FINISHING YOUR CURRENT CO-OP for Lisa Worsh.....

For Sociology, Human Services and Cultural Anthropology Majors

- ***Please note: You will not receive credit for co-op if you do not submit <u>EVERYTHING</u> as outlined below by the deadlines.***

Here is **what you <u>MUST</u> turn in to receive a SATISFACTORY grade for your co-op**

The deadline is the 15th of the month AFTER you complete the co-op (Jan 15th, or July 15th)
(If the 15th falls on a weekend – everything is due the following Monday)

(I will accept everything via email, but if it is a paper version of the employer evaluation... I need <u>them</u> to send it to me through email or fax).
Please post videos on YouTube and send me the link; please give me narrated PowerPoint on a CD.

<u>MANDATORY</u>

1) Complete the **<u>student self-evaluation</u>** (on my NEUCOOL- go to placements - and then the evaluation tab...click on begin) *(if you do this 1st – it can help you with your reflection project)*
2) Complete the **<u>reflection project</u>** (paper, PowerPoint, or video)**
   ***described on p#2 of this document*
3) Make sure your **<u>employer</u>** finishes their **<u>Evaluation of your performance</u>** on-line * (they should also meet with you to discuss what they have said) – if they don't want to do it on-line – there are forms on my website
4) Turn all of this in to me before the deadline to make sure I have everything I need to give you a grade.

HELPFUL

5) **Rate your job** and what you liked and didn't like **in COOL**
   < go to your placements and click on "rate for students">
   (this helps us evaluate the site you worked at - is it a good job?, are they helping you as much as they tell us they will, etc.)
   When students look at the jobs in COOL, this can help them "get a feel for it"

Thanks and good luck!! – lisa ☺

**forms are available on Lisa's website:*
http://northeastern.edu/ashcoop/students/performance_evaluation/

See next page for more information on the Reflection Project…

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REFLECTION PROJECT

I would like you to write a paper, a marketing brochure, create a narrated PowerPoint, or create a video (through a webcam or more fancy if you'd like).

(I hope to use some videos or PowerPoints on my webpage and/or with my co-op classes to help students learn about jobs, the co-op process, and from you…so please be honest..but diplomatic…if you prefer for all of it to be between you and me…just label (or say) CONFIDENTIAL and I will ensure that)

PAPER If you choose the paper, it should be at least **1.5 pages** in length, typed and single-spaced. It should **have a header** with your **name, student ID, name of your co-op employer and the dates you were on co-op**. At least 6 of the questions (that are mentioned below in the squiggly box) should be touched upon; however, don't simply answer questions….please be thoughtful and hand in a well written paper.

VIDEO or POWERPOINT If you chose a video it can be very simple (you talking to a webcam…but please …I don't want to fall asleep…have some energy… make it fun…use your laptop webcam and show us a little of the company too)…it should be long enough to answer at least 6 of the questions below (think about how much information you would like to hear from a peer about where they worked and what they learned, etc) If you have a real video camera - or access to one- I would love to see a more creative "view" of your job (co-workers, etc.)

Please post videos on YouTube and send me the link; please give me narrated PowerPoint on a CD

MARKETING BROCHURE If you choose the brochure, please see the attached directions below.

Through this assignment I want to learn about your experience and how it has helped you learn what you like or do not like, etc. **Please answer as many of the questions below as you can (within the paper, PowerPoint, or video).**

1) What was your position and the organization you worked for on co-op? Did the COOL description explain it well? What was your day to day like? Did they treat you like an integral part of the team? Did your duties evolve and grow as you spent more time there?
2) Was your job paid or unpaid? If it was unpaid, was that hard for you to manage? What did you do for the other part of your 20/20? Was it worth it to do an unpaid co-op?
3) Was your position self designed (experiential) or international? Can you tell us more about it? Did you enjoy it? Was it hard? If it was international, did you receive an Presidential Global Scholarship? Did it cover everything? Was the process easy, hard, etc)?
4) What did you hope to learn on this co-op? (basic office skills, employer specific policies, etc?)
5) Discuss your successes and challenges on your co-op. Did you learn the types of managerial styles (and organizational structures) that you work well in (or not)? Did you learn how to better organize your time, ask for more direction, manage multiple projects, report to more than one supervisor?
6) How was the preparation (resumes, etc) and interviewing process (before this co-op) for you (in general)? What did you learn from previous experience, or class, or peers? What are some tips you would share with students who are preparing to go on their first co-op?
7) Did you have or encounter any ethical dilemmas – or weird social situations occur while on co-op? (socializing outside of work, dating within the company, _____, questionable practices by a co-worker, office politics, etc.)….how did you handle them?
8) How prepared do you feel you were to be an effective person in this position? What jobs or volunteering experience helped you in this job?
9) Did any of your previous coursework help you be effective in this position? What type of coursework do you feel might have been useful prior to this co-op? Will this (and previous co-op experiences) help you next semester's classes?
10) How did this co-op help you decide what you want to do next (in terms of career or work)? Any plans?

REFLECTION PROJECT - Video or PowerPoint

TIPS

The video or PowerPoint projects can be a fun (and easier way) for some students to compete their reflection assignment. It isn't intended to be a last minute "thrown together" mess though…here are some tips to help you do this well.

1) **Don't wait until the last minute!** Treat it the same as a paper…look at the questions…form a list of talking points with bullets of examples you want to give. This will help you be more composed and will keep the listener more interested. ☺
2) You don't need to "dress up" to do the video, but **please no 3am.."I am a complete mess"**… videos (remember I need to be able to look at you) ☺ ha ha
3) **Arrange to have a room to yourself (if filming on a webcam** in your room)
4) Filming at work - **Arrange "permission" at work ahead of time** (if you want to)…some employers will be wary of this (afraid it will make them look bad, give away corporate secrets, etc)..so if you want to do this, explain how and what you plan to show…then (if needed) show your employer and get their ok. – I should have waivers at some point (in case I use it for the Website, or my class, etc.)
5) Please remember to **label the file or the project CONFIDENTIAL** (if it is only for me) ok? ☺
6) Remember that the **final goal for this assignment is REFLECTION for you** (not for my webpage or classes…although if they are great and you are ok with it – it is a great added plus). You are reflecting to learn from your co-op experience and see how it can and will help you in the future. Thanks for trying this.. I hope it works well!

Frequently Asked Questions (FAQs)

1) How long would the video/PowerPoint have to be?
   Answer at least 6 of the questions in my directions (It feels wrong to put a time on it.. I don't want people blithering just so they fit it in the minimum time)..but please not too long…max 6 minutes or so
2) Does Narrated PowerPoint mean spoken narration or with writing?
   Spoken by the student doing the reflection please - it makes it more engaging
3) Would it be something that we would need to film at work?
   Not necessarily...but it may be more interesting that way (we may need to get waivers for employers to sign to say that this is ok)
4) Would it be the student just speaking to a camera about their experience?
   That is one option..or students can be more creative
5) What about student who do not have a webcam?
   They can probably schedule ½ hour slots in the Interview Stream room in career services if need be – or they can borrow a friend's
6) Would there be video cameras available for students to use?
   Probably not.. ….since it is not a requirement to do a video..I feel ok with not having equipment available…
7) In terms of submitting the videos, do you have instructions about how to upload the videos to YouTube etc.?
   I am still working on this….we will figure out what is best in our "pilot run" ☺

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REFLECTION PROJECT - Marketing Brochure

What to do….

Create a two-page handout that describes your co-op experience. The purpose of the handout is to share valuable information about your experiences with other students as they will be available on my webpage. The handout will also assist you in discussing your experience in a professional manner in future interview. The handout should be uploaded to MyNEU Cool. Sample Handouts are attached.

The expectation is that the content of each handout will be professional and appropriate. It is a public document that will be shared with other students and faculty. The purpose is to provide an objective overview on your experience. Please include all four components in your handout and use the following protocol when naming your document: **Company Name, Job Title Fall 2011 (i.e. John Hancock, Product Marketing Fall 2011)**

Part One: Summary Information about You
Your Name and previous co-ops if applicable
Company Name, Industry, Location and Department

Part Two: The Job including training and skills

1. Your specific responsibilities/daily tasks including how your role supported the overall mission of your department or company.
2. Training received
3. Company culture
4. Skills needed to be able to do the job
5. Skills developed during the co-op experience.

Part Three: Role of Innovation
What was the role of innovation, not just in your specific role but how important was innovation and innovative thinking for your company?

Part Four: Personal Development
What is the impact of this co-op on your overall future career goals? What skills or areas of improvement are needed for your next career experience? What are your goals for your next co-op or career experience?

Directions to upload your Handout:

- Go to the **My Documents/Portfolio** tab in your MyNEU Cool site (Upload new document)
- Browse for your Handout –
- Change drop-down menu from 'Resume' to 'Writing Sample'
- Click 'Upload'
- Open the document to verify the document is accurate and complete

If you have any problems uploading your document, please email it to me and let me know.

Allocation Analyst Co-op • *Questions? Lokshin.a@husky.neu.edu*

Abigail Lokshin • Marketing & Finance 2012 • 3rd Co-op

THE TJX COMPANIES, INC.• Framingham, MA • Car Required

→ Previous Co-ops: Shoebuy.com (Marketing Associate), TJX (Global Sourcing) ←

Division: Marshalls Children's
Department: Toys, Books, and Basics

As a member of the children's division in Marshalls, I was on a five person team consisting of three analysts, an associate planner, and a planning manager. Although we operated as a group to distribute over $4 million of merchandise each week, I was still solely responsible developing and executing shipping strategies for 15 classifications of product. It gave me a great sense of ownership. For example, if you purchased arts and crafts from ANY of the nearly 1000 Marshalls stores in the US in the spring of 2011, I was the one who was responsible for sending it there.

Daily Tasks

- Analyzed sales trends and developed strategic initiatives to meet or exceed sales goals for 15 department classifications
- Managed and executed distribution of over $1 million weekly of children's merchandise for entire Marshalls chain
- Evaluated merchandise trends and competitor inventory to anticipate consumer buying patterns
- Resolved merchandising issues through regular communication with distribution centers and buyers nationwide
- Contributed classification specific statistics to multiple departmental reports to ensure accurate performance tracking
- Visited TJX stores weekly to ensure proper distribution strategies were being applied and merchandise mix was fresh

Best Features

- Despite being a co-op student, I was considered no different from a full-time associate. Everything from my training, responsibilities, and expectations were identical to that of a regular analyst. I felt like I was an integral member of the team.
- My whole department was a lot of fun to work with. Everyone was serious about their work but still easy going and made the effort to keep things light and fun.

Benefits and Perks

- A sense of ownership and having tangible results from your work
- The company's commitment to teaching and developing their associates
- And the good stuff…
  - 10% associate discount
  - Flexible hours
  - Casual Fridays and Summers (i.e. you can wear jeans)

Where Does The Analyst Come In? Every Step of the Way

Buyers meet with vendors, place orders. → **Vendors ship goods to distribution centers.** → **Distribution Centers "work" merchandise (count, sort, and check merchandise for quality). When complete, analyst can see how much of what merchandise is available to ship.** → **Analyst ships goods based on strategy he/she has developed.**

This whole time, the analyst is tracking what merchandise has been ordered, analyzing sales of existing inventory, monitoring trends in the market, and using this information to develop a shipping strategy to meet or exceed sales plans.

Training

I went through a program called PASE (Planning and Allocation School of Excellence). It is a 4 week course which teaches you the basic tools you need to do the job of an analyst, while slowly assimilating you into a specific division of the company. Kind of like co-op at NU, it integrates classroom and experiential learning, so by the time you are assigned to a department, you have a solid foundation to keep learning about your business and the nuances of your classifications. PASE is part of the Corporate Merchandise Training Program that essentially puts you on track to become a buyer or planning manager and beyond:

Corporate Culture

- The corporate culture at TJX is professional, yet casual and easy going. All of the associates are incredibly welcoming, and the entire company exercises an open door policy which fosters a great learning and teaching environment.
- The best part about working in a tighter knit group within a larger division is the amount of team spirit and camaraderie. For example, my team played in office soccer and volleyball leagues, and ran a 5k together.

Good Things to Know

Being comfortable with numbers is critical to this job. While there are a ton of opportunities to work creatively with the merchandise and the buyers, numbers are at the heart of the operation. However, don't let that intimidate you because PASE prepares you very well to tackle all of the dollars and units you will be analyzing. It also teaches you how to use all of the computer programs you use on the job. Don't be afraid to ask lots and lots of questions (and take notes)!

Innovation

Working as an analyst gives you a lot of freedom to experiment. The most innovative thing about the position is that, unlike most entry level jobs, it gives you the opportunity to provide meaningful input into the business plans each season, and a platform to express your ideas. Making "callouts," or communicating observations of certain patterns or anomalies in your business are welcomed and encouraged.

Personal development

In this position, I learned what it meant to work independently while still being a part of a team. This meant that, while my work contributed to a common goal, I was responsible for handling a significant portion of the business on my own. Because every decision I made directly impacted the bottom line, I developed better decision making skills, and learned how to better work under pressure. I also learned that I could not be afraid to make mistakes, because that would only diminish my confidence and slow me down in a job where you are constantly problem solving and making snap (but informed) judgment calls in a fast paced environment.

Microsoft

Ashley Rurode - Class of 2010

Business Support Coordinator
Dublin, Ireland
IT Company

Department: Official Equipment Manufacturing (OEM) Operations

Team: Contract and Revenue Management

Brief Description:
Working in OEM, you are responsible for the supporting the sales team from an operations perspective. Within the CRMT team, you are repsonsible for the proper processing of contracts and agreements, processes for processing agreements and changes to agreements, updating software pricing, as well as assisting Authorized Replicators and Distributors who will sell onto end customers. Daily tasks include:

- Working with vendor team to answer customer, internal, and distributor queries
- Approving and maintaining software promotion pricing
- Maintaining and assisting customers with internal software for sales reporting
- Project managing programs locally and globally which reduce cost, improve compliancy, and enhance the customer experience

How do I support the bigger picture?

OEM Operations is essential to the business in that it is the main revenue branch of the company. This department manages the major accounts with companies such as Dell, HP, Toshiba, Sony Ericson, and Fujitsu Siemens, as well as thousands of smaller companies. The Dublin office is responsible for all companies and franchises located in Europe, Northern and Eastern Africa, the Middle East, and Scandinavian Countries. This role not only supports the sales force but also was responsible for managing projects to strive for the perfect balance between low costs and high customer experience.

Q: What skills would be helpful before starting co-op?

- Strong Analytical skills
- Above average knowledge in Office Applications
- Strong communication skills

To maximize the co-op experience, candidates should:

- Be self-driven
- Ability to work independently
- Be Enthusiastic!

Microsoft OEM Products:

Operating Systems:
- Windows Vista and Windows 7 (launch included)

Office Products:
- Access, Excel, Outlook, Word, Powerpoint, One Note, Infopath, Groove, Publisher

Server Products:
- Client and Enterprise

Sharepoint

Embedded Coding

What's the Corporate Culture?

Microsoft stresses a strong work-life-balance attitude.

- Attire is casual (i.e. jeans)
- Flexible working hours and vacations (i.e. Flexible start time, Every Friday work ends at 3:30pm)
- Enthusiastic and supportive environment
- Fun, friendly co-workers

Best Features

Industry Leader

Obtaining a co-op for a global powerhouse company will help open doors for future employment opportunities. The company allows for a better understanding of how IT companies operate and stress the importance of innovation.

Co-op Network

There are about 40-50 co-ops which partake in a year long program with the opportunity for a 6 month stay. Co-ops are taken from all global regions which provide the opportunity to interact with various cultures and global networking. Microsoft also sponsors events and clubs for all co-ops to interact and obtain leadership experience within a peer group.

Big Picture

This role allowed for various cross-group networking as certain issues require input/effect various different departments in all world-wide regions. It allowed for insight into how a large global corporate company operates and the best strategies to tackle regional obstacles.

Developmental Learning

Microsoft puts its employees first and strives for career development. As this role can be very demanding due to regional scheduling and multiple on-going program deadlines, the following skills are enhanced:

- Time Management
- Ability to maintain calm under pressure
- Virtual Communication skills
- Organization
- Analytical skills
- Program Management
- Cross-group communication

Besides career development, Microsoft also stresses individual progression via bi-annual reviews, weekly management meetings, opportunities to shadow and work in various departments of interest, ability to participate on projects of personal interest, and the ability to present successful program results to the management team- this includes any programs/projects that co-ops managed.

Innovation

Innovation is imperative to the IT industry. In order for Microsoft to continue gaining market share and maintain its reputation in comparison to competitors Microsoft needs to continue to develop the newest and latest technologies. Over $10 billion a year are spent on innovation in all fields. Without innovation Microsoft would have never grown into the giant that it is today and it is striving to maintain its status.

What's Next

- Co-ops are trained under the intentions that they will aspire to enter the Microsoft community after graduation.
- Ability to continue working for Microsoft as a Student partner promoting Microsoft on your college campus until after graduation

Perks

- Discounts
  - Company Store discounts (i.e. operating systems, hardware, software, Xbox games), transportation passes, gym membership
- Subsidized Lunches and Starbucks
- Occupational Health
  - Quarterly massages, Free eye and hearing exams, ergonomics assessments
- 3 week Housing placement
- Location: 20 minutes from Dublin city center

About Me

Microsoft was my second co-op. I previously worked in the Investor Relations department of Akamai Technologies, Inc. as a Finance intern. I have thoroughly enjoyed working for IT companies as they are very open to new opinions, young talent, and innovation. I love that there is always something new to learn as the technology keeps changing on a regular basis. I feel that my work experience will be beneficial after graduation as I have a strong background in technologies that are a backbone for any industry. I have also learned that finance plays an important role in any department and that a company could not run without finance personnel. I would be interested in working for a global company as I gained a lot and participated in a lot of interesting projects throughout my co-op experiences. Work never got old and I feel that is an important quality in a future career.