# Eller College of Management

## Professional Admission Application Packet

## Online Undergraduate Program

Refer to the list below to track your progress through the Professional Admission process. All steps must be completed in the specific order listed below in order to be eligible for admissions.

| 1) Learn More: | Learn about the Eller Online Undergraduate program
|               | • Go to [https://ugrad.eller.arizona.edu/online](https://ugrad.eller.arizona.edu/online)
|               | • Learn about pre-requisite courses needed and eligibility requirements to apply
|               | • Review the Eller Online curriculum carousel for the Business Administration major
|               | • Learn about professional development expectations for Eller Online students
|               | • Plan for the program costs and learn about financial aid resources
| 2) Apply:     | Complete the Eller Online professional admissions application through eSMS
|               | • Go to [https://esmstng.eller.arizona.edu/Admissions](https://esmstng.eller.arizona.edu/Admissions)
|               | • Click on the “Apply Now” link
|               | • Fill out application through eSMS Admission (*may require authentication*)
|               | • Schedule an Academic Advising appointment with Eller Online Success Coach
|               | • Note: The $55 Eller Professional Admissions application fee does not need to be paid at the time of application. This expense will be charged to your UA Bursar's account at the beginning of your first term in Eller Online.

**Complete the UA Online application to be admitted as a UA student**
|               | • Go to [https://admissions.arizona.edu/OnlineApplication](https://admissions.arizona.edu/OnlineApplication)
|               | • Create a new account or log into an existing account
|               | • Have your official transcripts sent from ALL previously attended colleges or universities. Also send test credit (AP, IB, CLEP) transcripts, if applicable.
|               | • Pay $65 UA Online Application Fee or apply for a fee waiver, if applicable

| 3) Advising:  | Attend Mandatory Academic Advising Appointment
|               | • Schedule advising appointment after submitting online application
|               | • Email unofficial transcripts to Eller Online Success Coach before appointment

| 4) Interview: | Professional Admission Interview with Eller Online Career Coach
|               | • Schedule an interview, either in-person or online through Skype
|               | • Upload resume and letter of intent through eSMS at least 24 hours before scheduled interview

| 5) Eller Skills Assessment Exam: | Skills Assessment Exam is embedded within the Eller Online Orientation course. The exam must be successfully complete at least 3 days before the start of Eller Online classes. Multiple attempts are allowed.

## Prerequisites Required at the Time of Application

- At least one English course completed and the other in progress/completed
- At least two out of three Business Math courses completed and the third in progress/completed
- At least one Accounting course completed and the other in progress/completed
- Remainder of Foundation courses must be successfully completed by the end of the application semester
- Minimum 2.75 GPA (on 12 or more UA units) at the time of application. Recalculated GPA from transfer institutions will be used if student has attempted less than 12 UA units.
- Minimum of 42 units completed at the time of application and 54 completed by the end of the application semester
Criteria Considered for Admission

- Cumulative GPA
- GPA in Foundation courses (all attempts at Foundation courses will be considered)
- Letter of Intent, Resume, and Interview demonstrating leadership, work experience, community service, and involvement in extra-curricular activities

Important Points

- Professional Admission in the Eller College of Management is a competitive process
- A $55 application fee will be charged to all students submitting an application. This fee will be charged to the student’s Bursars account upon beginning the Online program.
- Students who are on Academic Probation at the University of Arizona at the end of the application semester will lose their Professional Admission. Students are not eligible to start the cohort while on probation at the UA

Frequently Asked Questions

Q: I don’t have the required GPA. Can I still apply?
A: No, you are not eligible to apply. You can apply when you have the minimum required GPA at the time of application. Talk to the Eller Online Success Coach to determine necessary steps to increase your GPA or establish a UA GPA.

Q: I attended the UA quite a while ago and did poorly. I went to another institution where I took most of my Foundation courses and did very well. How will my UA GPA from years ago affect me?
A: Any student that has attempted 12 or more units at the UA must use their complete UA GPA regardless of when the UA GPA was established. You must have a minimum UA GPA of 2.75 to be eligible to apply. You will want to discuss your academic history with your advisor.

Q: What is this “cohort” I keep hearing about?
A: The cohort is a structured model for your upper division business core courses. Each cohort will be coordinated so you will have a more comprehensive business foundation. Furthermore, registration will no longer be a problem for students who follow the proper sequence since once admitted to the professional program they will automatically be registered into their required cohort classes. Refer to the Eller Online Undergraduate website for course sequencing details.

Q: What if I am a part-time student?
A: Eller Online allows students to enroll in 4 classes per term or 2 classes per term. Discuss your situation with the Eller Online Success Coach and determine the best plan for your situation.

Q: What if I want to change my major after being admitted to the Online program?
A: Students are encouraged to select their major carefully. Furthermore, the Business Administration major is interdisciplinary and overlaps into all of Eller College’s other professional majors. Due to the overlap in curriculum and the accelerated nature of the online program, once a student is admitted to the Eller Online Undergraduate program they are not permitted to swap between our other face-to-face programs.

Q: Do Eller Online students still complete an interview as part of the application process?
A: Yes! After meeting with the Eller Online Success Coach and confirming your eligibility for the program, you’ll be connected with our Professional Development Center career coaching staff to arrange your interview time. You will create a resume and letter of intent in preparation for the interview. Interviews can be completed in-person (if you’re able to come to our Tucson campus) or online via Skype. Your performance in the interview will determine requirements embedded in your Personalized Professional Development Plan and future focus areas/support from the career coach.
Professional Admission Interview Preparation

Letter of Intent

You are asked to write a Letter of Intent for your Professional Admission application. In a typical job application you would write the letter based off the position description as an introduction to your Resume. Below is a statement that equates to a job description for the Eller College professional program. Please use this description when developing your Letter of Intent.

The Eller College of Management is seeking talented, highly motivated, and hardworking individuals committed to excellence and sound ethical behavior. Candidates should demonstrate critical thinking and communication skills, recognize and have experience with collaboration, articulate why business and technology knowledge is important in today's global marketplace, and have an understanding of their career goals and professional development. Candidates should use personal examples from a variety of experiences to highlight their unique contribution to the professional program cohort.

You should write about your accomplishments and goals and how you are a strong candidate for the Eller College professional program. The best letters are ones that have an individual feel and reflect professional work experiences, involvement, accomplishments, and clear goals. Try to avoid generic statements and letters with a lack of focus. Instead, talk about yourself and what you as an individual have done thus far and what you plan to do in the future. Show the interviewers that you are unique and give them insight into who you really are.

Be sure to concentrate on proper grammar, spelling, and clear word choice. Letters of Intent are usually three to four short paragraphs in length, and must be kept to a maximum of one page.

Template of Letter of Intent Structure to use as a Guide

Your Name*
(*not usually a part of a Letter of Intent but needed for application purposes)

Your Current Address
City, State and Zip Code

Date

Eller College Admissions Committee
McClelland Hall 204
1130 E. Helen Street
Tucson, AZ  85721-0108

Dear Eller College Admissions Committee:

OPENING PARAGRAPH: Introduce the position (major/cohort) for which you are applying and explain why

MIDDLE PARAGRAPH: Demonstrate how your experiences align with the values listed in the position (student) description

CLOSING PARAGRAPH: Share what you will bring to the organization (college) and close the letter with appreciation for the interviewer’s time and consideration

Sincerely,

Your Signed Signature

Your Typed Name
Resumes

A professional, high-quality Resume is a necessary step for your career. A good Resume cannot be written in just a few minutes; it requires thought and analysis. The Resume is a summary of your experiences, not your full-length biography. It is not simply a list of jobs held and duties performed; you must create a Resume that emphasizes your accomplishments and achievements. You must communicate what skills you have to offer and not just what you have done. For Professional Admission and Eller College recruiting events, you should develop a one-page, chronological format Resume. We have included sample resume that you are welcome to use as a guide as you develop your own personal resume. The chronological Resume presents experience and education in reverse time order (most recent experience first). The format utilizes visuals, such as underlining, bolding, italics and bullets to make items stand out. Chronological Resumes should be written for the situation and the needs of the audience.

Chronological Resume Suggestions:

- Your Resume must be neat and error free – No spelling, grammar or typographical mistakes
- Limit your Resume to one 8½" x 11" page
- DO NOT use a MS Word template to create your Resume; if you use Resume builder tool, download your Resume into Word to format correctly
- Use 10-12-point font (9-point font minimum); Times New Roman or similar font preferred
- Use even margins, minimum of ½ inch on the left
- Consistent use of punctuation, i.e. periods at the end of all bullets or none
- Use clear, simple and positive wording
- Use bullet points—skills and information should be highlighted and easy to spot, not buried in lengthy paragraphs
- Limit use of abbreviations/acronyms
- Use "action" words and action-verb phrases
- Omit all pronouns and unnecessary articles such as "a," "an," "the"
- Avoid the use of pronouns ("I" and "me")
- Use consistent tense throughout (present tense for current positions; past tense for previous work)
- Use conventional abbreviations and capitalization for Resumes
- Include the month and year when you are including dates in your experience section; use consistent format
- Always include your degree and current major under your education section (i.e. Bachelor of Science in Business Administration, Major: Pre-Business)
- Include your GPA on your Resume if it is a 3.0 or above for your major and/or cumulative GPA
- Do not put personal statistics (age, weight, marital status, etc.) on your Resume

Action Words and Phrases:

<table>
<thead>
<tr>
<th>Administered</th>
<th>Established</th>
<th>Provided</th>
<th>Assisted in the coordination of…</th>
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<tbody>
<tr>
<td>Analyzed</td>
<td>Increased</td>
<td>Recommended</td>
<td>Compiled data for...</td>
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<tr>
<td>Approved</td>
<td>Implemented</td>
<td>Reduced</td>
<td>Handled sales volume of…</td>
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<tr>
<td>Coordinated</td>
<td>Increased</td>
<td>Reorganize</td>
<td>Improved...resulting in....</td>
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<tr>
<td>Conducted</td>
<td>Managed</td>
<td>Responsible</td>
<td>Initiated and Implemented new Completed</td>
</tr>
<tr>
<td>Created</td>
<td>Participated</td>
<td>Supervised</td>
<td>Received extensive training in....</td>
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<tr>
<td>Developed</td>
<td>Planned</td>
<td>Supported</td>
<td>Responsible for marketing and selling...</td>
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<tr>
<td>Directed</td>
<td>Proved</td>
<td>Trained</td>
<td>Increased sales by...</td>
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Additional Resources

Eller Professional Development Center
McClelland Hall Room 203
https://pdc.eller.arizona.edu/

UA Career Services Center
Student Union Memorial Center-4th Floor
http://career.arizona.edu/student
EDUCATION

University of Arizona
Bachelor of Science in Business Administration – GPA: 3.82
Tucson, AZ
(Expected) Aug 2015

Pima Community College
Associate of Business Administration – GPA: 3.7
Tucson, AZ
May 2014

WORK & LEADERSHIP EXPERIENCE

Honeywell Aerospace
Engineering Technician Level 2
Tucson, AZ
July 2011 – July 2012
• Collaborated with engineers to develop, construct and test aviation systems and components.
• Produced maintenance manuals that increased efficiency and streamlined the repair process by 20%.
• Managed a quick response repair team that improved supply chain logistics and eliminated waste.

L3 Communications
Field Service Representative
Bagram, Afghanistan
Aug 2008 – May 2011
• Utilized critical thinking skills to identify defective components and prevent future deficiencies.
• Led two aircraft maintenance quality control inspection teams which reduced error rates by 14%.
• Restructured troubleshooting procedures which returned damaged aircraft 3 days ahead of schedule.

State Farm Insurance
Independent Agent
Tucson, AZ
• Refined marketing strategies to compete with other individuals and companies that sell insurance.
• Examined policies and recommended investment and estate planning techniques to preserve wealth.
• Designed individualized risk management plans to protect personal assets from the unexpected.

Tierra Antigua Realty
Real Estate Agent
Tucson, AZ
July 2004 – July 2007
• Negotiated with escrow companies, lenders and home inspectors on the behalf of clients.
• Created home buying workshops that provided money saving tips and guidance to home owners.
• Formulated unique marketing strategies to sell homes 30 days under the national average.

United States Air Force
Staff Sergeant
Tucson, AZ
Jan 1998 – July 2006
• Organized and managed 120-day inspections for 76 aircraft while maintaining a 97% pass rate.
• Implemented a precious metal recovery program saving over 50K annually in production costs.
• Developed comprehensive training programs for new electricians that increased productivity by 15%.

SKILLS, ACTIVITIES

Certifications & Training: Fiber Optics Certification, FCC Radio Operators License
Activities: Tau Sigma Honor Society
Professional Admission Interview

The Professional Admission interview is a 25 minute interview with business professionals. There are several components of the interview which include the One-Minute Introduction, the Ethics Case, and a series of behavioral based questions related to the Eller College learning outcomes.

<table>
<thead>
<tr>
<th>Before the Interview</th>
<th>Preparation Topics</th>
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<tbody>
<tr>
<td>• Do a thorough self-assessment before walking into an interview</td>
<td>• Short-term and long-term career goals</td>
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<tr>
<td>• Think about experiences in work, classes, and activities that have provided you with opportunities to utilize different skills and qualities</td>
<td>• Reason for selecting major</td>
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<tr>
<td>• Have good examples about teamwork, leadership, and motivation</td>
<td>• Co-curricular involvement</td>
</tr>
<tr>
<td>• Practice answering behavior-based questions about your education, experience, skills, goals, and accomplishments</td>
<td>• Experience outside academics</td>
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<td></td>
<td>• Leadership</td>
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<td>• Academic profile</td>
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<td>• Academic success</td>
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<td></td>
<td>• Motivation</td>
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<td></td>
<td>• Individual contribution to cohort</td>
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<tr>
<th>During the Interview</th>
<th>Professional Dress Guidelines</th>
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<tbody>
<tr>
<td>• Arrive at least 5 minutes early to allow yourself time to locate the interview and relax beforehand. If it is an online interview, be sure to test technology and monitor the viewable surrounding environment.</td>
<td>• Students are expected to arrive at their interview in Business Professional Attire.</td>
</tr>
<tr>
<td>• Introduce yourself in a courteous manner</td>
<td>• For Men:</td>
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<tr>
<td>• Have a firm handshake</td>
<td>○ A suit or blazer and trousers</td>
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<tr>
<td>• Listen attentively</td>
<td>○ Tie</td>
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<tr>
<td>• Use body language to show interest—smile, nod, and give nonverbal feedback to the interviewers</td>
<td>○ Professional shoes and socks</td>
</tr>
<tr>
<td>• Make eye contact</td>
<td>○ Appropriate conservative accessories</td>
</tr>
<tr>
<td>• “Sell yourself” and your skills</td>
<td>○ Keep cologne/perfume to a minimum</td>
</tr>
<tr>
<td>• Act confident and self-assured</td>
<td>• For women:</td>
</tr>
<tr>
<td>• Speak slowly and clearly and don’t be afraid to pause for a moment to collect your thoughts</td>
<td>○ A pant or skirt suit, or a conservative dress; skirt must be of appropriate length.</td>
</tr>
<tr>
<td>• Be honest, confident, friendly, cooperative, enthusiastic, and positive</td>
<td>○ Hosiery, professional shoes and socks</td>
</tr>
<tr>
<td></td>
<td>○ Appropriate conservative accessories</td>
</tr>
<tr>
<td></td>
<td>○ Keep cologne/perfume to a minimum</td>
</tr>
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One Minute Introduction

All students must perform a “One Minute Introduction” at the start of their interview. The “One Minute Introduction” is your opportunity to share a bit about yourself. The introduction is a one minute, uninterrupted verbal statement. You should not read or memorize your introduction. Rather, be mentally prepared to talk naturally about your experiences and goals.

Why is the “One Minute Introduction” a required part of the interview?
As you attend career fairs, interviews, and presentations you will encounter situations where you will be introducing yourself quickly and concisely. Use this as training for those situations.

What should I talk about in my “One Minute Introduction?”
It is your choice what you choose to talk about. Ultimately you want to convey the following:

• Why you want to pursue a business education and your long terms goals within your education
• Why you are qualified to be a part of the Eller College
• Anything else you feel is relevant towards your application
• Remember that you are meeting your interviewers for the first time so you don’t want to talk about anything personal that you would not want a stranger to know about you or anything that might make you or your interviewers uncomfortable
Ethical Decision Making Framework

During the Professional Admission Interview, you will be expected to reflect upon and articulate your thoughts on the following values case (below). Resolving ethical dilemmas requires sound decision-making. To minimize the subjective nature of decision-making, the following objective framework should prove helpful when confronted by a personal or professional ethical dilemma. Remember, this requires time and thought, but the more the framework is applied, the better one will become in their ethical decision-making.

1. **Identify all stakeholders.** Identify who will be benefited or harmed by certain decisions or outcomes.
3. **Consider the law.** Consider existing laws, pending litigation, and regulations that could impact the outcome of a situation.
4. **Apply ethical thought.** Apply an ethical school of thought to guide decision-making including, but not limited to a results based (e.g., the ends justify the means) or duty based (e.g., the means justify the ends) approach.

This model was developed by Dr. Paul Melendez, Department of Management and Organizations, The University of Arizona. August, 2004.

VALUES CASE

“Unauthorized Chargebacks”
*Adapted from original case written by Eller College Associate Member Dawn Welter, April 2013*

You work for a large retail company and have been recently promoted to a Sr. Buyer position. You buy clothing from vendors in New York, and one of your primary responsibilities is to negotiate with these vendors to provide markdown dollars for merchandise that has been bought that does not sell well. These markdown dollars are referred to as chargebacks.

One of the largest vendors that you buy from has named a new account representative that you will be working with. During the first month in your new job, this account rep comes to you and says it appears as if the previous buyer submitted unauthorized chargebacks. Since both you and the rep are new, neither of you has any knowledge of these chargebacks. The rep says her company wants you to document hundreds of thousands of dollars that were charged back over the previous two years.

You begin working on this and find it to be a very time consuming process as it requires matching paperwork from the previous buyer (that is not readily available) to figure out what was authorized and what was not, so this process takes months. The previous buyer was fired, so you cannot get any information from him. Your boss is putting the entire blame on the previous buyer and claims she was unaware that he was submitting these chargebacks. She tells you that she wants all of your documentation to go to her so that she can deal with the vendor since you are new. It is rumored among your peers in the division that your boss knew about the unauthorized chargebacks, but this is hearsay and there is no proof. After months of going through paperwork, you give your boss a report showing close to a million dollars in unauthorized chargebacks. During a trip to NY, you and your boss meet with the vendor, and your boss gives the vendor a modified report which only shows that half of the chargebacks were unauthorized. The vendor accepts the documentation and everyone agrees that your company will pay back $500,000 to the vendor.

After the meeting you and your boss discuss the ramifications of the money that will be charged back to your company. You express your discomfort with the fact that only half of the chargebacks were acknowledged, but she tells you that she is not really sure that the total amount was unauthorized, and that the company simply could not afford to pay back the entire amount because it would impact the profitability for the current year.
Skills Assessment Exam

All students must successfully complete a Skills Assessment Exam in order to achieve Professional Admission. This assessment is designed to assess comprehension of basic concepts covered in prerequisite Foundation courses. The test will be administered through the Eller Online Orientation course for all Eller Online applicants.

Information about the Assessment

- 20 total multiple choice questions, broken down into five 4-question quizzes
- Topics Covered: Financial Accounting and Business Statistics
- Review materials and tutorial videos are available in the Eller Online Orientation course
- Requires a passing score of at least 75% (15/20 total combined score, and at least 3/4 on each individual quiz)
  - Students who score below 75% on the first attempt will have the opportunity to retest and improve their score on a similar assessment
  - Students who cannot achieve a passing score of at least 75% will have their Professional Admission delayed until mastery is achieved.
- Sample questions can be found at https://ugrad.eller.arizona.edu/admissions/eller/skills-assessment
- Must be complete no later than 3 business days before the start of Eller Online classes

ELLER ONLINE PROFESSIONAL ADMISSION CHECKLIST

Please use the following checklist to prepare for the Eller Professional Admission process:

- Fill out and submit Professional Admission application online through eSMS as soon as possible
  - You can return to the application at a later time to upload Letter of Intent and Resume; but you must first submit the application in order to schedule the required academic advising appointment
  - Note: You will need to authenticate through the eSMS Admissions portal ASAP
- After submitting online application, schedule an academic advising appointment through eSMS (Note: Incoming Transfer students should bring unofficial copies of all transcripts to this appointment)
- Develop your Letter of Intent and Resume, utilizing resources from this packet
- Prepare for your interview
  - Consisting mostly of “Behavioral Interview Questions”
  - Practice your One Minute Introduction
  - Read and discuss the Values Case, and be prepared to discuss your decision making process in the interview.
  - Select appropriate Professional Business Attire for interview
- Professional Admission decision will be finalized upon completion of your interview. Once admitted you’ll be added to the Eller Online Orientation course space where you can take the Skills Assessment Exam.