

## Overview: Resume Services Tools

The Resume Rubric and the Student Survey were created by the Centre for Career Action, University of Waterloo.

We have used the resume rubric for a number of years for marking co-op resumes during their pre-first work term course. We also use it with other students as a way for them to self critique their resume before signing up for a critiquing appointment. As such, it was already developed. We used it in our resume services evaluation project to mark student resumes submitted at 3 stages of this research project. The survey was created at the start of our research project. Both tools were used as part of our research to assess student learning outcomes related to our resume interventions (online and face-to-face).

In creating the student survey it was important to recognize that students don't know what they don't know so it was important to collect their perceptions at various points in time (in this case, pre interaction with our service, after online course on resume writing, and after a resume critique). Student perception of their pre-intervention resume was very high – so if we'd not asked them to reflect later on that first resume, our results may have shown (inaccurately) that we had had a negative impact on their perception of their learning around resume writing. The surveys (3 used at different points in time – prior to any intervention, after online resume module, after face-to-face resume critique) were administered using Zoomerang.

Note: for more information about how these tools have been used, see the Case Study about the Resume Services Evaluation from the University of Waterloo.

*These tools and their overview were submitted by the Centre for Career Action, University of Waterloo.*