest
- ▶ Earn a salary while you are completing your degree

Complete the required work terms for your program and the Co-operative/Internship Education designation will appear on your academic transcript and degree parchment.

1.2 Your Support Team

Co-op / Internship Career Advisors are here to support and assist you during your job search and during your Co-op/Internship work term. They will critique resumes, cover letters and CACEE forms as well as meet with you by appointment to discuss the application, interview or offer process and any workplace concerns. Should any issue or concerns of a confidential nature arise related to your work place experience, feel free to call the appropriate advisor below to discuss.

Who Do You Call?

Cyndy Chan, Co-op/Internship Administrator
Career Service, MSC 188
403.220.2691
cgmchan@ucalgary.ca

Noorie Jadavji, Career Advisor
Computer Science Internship & Science Co-op
Career Service, MSC 188
403.220.3688
jadavjin@ucalgary.ca

Shirley Voyna Wilson
Sexual Harassment/Harassment Advisor
Sexual Harassment Office, Math Sciences Building, Rm 261
403.220.4086
wsvoyna@ucalgary.ca

1.3 What Else Do I Need To Do?

Meet with your Co-op/Internship Career Advisor

Set up a one-on-one meeting with your Co-op/Internship Career Advisor immediately following acceptance to the program to discuss your goals and plan your job search strategy.

Attend Workshops

All newly admitted Co-op/Internship students must attend resume and cover letter writing, interview skills, and networking and etiquette workshops either through Career Service seminars or online tutorials. These tutorials and the materials provided are very important and will help you prepare for the job search process.

Working International? Get a work visa

All international students MUST apply for their work visa as soon as they are admitted into the Co-op/Internship program. Visit www.cic.gc.ca/english/applications/extend-worker.html for details and visit your Career Advisor/Administrator if you have any questions.

1.4 The Fine Print

Rules and Regulations

1. You are required to complete three or four work terms depending on the requirements of each program.
2. For Credit by Special Assessment, refer to the information found online at <http://www.ucalgary.ca/registrar/files/registrar/assess.pdf> Included with the Credit by Special Assessment form, is information on the process.
3. Sequencing of work terms with academic sessions is a flexible process which depends upon the availability of placements, length of placements (four or eight months) and your academic requirements. However, any change to sequencing should be done in consultation with your Career Advisor.

4. If you have not found a work term placement before course registration deadline date, register for courses for the upcoming academic term. If you find a placement, then you can withdraw from your courses.
5. You need to end your Co-op/Internship program with an academic term.
6. You must complete at least one work term in the Fall or Winter semesters.
7. The Co-op/Internship courses are in addition to the specified requirements for each degree, i.e., you must complete the same required courses and non Co-op/Internship courses as other students completing the traditional degree programs as well as the co-op/internship courses.
8. You must be registered full time during your academic sessions. (A minimum of three courses is considered full time.)
9. If you are required to withdraw from the University of Calgary, or placed on probation, you will be required to withdraw from the Co-op Internship program. If you withdraw from the Co-op/Internship program but have already accepted a placement, your employer will be informed that you are no longer registered in the Co-op/Internship program. Termination of your employment will be at the employer's discretion.
10. If you are enrolled in a combined degree program and wish to pursue the Co-operative/Internship Education designation, first consult with the Undergraduate Program Advisor or the Faculty Representative of the program that you wish to enter the Co-op/Internship program.
11. If you receive a Failure (F) on a work term you will be required to withdraw from the Co-operative/Internship Education program.
12. If your employer dismissed you during a work term, you are automatically required to withdraw from the program. You will receive an "F" for the co-op/internship courses and will not receive your designation.

Withdrawal Policies

What happens if you want to get out of your work term or the Co-op/Internship Program?

JobLink, Your Online Resource

Find **JobLink** at ucalgary.ca/careers
Have 24/7 access to job posting, tips on resume writing, interview skills, job search strategies and event listings for on-campus company information sessions and other events.

Withdrawal with Permission

You cannot withdraw from a Co-operative/Internship Education course (or leave a work term) without permission from both the Career Advisor and Faculty Representative. Permission is only granted in cases of serious illness, domestic affliction, or for academic issues. Students who receive permission to withdraw will receive credit for completed course/work terms. They will be withdrawn from the current registered course/work term. They will also be dropped from registered course/work terms not yet started and no fees will be charged for these course/work terms.

- ▶ Contact your Career Advisors;
- ▶ The Career Advisor will meet with you and your employer to investigate and try to resolve issues when feasible and seek a resolution;
- ▶ If the issue meets the criteria above and cannot be resolved, faculty approval can be given for the student to withdraw without penalty.

Withdrawal Without Permission Is Not Allowed

- ▶ If you decide to leave a work term and withdraw from a Co-operative/Internship Education course without permission, you will be assigned a grade of "F" on the course and will be dropped from subsequent courses. You will also be required to withdraw from the Co-operative/Internship Education Program and will not receive the Co-operative/Internship Education designation.
- ▶ No fees will be charged for subsequent Co-op/Internship courses.
- ▶ A permanent notation will be placed on your transcripts indicating you withdrew from the Co-operative/Internship Education program.

1.5 Fees

Co-op and Internship Fees

You are considered a full-time student while you are on a work term and pay an academic course fee to the University of Calgary.

Course fees are assessed for each Co-operative/Internship Education course at the time that the course is registered. Fees are due on the normal fee deadlines (see University Calendar).

Important Things To Know

- ▶ Once the work term has been registered, Co-operative/Internship

Resume Reminders

- ▶ The purpose of a resume is to get an interview.
- ▶ Your resume must focus on how your skills, past experience and education can directly benefit the potential employer.
- ▶ A good resume WILL NOT get you a job but it CAN help you get an interview.



Stand Out From the Crowdⁱ

Branding (or self-branding when talking about you) is essential to marketing yourself because it is about showcasing what sets you apart from others, and describing the added value you bring.

Easy tactics for building and strengthening your brand.

Education course fees are non-refundable and are due even if you withdraw from the work term.

- ▶ Fees are payable for a maximum of three work terms/courses, if you choose to do a fourth Co-op/Internship work term it is free!
- ▶ U-PASS is only applicable to the Fall and Winter term. If you register for at least one course during your placement in Fall or Winter the U-PASS fee will be assessed. For Spring/Summer term you can purchase a monthly pass at Campus Ticket Centre.
- ▶ Full-time Students' Union fees will be charged.
- ▶ Campus Recreation and Athletic fees are optional.
- ▶ You can opt out of Health and Dental Insurance in the Fall and Winter Sessions with proof of alternate coverage.
- ▶ Students who register for other University courses while on a work term, will be assessed other course fees on a fee per course basis. (Refer to the fees section of the Calendar for more information).

1.6 What's a Work Term?

Work terms are four months in length starting in January, May or September. Each four month work term will be 13 – 16 weeks in length. You will need three or four four-month work terms to complete your Co-op/Internship designation depending on your program. In some programs a fifth month can be requested but must be approved by your Career Advisor or Faculty Representative.

Internships are consecutive 12-16 month terms. Placements start in May, September or January.

1.7 Getting Activated

Registration Fee

You will need to submit a \$50 Co-op/Internship registration fee to Service Stop (MLB 117) once you have been admitted to the Co-op/Internship program. Cheque or money order payable to the University of Calgary only please. Once paid, bring your receipt to Career Services (MSC 188) for processing.

Access to JobLink and Co-op/Internship Jobs

All U of C students have access to JobLink, Career Services' online job postings, but only Co-op/Internship students have access to the Co-op/Internship jobs. You will have access to Co-op/Internship job postings once you have:

1. Received academic approval,
2. Attended the Co-op Workshop if it is deemed mandatory by your Career Advisor,
3. Have had your resume and cover letter approved by your Career

▶ **Gain Experience/Track Accomplishments**

Building your brand begins with tracking your past accomplishments and gaining strategically important new experiences. Your accomplishments are the foundation of your career brand.

▶ **Promote Yourself**

You can have an amazing brand, but if no one knows about it, you are not going to have much success. Your resume is one of your best tools of promotion. List all your key accomplishments, skills, and education on your resume.

▶ **Build Relationships**

Nothing in marketing is more powerful as a promotional tool than word-of-mouth – what your friends, colleagues, and former bosses – say about you and your set of skills, education, and accomplishments. Keep in good contact with your network and let them know of your most recent successes.

▶ **Network**

The best brand-builders don't stop with their current network; they are in constant network-building mode. Search out new professional associations as well as the growing number of online social networking communities.

Advisor.

4. Paid the \$50 registration fee,

Although you now have “permission” to view the Co-op/Internship job postings, your profile on JobLink must first be completed. You will find the link to JobLink on the Career Services website at ucalgary.ca/careers/studentsandalumni. You will need your eID and the associated password to enter JobLink. If you do not know your eID and password, go to myUofC to submit a request to IT. (There is a one to three day processing time required for registration to ensure only UofC students register in this system.)

1.8 Your Resume Tool Kit

Before you can start searching for that first work term, you must have a solid resume and cover letter. In addition to your Career Advisor there are self-help workshops and tools to assist you in getting started.

Online Resources

There are several online resources available at ucalgary.ca/careers/studentsandalumni that is highly recommended.

These include:

- ▶ Steps for Successful Job Search (which includes Networking)
- ▶ Résumés and Cover Letters
- ▶ Interviews

Your OptimalResume and Cover Letter

OptimalResume™ is a resume and cover letter building tool for all U of C students. Once you have reviewed the online presentation for resume and cover letters, you can use OptimalResume™ to create an outstanding resume and cover letter.

How to Access OptimalResume™

OptimalResume™ is accessed through JobLink. Select the Students and Alumni tab at ucalgary.ca/careers and click on the JobLink icon (shown below). Log in using your eID.



Once in JobLink, you will see the OptimalResume™ icon (shown below). Click on the icon to open the application.



Creating a Resume with OptimalResume™

OptimalResume™, provides several resume and cover letter samples including specific examples for Co-op and Internship resumes. Creating a resume with OptimalResume™ is pretty straight forward. It prompts you to provide the required information for each section of a resume. It even has specific sections for you to complete as either a Co-op or Internship student. Once your resume and cover letter are completed and stored in OptimalResume™, you can set up an appointment with your Career Advisor to have them to reviewed.

OptimalResume™ also offers video and/or audio mock interviews that can be used to practice your interview skills. Of course you will have done the online interview workshop before hand and will be well versed in how to answer the questions. OptimalResume™ provides specific questions for various interview scenarios.

Storing your OptimalResume™ Documents in JobLink

Now that you've created the perfect resume and cover letter, you'll want to store them along with your transcripts in JobLink under Documents/Files so you can simply attach them when applying for jobs. Note, when uploading files, upload rich text (RTF) or word documents (.doc) files only and NOT PDF files. JobLink will automatically convert these two types of documents to PDF.

Target Your Resume And Cover Letters

Each job you apply for should have a resume and cover letter targeted specifically for that job opportunity. There is strong competition from other University of Calgary Co-op/Internship students and/or students from other universities if the employer is advertising at more than one institution. Using generic cover letters is a common reason students are unsuccessful in their initial job search - don't follow in their footsteps. Tips are available on the Career Services website and individual critiques are available every Wednesday at Resume Rescue MSC 188 from 11 – 1 pm, or by appointment with your Career Advisor.

The Co-op/Internship Resume Requirements

If you have used OptimalResume™ to create your resume, the system will have already included all the necessary requirements for Co-op/Internship. If you are creating your resume without OptimalResume™ you must ensure the following requirements are included in the top left hand corner of your resume.

University of Calgary
Co-operative/Internship Education Program
Student ID #123456

Section II

- 2.1 Where Do You Look for Meaningful Work?
- 2.2 Evaluating a Job
- 2.3 Applying for Work
- 2.4 Interviews
- 2.5 Accepting / Declining Job Offers
- 2.6 Recruiting Ethics

Section II – The Work of Finding Work

2.1 Where Do You Look for Meaningful Work?

Doing the research can be a time-consuming and potentially frustrating process. However, the benefits of researching are endless. Looking for that perfect Co-op/Internship position is a crucial process because the means you use to secure this job can be invaluable in eventually helping you explore permanent career opportunities. With this in mind, learn to utilize your resources well!

There are two research paths to consider:

1. researching unadvertised opportunities; and,
2. researching advertised opportunities.

1. Unadvertised Opportunities

Unadvertised opportunities are often referred to as the “Hidden Job Market”. Researching these opportunities requires a little more work than researching visible jobs. With over 75% of positions hidden, it makes more sense to spend your time focusing on a large pool of opportunities than spending too much time exploring fewer jobs. The secret of finding hidden opportunities is not looking for a specific job but rather, look for ways to become connected to an industry or organization which can help you make small steps toward your goal. Key resources or methods to utilize include: the six-foot rule, cold calls, volunteering and looking outside the box.

The six-foot rule – The six-foot rule is a networking technique where you inform anyone who comes within six feet of you of your goals and plans. Speak with a past employer you see at the grocery store, meet with one of your professors during their office hours, even speak to the stranger in the waiting room at the dentist’s office. Anyone could be carrying the knowledge of a potential opportunity. While talking to new people, stay in contact with family and friends to ensure they inform you of any opportunities.

Cold calls – Making cold calls can be a very intimidating way of seeking work. However, if you make cold calls in the context of seeking information rather than a specific job, more people will be willing to speak to you. The hardest part of making cold calls is getting started, so here are some ideas:

- ▶ Reading articles in newspapers, trade publications, magazines and newsletters is a great way of finding out about companies moving to your area, companies that are expanding and new projects being undertaken. It’s also a good idea to attend

Tips on When to Look

September is the least competitive work term! Fewer students look for September work terms. May is the most competitive work term.

Tips

- ▶ Don't limit yourself to just your own concentration.
- ▶ Make sure your e-resume and transcripts are up-to-date on JobLink.
- ▶ We recommend you use your ucalgary email account as it gives you a professional email address and lots of storage space to allow for large file transfers.
- ▶ Be sure to provide an accurate phone number and e-mail address so that you can be contacted quickly. Some employers may contact you directly to arrange an interview. Make sure your voice message is suitable to greet a potential employer.

presentations and seminars, especially with high profile speakers, as these people can become potential contacts for you.

- ▶ Keeping informed and collecting resources can help you develop ideas of where to start cold calls. Collect brochures and flyers, print items off the Internet and pick up material at trade shows. Gather as much information as you can. The media and government agendas are other great resources to monitor for opportunities. What is in the news limelight? Which companies do fundraising campaigns at this time of year?
- ▶ Once you've collected resources, make piles and organize them based on your priorities, such as location, size of company, your interests – whatever makes the pile more manageable. Then call some of the companies that interest you, but save the ones you want the most until you have your introduction perfected! Ask about arranging an information interview to gather information not readily available in the resources you already have. Remember – this is not interviewing for a job, you are gathering information to explore opportunities.

Volunteering – Sometimes after gathering all the resources you can about an industry, you feel motivated to get further involved, even though the contacts you've made indicated they are not hiring – yet. Building relationships is the key to being remembered, should an opportunity arise. Volunteer for a fundraising event that an organization is holding. Offer a few hours a week to help with some daily tasks. Join a professional association or society recognized by the industry. Stay connected.

Looking outside the box – Finally, start thinking about opportunities where you least expect them. We quite often get trapped into the mindset that we are educated in a certain field and therefore we must work in industries closely related to that field. The opportunities are endless once you start to think about how your skills can be applied.

2. Advertised Jobs

Researching advertised jobs involves some legwork to find positions that suit your skills and qualifications. Basically, if a company has a need for personnel, they develop a job description and post it in locations where they hope to attract the ideal candidate. Locating these jobs takes some research. Resources that can help you locate visible jobs are Career Services, career fairs, internet job banks, magazines and trade journals, and word of mouth.

Your Co-op/Internship Career Advisor – As a Co-op/Internship student you have access to resources specifically available to Co-op/Internship students. There may be employers who choose to hire students exclusively from the Co-op/Internship program. Your Co-op/Internship Career Advisor may also have contacts you can explore.

Career Services and JobLink Online presentations on resume writing, interview skills and job search tips are found at ucalgary.ca/careers. This is also where you will find the link to JobLink, which is the site of online job postings. JobLink will alert you to Co-op/Internship deadline dates, special events on campus such as, career fairs, corporate information sessions, workshops, mock interview opportunities with recruiters and much more. You simply need to register using your eID.

If you're after a more personal touch, you can book an appointment with your Career Advisor. Career Services Advisors can help you polish your resume and provide suggestions on where to look for that job. Or, if you're in a hurry to get your resume submitted before the deadline and you just need someone to take a quick final review, then drop by and see us in MSC 188 on Wednesdays from 11- 1 pm for Resume Rescue.

Career Services Career Fairs

Science & Engineering –	September
Education Career Fair and Graduate Studies Expo –	October
Health & Social Services –	January
Career & Job Expo –	February

Career Fairs and other Career Services Events

Career Services hosts several career fairs, company information sessions and other events where employers are invited on campus to meet students. Fairs are a great way to see who is hiring in all kinds of industries and locations. Many companies distribute actual job descriptions and company merchandise with the hope of enticing the strongest candidates to their organization. Take your resume along for distribution where possible and connect with the recruiters at the booth of companies that interest you. Collect business cards from interested companies and keep in contact with those recruiters. The company information sessions and other employer events are excellent opportunities to talk to employers and learn what about possible job openings. Check JobLink for a complete list of events and to register where registration is necessary.

Job banks – With recent technological advances, job banks on the Internet are fairly common. These positions are a great starting point for targeting companies and industries. You can see first-hand the qualifications sought in a certain field and the terminology used by a particular industry. Many companies now post available positions on their own Website, so you can target a company and monitor their Website on a regular basis.

Magazines/trade journals – Check out magazines and trade journals in an industry that interests you. These resources may list available positions, websites or job banks that focus on careers within the industry.

Word of mouth – Talking to others is also a very effective way of finding a job. Family and friends are usually willing to pass along leads about job openings. The key here is to do your part by making others aware of your goals and following through with the information they provide. People like to see you use the information they give you, and it helps strengthen your network.

2.2 Evaluating a Job

Get The Skills You’ll Need For Your “Dream Job”

Define what your “dream job” is. Then determine the skills you will need to succeed in this position. Use this list of skills to help you find the perfect Co-op/Internship work term, one that helps you build exceptional strength in **one or two** of the skills that will be required for your “dream job”. Using this method to evaluate a job will mean that once you have finished all required work terms, you will have a strong list of work experiences for your “dream job” resume.

2.3 Applying for Work

The search for a Co-op/Internship placement commences three to four months ahead of each work term.

Co-op Schedule

Intake	Work term Begins	Jobs Advertised	Interviews
May	September	June to August	After Posting Deadline
May	January	October to December	After Posting Deadline
December	May	November to April	After Posting Deadline

Computer Science Internship Schedule

Intake	Work term Begins	Jobs Advertised	Interviews
October	May	Nov - April	After posting deadline
May	September or January	June - Dec.	After posting deadline

JobLink Job Postings

The Co-op/Internship jobs are listed on JobLink on the Career Services website: <https://www.jobs.ucalgary.ca/students/index> Co-op/Internship jobs can be searched by faculty and/or by discipline. In addition to Co-op/Internship jobs, you may apply for summer or contract positions advertised through JobLink. If you receive an offer from one of these

Apply, apply, apply

- ▶ If you have little or no relevant experience, you will need to apply on many job postings (15-25) to secure a work term. Apply to all opportunities that are of interest and that will allow you to build a skill you need.
- ▶ Plan to spend at least 2-4 hours per week on your job search

Finding Your Own Job

If you are developing your own Co-op/Internship position, you must let your Career Advisor know, and your Career Advisor must approve the position.

postings, you must first have the job approved by your Career Advisor to ensure it is eligible for Co-op/Internship. In addition, you will need to provide a letter offering employment detailing the job description, start date, length of work term and salary details to the Career Advisor and Co-op/Internship Administrator

Advise the employer you are a Co-op/Internship student prior to accepting the offer of employment. The employer may contact your Career Advisor if there are any questions.

Application Deadline – Approximately five days

Postings are usually advertised for five business days early in the term. Deadlines may be shorter closer to finals and the work term start date. Check the postings two or three times each week to ensure you don't miss any opportunities.

Job Descriptions

Job descriptions come in a variety of styles - some very detailed and some very general. Try not to make incorrect assumptions based on a quick review of a posting. Consider the company and the industry as much as the position responsibilities when making your decision about applying. Sometimes there are other positions available within large corporations and many Co-op/Internship opportunities will change with each student depending on student ability and initiative. Contact your coordinator if you have questions as previous Co-op/Internship students may have been at the company and there may be additional information available.

Application Package

Each job posting outlines the specific application materials required. All job postings require a targeted cover letter and copy of your most recent transcripts plus any other noted requirements. If you are transferring from another educational institution, you need to supply transcripts from both the University of Calgary and from your previous institution.

Sending the Application

Resume collection for job opportunities is now through JobLink. All job postings have a deadline. Please submit applications before the deadline date.

Before applying for jobs you must upload your resume, cover letter, transcript and any other required documents on JobLink. You can upload up to five documents in JobLink. There are three methods to apply.

- ▶ Email – tracked on JobLink
- ▶ Online Accumulation – tracked on JobLink
- ▶ Other – tracked on company website

Referrals by Career Advisors

Career Advisors may forward student resumes to employers without first advertising the job on JobLink. This method of recruiting generally occurs near the end of the semester when students are writing exams (or after) and there is little time to advertise. Career Advisors also use this process as a program marketing strategy.

Student Found Opportunities

You may develop your own Co-op/Internship position if you want to work in a specific company/industry or in another city. Managers will often hire students they know or who are referred to them instead of advertising for an unknown candidate. Networking with friends, family and former employers can be very helpful in finding good leads. Also be sure to contact “hometown” employers who may want to support a local student. Advise your contacts that you are a Co-op/Internship student seeking a formal work experience as part of your university program. Your Career Advisor may have prepared Co-op/Internship program information for employers available to assist you in finding your own Co-op/Internship position. Ask your Career Advisor if they have material you can use to promote the program when searching for your own opportunities.

Student found opportunities must be approved by your Co-op/Internship Career Advisor to ensure the standards for Co-op/Internship employment are met. Co-op/Internship work terms must:

- offer productive work
- have an office environment with four or more co-workers
- be supervised so your performance can be evaluated by a supervisor
- guarantee a minimum of 35 hours a week for a period of 13 to 16 weeks
- receive a salary

To register a student found Co-op/Internship placement you need to provide a letter offering employment detailing the:

- ▶ job description
- ▶ start date
- ▶ length of work term
- ▶ salary details
- ▶ company address and phone information
- ▶ contact name, phone number and email

Did Your Know?

International students require a Visa Letter for immigration. Email your request for a letter to coop@ucalgary.ca

International Work terms

If you are interested in an international placement, please discuss this with your Career Advisor. You must have citizenship or a work visa to work in other countries. It takes four to six months to develop a position and process the paperwork for international placements. Fluency in

Six Steps to a Job Search Action Planⁱⁱ

1. Assess yourself.

The start of any good job search begins with a thorough self-assessment. Looking for a new job is a great opportunity to realign your goals—and it's up to you to articulate exactly what those goals are. Two excellent publications are available for pick up at the Career Services office, the *Skills plus Handbook, Discovering your Personal Career Assets* published by Alberta Human Resources and Employment, and *Advanced Techniques for Work Search* published by Alberta Employment and Immigration.

2. Research your career goals.

Now that you've established your sense of purpose, you'll need to do some research to keep your career dreams aligned with reality. Broadly explore industries, jobs, and organizations to generate your job options wish list.

3. Lay out your plan.

Narrow your job options wish list based on the skills you wish to attain. Determine your top priorities along with those you'll pursue for a backup plan. But, remember this is only a wish list.

4. Develop a self-marketing strategy.

Now the real fun begins. It's time to market your number-one product ... you! Make sure you have a solid resume and cover letter....your marketing material.

5. Prepare for job interviews.

Informational interviewing is also good practice for the real thing. Performing mock

other languages is often required.

You will want to become a member of AIESEC, the world's largest student association. With a network of 800+ universities in 83 countries, AIESEC may be able to help you find an international work term and offer some support while you're away. The AIESEC office is located at Haskayne School of Business.

Before leaving for an international work term, it is important to register with the University of Calgary, Risk Management department at www.ucalgary.ca/UofC/departments/RISK/riskmgmt/.

Persistence Pays

If you don't find a job quickly don't get discouraged. Finding a Co-op/Internship work term is hard work but consistent effort will pay off. Postings are advertised and offers occur throughout the semester. If by mid-term you are not getting interviews or are interviewing but not getting offers, meet with your Career Advisor to review your job search process. In the past, 50% of the offers have occurred less than six weeks prior to the work term (higher for some concentrations). The placement process continues through to the middle of the first month of every work term

2.4 Interviews

Interview scheduling will be processed either by the employer contacting you directly or through JobLink.

If interview sign-up is completed on-line through JobLink, log into your home page and click on the "Interview" tab to sign up for any interviews. If you are granted an interview, you are expected to attend the interview unless you have accepted another job. Please notify the Co-op/Internship Administrator immediately if you need to decline an interview. If following an interview you decide the job no longer interests you, please contact the Co-op/Internship Administrator immediately and send an email to coop@ucalgary.ca so the employer may be informed.

Interviews are conducted on-campus in the interview rooms at Career Services or in rooms booked in MacEwan Hall or in other rooms on campus. Some interviews may be at the company location. The location will be indicated when you sign-up online. Dressing professionally is critical to successful interviewing (see Dressing for Interviews.) Interviews may be held via the telephone or a teleconferencing facility for out-of-town employers.

Dressing for Interviews

Your appearance will have a strong impact on the image you create with the recruiter so make sure you are dressed appropriately. It is very difficult to overcome a poor first impression, regardless of your knowledge or experience.

interviews and videotaping them is another way to practice and get feedback.

6. Implement your plan, making adjustments along the way.

Did You Know?

The key ingredients for a good first impression are:

- ▶ Firm handshake
- ▶ Eye contact
- ▶ Smile

Quick Tip—Thank-you Notes

Remember to send the interviewer(s) a thank-you note after the interview. The purpose of the note is to thank the interviewer for taking time to speak with you and to reinforce that you are the right fit for the position.

Depending on the company culture, a written thank-you note instead of a formal typed thank-you letter may be more appropriate.

For Ladiesⁱⁱⁱ

Many women swear by a navy skirt suit, pearls, and pumps, and recruiters of all stripes seem to agree that a candidate can't go wrong with a well-tailored suit in a neutral color (black, navy, or gray are your best bets). A tasteful pantsuit with medium-heeled leather loafers will look put-together and professional. If ironing stresses you out, a light-weight sweater can replace a button-down shirt and remain wrinkle-free under a suit. Minimal makeup and non-flashy jewellery—if you're used to wearing any at all—can also help you look and feel your best in an interview, but are not required.

For Gents

For men, a suit in a dark, neutral color, a white or blue dress shirt, and a silk tie in a conservative pattern should do just fine for most interviews. Stick to natural fabrics, like wool and cotton. "Well-heeled" generally implies a pair of polished, not ground-down-at-the-heels leather shoes in black. Beyond that, wingtips send a more conservative signal, while shoes with lug or platform soles are more funky than professional. Don't fall victim to the white-socks-with-dress shoes syndrome that plagues many unfortunate men, and be sure that your trouser socks pass the elasticity test, so that they don't sag around your ankles midway through your interview (along with your chances of landing the job).

Whatever you decide to wear, make sure it fits properly and is of the best quality you can afford.

2.5 Accepting / Declining Job Offers

Hooray! I Got a Job Offer

Offers of employment are directly through employers or are often facilitated through Career Services. If directed through Career Services, you will be notified by email. You will be given 48 hours to respond as employers often have back-up candidates. Evaluating your interest in the position following each interview will enable you to make your decision quickly.

Carefully consider job offers before accepting. The offer, verbal or written, is a contractual agreement between you and the employer. Coordinators are available to discuss job offer concerns with you prior to accepting a Co-op/Internship position. As soon as you accept a Co-op/Internship position it is registered as a work term and you cannot withdraw from it without penalty (refer to Withdrawal Policies under Section 1.3 The Fine Print).

If you receive and accept an offer of employment directly from an employer please email coop@ucalgary.ca as soon as possible and

Never Burn Bridges

Even if the position is not of interest to you, be positive, pleasant and never offend the recruiter. You never know when you might run into that person again in a professional setting. They may be the interviewer for a position you really want down the road.

Did You Know?

You do not have to accept an offer of extension if you are interested in pursuing other opportunities. If you find yourself in this situation, you can discuss it with your Career Advisor.

complete your Direct Placement on JobLink. The work term must be registered in order to register you for your Co-op course and to have your name removed from other job competitions and interviews.

Refusing Offers of Co-op/Internship Employment

Carefully weigh your options before you decide to decline an offer of Co-op/Internship employment. Be aware that refusing offers of employment may jeopardize future prospects and it may leave a negative impression with employers. If you refuse two Co-op/Internship offers of employment, your Co-op/Internship status will be reviewed.

Extensions

Extensions are very common with Co-op/Internship opportunities. If your Co-op/Internship position is extended for an additional term with the same company, it will be registered as a subsequent Co-op/Internship course(s) until you have completed your requirements for the Co-op/Internship designation. Complete your Direct Placement on JobLink.

2.6 Recruiting Ethics

You want to make a positive impression on recruiters throughout your job search process. To ensure you don't make mistakes you aren't even aware you are making, review the guidelines below.

Employer Ethics

It is the employer's responsibility to:

- ▶ provide reasonable notice of candidates to be interviewed and of interview cancellations.
- ▶ be informed and adhere to the Co-operative/Internship Education policies and procedures of each institution.
- ▶ not discuss job offers with candidates before, during or following an interview.
- ▶ not provide candidates with information on other companies.
- ▶ not seek a candidate's assessment of another candidate.
- ▶ not submit/make multiple job offers unless prepared to accept multiple acceptances.
- ▶ honour all job offers and not renege accept offers nor rescind offers of employment.
- ▶ confirm all job offers in writing.
- ▶ not translate a Co-op/Internship assignment into a full-time position encouraging a student to settle for less education.
- ▶ comply with all Provincial and Federal Freedom of Information, Human Rights and Employment Legislation.

Student Ethics

It is your responsibility to:

- ▶ abide by the Co-op/Internship policies and procedures as defined by Career Services.

- ▶ ensure that employers are provided with accurate and appropriate requested information regarding your qualifications and interests.
- ▶ apply only for the jobs in which you have a genuine interest.
- ▶ notify the Co-op/Internship office, well in advance, if interviews must be rescheduled or cancelled.
- ▶ be well prepared for interviews.
- ▶ not discuss/mislead employers about your job offer intentions.
- ▶ not provide information to employers on other students/employers.
- ▶ honour your acceptance of placement as a contractual agreement with the employer.
- ▶ honour your employers' relocation policy (if applicable).
- ▶ respect the policies of employers regarding confidential/proprietary information.

Institutional Ethics

It is the Co-op/Internship office's responsibility to:

- ▶ inform students, employers and other interested parties of their Policies and Procedures.
- ▶ provide equal services to all students and employers.
- ▶ provide students with accurate and approved information (including promotion materials and salary/benefits), on all recruiting employers.
- ▶ follow ethical and legal guidelines in providing student information to employers.
- ▶ notify the employer of any hiring limitations prior to them conducting interviews.
- ▶ notify any employers of any students who, after being hired, do not achieve an academic level high enough to allow them to continue in the program.
- ▶ comply with all Provincial and Federal Freedom of Information, Human Rights and Employment

Section III

- 3.1 Status on Work term
- 3.2 Academic Courses During Work Term
- 3.3 Blackboard
- 3.4 Learning Objectives
- 3.5 Work Site Visit
- 3.6 Work Expectations
- 3.7 Success During Your Work Term

Section III – On The Job

3.1 Status on Work Term

Although you are considered a full-time student while on a Co-op/Internship work term and continue to have access to the University services including libraries, fitness facilities (optional) and health care (optional), you are also an employee of the company while you are on a work term. U-Pass is available during fall and winter semesters but not during summer months.

Employers set the terms and conditions of your employment. If you have any questions or concerns in this regard, please discuss them with your coordinator.

3.2 Academic Courses During Work Term

You may take one evening or one Saturday academic course during a four-month work term. Courses scheduled during the company's normal working hours are not permitted, as the Co-op/Internship placement must be your main focus during your work term. Employers frown upon time away from work to study.

3.3 Blackboard

Your Co-op/Internship coordinator or Career Advisor will be using Blackboard to initiate discussion and answer questions among students out on work terms. You will also find the Co-op/Internship Student Handbook, course outlines, and the forms you will need to download throughout your term.

3.4 Learning Objectives

Complete your learning objectives and send them to the Career Services office, either electronically or faxed, three weeks after you have started your work term. Forms are available on the forms page of the Co-op/Internship website. You will review and discuss your learning objectives with your Career Advisor and supervisor during your site visit/call.

What is a Learning Objective?

Learning occurs throughout your life and can take many forms. Learning objectives are one way to focus your learning towards specific outcomes. A learning objective is a written statement describing specific, attainable and measurable achievements that you want to

accomplish during your work term. They can involve personal and professional goals. Learning objectives can include both technical and "soft" skills (e.g. interpersonal and communication skills).

Why have Learning Objectives?

Individuals and organizations often set goals as a way of identifying the reasons behind the activities they are involved in. These goals can also be referred to as objectives. Preparing learning objectives enhances your work experience and learning in a number of ways:

- ▶ they show your employer that you are serious about learning during the work term;
- ▶ learning objectives can help you get more out of your Co-operative/Internship Education experience by identifying and focusing your learning; and
- ▶ they provide you with a portfolio of learning outcomes resulting from your work term experience that you can later use to update your resume.

How to Develop Learning Objectives

- ▶ Two or three weeks into the work term, review your job description and resume, and reflect on your day-to-day responsibilities and your strengths and weaknesses.
- ▶ When writing your learning objectives, ask yourself the following questions:
 - What do I want to accomplish?
 - How will I accomplish my objective?
 - How will it be measured?
 - When will I accomplish it by?
 - Are my objectives specific, measurable, realistic, and achievable within the context of my work and length of my work term?
- ▶ Once you have written your objectives, review them with your supervisor.
- ▶ They should be reviewed throughout your work term and may need to be revised as you come to understand your role better.
- ▶ Learning objectives must be set for every four-month work term.

3.5 Work Site Visit

As part of the evaluation process, a Career Advisor will arrange a site visit with you and your supervisor approximately two months into the work term. Students located outside of Calgary may receive a phone call in lieu of a visit. You will be notified in advance to allow for any necessary preparation. The purpose of this visit is to discuss the placement from both the employer and student perspective. Career Advisors/Coordinators will review your learning objectives and your progress to ensure the work term is going well. If your supervisor is

Maximize your experience and succeed in your position by:

- ▶ Learning what your manager expects;
- ▶ Communicating what you are doing and how you are doing it;
- ▶ Working independently but regularly confirming you are on the right track;
- ▶ Asking for feedback;
- ▶ Getting the job done to the best of your ability;
- ▶ Contributing ideas even if they are not acted upon;
- ▶ Finding other work to do when projects are complete or at a stand still;
- ▶ Maintaining a positive attitude;
- ▶ Reporting to work on time;
- ▶ Keeping an organized work area;
- ▶ Remembering you are an ambassador of the University of Calgary.

overseeing several students and has assigned a mentor to you, the mentor should also be included in the site visit.

The site visit is an opportunity for your supervisor to review your learning goals and expectations. New opportunities may result from this discussion so it is important to be honest. You will also gain an understanding of your employer's view of your strengths and weaknesses and how the Co-op/Internship program works for the company.

The job site visit also serves to strengthen the relationship between the University of Calgary Co-op/Internship Program and the employer to ensure their ongoing support and availability of work term positions for future students.

If you feel uneasy about sitting down together for the site visit or have sensitive issues to discuss, please contact your Career Advisor to discuss these prior to the day of your site visit. Career Advisors can help you prepare for the meeting with your supervisor and coach you on how to discuss sensitive issues. If necessary, separate meetings with you and your supervisor can be arranged.

3.6 Work Expectations

What to Expect on your Work term

Work integrated learning is different from classroom learning and it is important to set realistic expectations for your work term. In the workplace you will be exposed to office culture and develop both soft skills (communication, organization, time management, etc.) and technical skills (computer and concentration related). You will learn industry information and see different management styles. Your experience will be different from the experience of other Co-op/Internship students as each position and organization is different, just as each of you has different strengths and interests. Your attitude/performance can have a strong impact on the work assignments you are given.

Many work terms start with basic responsibilities while you become familiar with the company and industry. It is very important for you to gain an in-depth understanding of the company before you can contribute in a meaningful way and often this will occur through administrative tasks, research, etc. that may seem beneath you as a Co-op/ Internship student. Maintain a positive attitude during this initial period and focus on learning as much as you can (you will be appreciative for it later). Let your supervisor know when you are ready for more challenges and your areas of interest. As your supervisor gains confidence in your abilities, you can expect the work to progress to a

more challenging level.

Other work terms will have you jump right in and learn as you go. The industry language may seem like a foreign language, you may feel as though you are in over your head and everyone around you is busy all the time.

It is very helpful to prepare yourself by researching the company, industry, competitors and industry terms before your work term begins. It is also important to ask lots of questions (often you will feel you are asking too many and your supervisor will say you don't ask enough). Do the best you can, it will get easier week-by-week and soon it will all come together for you.

Setting Realistic Expectations

Understand each Co-op/Internship opportunity is different. Some students will receive a formal orientation while others will learn as they go. Learning on the job is very different from learning in the classroom and you may initially feel either overwhelmed or underutilized. Focus on gaining a strong understanding of the company while developing organizational and communication skills during this period. Take the initiative to discuss your progress with your supervisor and seek out opportunities to take on projects in your areas of special interest.

Use your work term as a career exploration tool and be open to new experiences outside of your initial expectations. Take the initiative to develop a network of contacts for the future and gain business savvy. Understand how your academic knowledge applies to the business setting but remember you are a student-in-training, not a manager – this attitude is very important.

Training

Different employers manage student training differently. You may receive a formal orientation and/or training program or you may learn the job under the direction of another employee or supervisor.

It is important for you to understand both your employer's expectations and company policy from the start of the term. It is your responsibility to seek out this information if it is not provided.

Employers expect you to take initiative to learn about the company and its business on your own. Some research in this regard is recommended and can be undertaken before you start the job.

Salary and Benefits

Each employer sets the terms of your employment (salary, benefits and hours of work). Wages are often based on the number of academic

and/or work terms completed and vary with industry sector and geographic location. Pay periods vary with each organization. Ask questions of your employer so you understand your pay cheque.

Students are paid for statutory holidays after they have been working for three months and provided they have worked the days immediately before and after the holiday. Vacation pay or vacation entitlement as time-off is usually given. Other benefits are generally not offered to Co-op/Internship students who are temporary employees.

3.7 Success During Your Work Term

Hours of Work

Determine what your employer expects with regard to arrival and departure time at the beginning of your work term. You are expected to:

- ▶ Arrive to work on time
- ▶ Consult with a supervisor before making appointments requiring time away from work
- ▶ Phone a supervisor yourself as soon as possible if you will be late or unexpectedly absent
- ▶ Limit absences from work

Dress Standards

Appearing professional in your dress and grooming can help you gain acceptance from colleagues and clients. Ask your supervisor about appropriate business attire. Some organizations encourage professional business attire while others allow casual business dress. If you're unsure, dress for the position you aspire to.

Remember conservative outfits command much more respect in an office setting than trendy attire. Avoid:

- ▶ jeans
- ▶ shorts
- ▶ t-shirts
- ▶ sweats
- ▶ sleeveless or cropped tops
- ▶ short skirts
- ▶ torn or soiled clothing
- ▶ white socks
- ▶ running shoes or hiking boots
- ▶ hoodies

Effective Work Habits

Earn your supervisor's high regard by establishing effective, professional work habits. Don't assume you are eligible for overtime, flexible hours

and other benefits. You will be evaluated on attendance, punctuality, enthusiasm, initiative and dependability.

Meeting and Greeting Colleagues

Make the effort to introduce yourself to your new colleagues and take the lead in establishing effective working relationships. Rise as you meet a person for the first time, and offer a firm handshake, a smile and eye contact. It is considerate to use a formal title like Mr. or Ms. until you are invited to address them by their first name, especially with senior executives. Greet your colleagues warmly and respectfully each day.

Team Work

Offering your assistance to colleagues helps you build good professional relationships. When participating on team projects, do your best to help achieve consensus on goals, keep teammates informed of your progress and follow through on your commitments. When writing reports or making presentations, acknowledge any colleagues who have assisted you.

Social Functions

You are encouraged to attend social functions organized by your employer that provide a casual atmosphere for enhancing your relationships with colleagues. You can be less formal on these occasions than in the workplace, as long as you remain professional.

Maintain Confidentiality

Some employers require you to sign an oath of confidentiality in order to protect the rights of their clients. Even if your employer does not require a signed declaration, avoid discussing your organization's business, clients and competitors outside the workplace.

Honour Your Commitments

Accepting a Co-op/Internship placement is a commitment. You are expected to begin and end your work term on specific dates as agreed to when accepting Co-op/Internship employment, usually a four-month term matching the academic semester. If you have questions, contact your Career Advisor.

Honor any promises you make to customers or team members. Consult your supervisor right away if you run into problems meeting commitments.

Take the Moral High Ground

Avoid becoming involved in unethical or offensive practices under any circumstance. Do not make offensive jokes or use offensive language. Avoid getting involved in gossip and office politics. Call your Career Advisor if you have any situations you are not sure how to handle.

Stick to Business

Treat the company's resources with respect and use them only for business purposes. If you are allowed to make personal calls, it is advisable to use this privilege sparingly and be sure to repay the company for any long distance calls. Use the company's letterhead for approved business only and do not take office supplies home for your own use.

Conflict of Interest

If you are in a position to bring profit to a friend or relative through your work, please declare a conflict of interest and refrain from participating.

Communicate With Your Supervisor

Meet with your supervisor at the beginning of your work term to discuss your assignments and performance expectations. Schedule regular meetings with your supervisor to report on your progress, seek clarification on further goals and discuss pertinent issues. Between meetings, communicate via memos or email messages so your supervisor can respond at his or her convenience.

Take the initiative to communicate with your supervisor in a positive manner if you have concerns about your workload. If you are experiencing down-time or not feeling challenged you might propose a project you would be interested in or ask if there are other people you can assist. If you are feeling a bit lost as your supervisor seems too busy you might ask to meet to discuss the best ways of communicating when you have questions (email, scheduled meetings) or ask if there are additional resources for you to access.

Effective Communication

- ▶ Remain patient, courteous and calm.
- ▶ Use direct eye contact.
- ▶ Listen carefully and take notes.
- ▶ Ensure you understand by asking questions and paraphrasing answers.

Email and Internet Communication

Use the company's email and Internet for business and not for personal use. Follow these tips:

- ▶ Always include a subject line indicating content of message
- ▶ Keep email messages short, concise and clear
- ▶ Check your spelling and grammar before sending
- ▶ Review the message to ensure it carries the meaning and tone you intended (avoid using email for sensitive issues – handle those in person)
- ▶ Determine whether you need to respond to the sender only or all participants
- ▶ Before sending attachments, check whether your recipients have the necessary software
- ▶ Include your title, company name and phone number at the end of each email

Telephone Etiquette

When making calls:

- ▶ Identify yourself and state the reason for your call

Tip

Smile when you are on the phone. It puts you in a better frame of mind.

- ▶ Speak clearly and concisely
- ▶ Determine action required
- ▶ Summarize next steps
- ▶ When leaving a message always include your phone number and speak slowly
- ▶ Return messages promptly

When answering calls:

- ▶ Identify your name and company
- ▶ Take a message instead of putting the caller on hold if you will be more than 30 seconds
- ▶ Check back frequently with callers holding for others to verify whether they want to continue holding
- ▶ Before passing on a message, verify the spelling of the caller's name and take their phone number
- ▶ Wait for the caller to say goodbye before hanging up
- ▶ Request permission before putting a call on the speaker phone
- ▶ Learn how to transfer calls when you begin a new job

Work Not Challenging Enough

Understand the reason for the work you are doing. Is it part of an important project the company needs completed, do you need additional training before you can advance to another project, or has your supervisor underestimated your abilities? Let your supervisor know that you are willing to complete your assignments but you would welcome additional assignments that are more challenging. Be proactive; suggest some projects you would like to tackle. If you are not progressing into challenging work after your first month, contact your Career Advisor for guidance.

Responding to Criticism

Accepting criticism graciously can be difficult. Your supervisor may suggest changes to improve the quality of a written assignment, or suggest a change in work habits. View this as constructive critique and not as a personal insult. In most cases, your supervisor is genuinely concerned about your development. Clarify your supervisor's expectations and determine how to meet them. If you have made some errors or mistakes, it is best to acknowledge responsibility for them and then take steps to correct them. If you believe the criticism is not deserved, discuss your concerns with your coordinator.

Conflict

It is not uncommon to find yourself facing problems or conflicts occasionally. Ignoring them and hoping things will get better is not an effective way to deal with them. Inform your supervisor of problems as

early as possible, and ask for advice on resolving the issues. Contact your Career Advisor for help on how to handle sensitive situations.

Avoid being drawn into an argument with a colleague or customer. If you do experience conflict, remain calm and try to apply the following techniques:

- ▶ Listen completely and pause to think (and breathe) before you respond
- ▶ Restate the problem to be sure you are both on the same track
- ▶ Choose your words carefully and speak slowly (focus on the facts)
- ▶ Keep the discussion focused on only the relevant details
- ▶ Avoid making accusations and don't get personal
- ▶ Focus on finding a fair and equitable solution
- ▶ If you have made any errors, acknowledge them with a sincere apology
- ▶ Consult your supervisor and CAREER ADVISOR for guidance.^{iv}

Section IV

- 4.1 Employer Evaluation
- 4.2 Co-op/Internship Placement Evaluation Form
- 4.3 Back On Campus
- 4.4 Work Term Assignment

Section IV – Final Steps

At the End of the Work term

You want to finish the work term on the best possible terms to ensure a positive reference and continued placement opportunities for the University. To accomplish this:

- ▶ Leave your work in a state that another employee can take over
- ▶ Arrange an exit interview with your supervisor to exchange feedback and discuss if you may use your supervisor as a reference for future jobs
- ▶ Ask for permission to use present work as samples for work or writing initiatives
- ▶ Discuss opportunities for future employment, if appropriate
- ▶ Leave a forwarding address and phone number

4.1 Employer Evaluation

We ask that your employer complete an evaluation of your performance and discuss it with you. The Performance Evaluation form must be submitted as part of your Co-op/Internship work term grade. It is available on-line on the Co-op/Internship forms page.

4.2 Back on Campus

Within the first two weeks of your academic term, make an appointment with your Co-op/Internship Career Advisor for a debriefing session. This will give you an opportunity to discuss your work term as well as plans for future employment.

4.3 Work Term Assignment

Work term assignments are an academic requirement of the University of Calgary. They provide a link between the academic portion of your degree and your work place experience. They also provide you with the opportunity to develop good writing skills. In addition, your report helps the university measure the skill development and the amount of learning that has taken place during your work term. Contact your Career Advisor for specific requirements.

ⁱ Adapted from article by Randall S. Hansen, Ph.D. found at quintcareers.com

ⁱⁱ Adapted from article by Sherrie Gong Taguchi found at Wetfeet.com

ⁱⁱⁱ Courtesy of article found on wetfeet.com

^{iv} The above section was adapted from an article written by Anne Stuart, Wilfrid Laurier University, found at cafce.ca