



Cancellation and No-Show Policies

Students (and alumni) are expected to represent the Career Center and Indiana State University in a professional manner. This includes being responsible for setting, keeping and managing their appointments and meetings. It is professional courtesy to follow through on appointments scheduled, to be on time, and to cancel with plenty of notice if you are unable to attend. The following procedures are in place to protect our students, alumni, faculty, staff and employers and to enforce appropriate workplace and professional behavior. For the sake of this document, alumni are grouped under “students” when used from this point forward.

Late Arrival/“No-Show”/Cancellation Policies for Career Center Appointments

The following policies apply to students who use the various services offered by the Career Center. If a student cannot make a scheduled coaching appointment, they are required to notify the Career Center at least 24 hours in advance.

- *Late Arrival*
 - A student will be considered a late arrival if they show up for their appointment with a career coach more than 10 minutes after the scheduled appointment time. Students who are more than 10 minutes late will not be seen at that time and will need to reschedule.
- *“No-Show”*
 - A student will be considered a “no-show” if they miss their appointment without calling to notify our office.
- *1st & 2nd Offense*
 - A student will receive an e-mail after their missed appointment reminding them of the office’s policies and advising them they are subject to the “no-show” policy.
- *3rd Offense*
 - A student will receive an e-mail after their third missed appointment informing them they have been suspended for 2 months from making any appointments with a career coach and on-campus recruiting services through the Career Center. All other services will still be available.

Canceling an Appointment Online

Students who cannot make a scheduled advising appointment are able to cancel the appointment online but it must be done at least 24 hours in advance. Follow the steps below to cancel an appointment online:

1. Log into Handshake in your MyISU or the Handshake app.
2. Click *Career Center...* then *Appointments*.
3. Select the upcoming appointment you wish to cancel.
4. Select *Cancel Appointment*. The student and career coach will receive an email notifying them of the cancellation.

Note: If a student misses the online cancellation deadline they are expected to call the Career Center at (812) 237-5000 between 8am-4:30pm Monday-Friday and provide complete details: name, student ID, appointment type, career coach, date, time of appointment, and reason for missed appointment. If the notice is occurring after hours, the student must email isu-career-center@indstate.edu with the required details.

Appeal Process

Students will have 48 hours to appeal their suspension following notification from a Career Center staff of their 3rd missed appointment. Students may appeal their suspension if there were extenuating circumstances that resulted in not appearing for their 3 appointments.

Appeal Procedures

Students have 48 hours from the time they receive their suspension notice to send an email explaining why they did not show up for their appointment. Include name, student ID, appointment type, career coach, date, and time of appointment, and reason for missed appointment. If the student has any substantiating documentation (medical excuse, car tow receipt, accident report, etc.), they are encouraged to email the information to the Career Center.

Upon receipt of this information, the Career Center staff will review the case and notify the student of a final decision within 72 hours.

On-Campus Recruiting and Pre-Registration Employer Event Cancellation & No-Show Policy

Students are expected to represent the Career Center and Indiana State University in a professional manner. When a student communicates with a potential employer, they represent themselves, as well as ISU, including other students, alumni, faculty and administration. Students are expected to always be honest and ethical in all written, spoken, and in-person communication.

Professional and ethical expectations include attending and being punctual for events and interviews for which you signed up, appearing professional in dress and demeanor, and following through with your commitments. Expectations also include accurate representation of information in their Handshake profile, résumés and applications/interviews.

An interview, field trip, etiquette dinner or event “no-show” or late cancellation is expensive in terms of lost corporate time, damages ISU’s relationship with the employer, and is detrimental to other students’ ability to arrange interviews and appointments. Our relationships with employers take years to build, and we do not want to jeopardize these relationships. Therefore, the Career Center treats these incidents very seriously and advises students to take special note of the following Cancellation and No-Show Policy requirements.

Refund Policy for Fee-Based Events

For an event that requires a registration fee, students may cancel up to 72 hours in advance of the scheduled event and will receive a full refund. Once an event is within 72 hours of taking place, the normal cancellation policy is in effect and students will not receive a refund if they cancel because their attendance has been factored into the event’s expenses. This policy is due to external partners requiring no changes within 72 hours.

Late Cancellations and No-Shows for Employer Interviews or Pre-Registration Events

For non-fee based events, students may cancel up to 2 business days in advance of the scheduled event to avoid a penalty. Students are expected to call the Career Center at (812) 237-5000 between 8am-4:30pm Monday-Friday and provide complete details: name, student ID, date, time of interview/event, position/title (for interviews only), and reason for missed appointment.

If a student cancels with less than 2 business days’ notice (late cancellation) or fails to show up (no-show), the Career Center will treat these instances seriously and will enforce "a two strike” system with the following penalties:

- *1st Offense*
 - Upon notification of a missed interview, field trip, or etiquette dinner, a student’s access to Handshake will be suspended. They will be unable to complete future transactions or attend any Career Center-sponsored events until the suspension is lifted. Students will be expected to meet interview obligations previously scheduled prior to account deactivation.
 - A letter of apology that explains the circumstances behind the absence should be sent to the interviewer/employer within 48 hours of the absence. The Career Center must be Cc’d on this message using isu-career-center@indstate.edu. Students can receive the appropriate contact information for the employer from the Career Center staff.
 - Failure to comply with these requirements within 48 hours will result in total exclusion from future on-campus recruiting activities until the Career Center receives the copy of the email. At that time, the suspension of the student’s Handshake account will be lifted and the student will be permitted to attend on-campus recruiting activities offered through the Career Center.
- *2nd Offense*
 - The student is barred from further services and privileges extended by the Career Center. If they wish to use Career Center services in subsequent semesters, they will be required to meet with an Assistant Director or Executive Director to discuss the attendance policy. Reinstatement is at the discretion of the Career Center staff.

Interview Day Emergencies

In the event of a sudden illness or extreme personal emergency on the interview day, students are expected to contact the Career Center at 812-237-5000 by no later than 8:30 am that day.

Interview Appeal Process

Students have 48 hours from the time they receive their suspension notice to send an email explaining why they cancelled late or did not show up for their interview. Acceptable excuses might include a car accident, sudden hospitalization, family emergency, etc. - all subject to possible verification. Unacceptable excuses would include last-minute preparation for exams or term papers, getting up late, forgetting, not checking your schedule, etc.

Interview Appeal Procedures

Students have 48 hours from the time they receive their suspension notice to send an email explaining why they did not show up for their interview. Include name, student ID, appointment type, career coach, date, and time of appointment, and reason for missed or cancelled interview. If the student has any substantiating documentation (medical excuse, car tow receipt, accident report, etc.), they are encouraged to email the information to the Career Center.

Upon receipt of this information, the Career Center staff will review the case and notify the student of a final decision within 72 hours.