



INDIANA STATE UNIVERSITY CAREER CENTER 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 not able to attend. The following procedures have been put in place to protect our students, alumni, staff and employers and to enforce appropriate workplace and professional behavior.

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

The following policies apply to all students and alumni who use the various services offered by the Career Center. If a student cannot make a scheduled advising appointment, he/she is 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/alumni 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 with a career coach without calling to notify our office.

1st & 2nd Offense: The student will receive an e-mail after the missed appointment, reminding them of the policy and advising them that they will be subject to the “no-show” policy if they miss another appointment during the semester.

3rd Offense: The student will receive an e-mail after the third missed appointment informing them that they have been suspended for an academic semester from making any appointments with a career coach and on campus recruiting services. All other services will still be available to the student.

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: Students will be able to cancel online up to 1 hour before their scheduled appointment. If a student does miss the online cancellation deadline, they are expected to call the Career Center. Call (812) 237-5000 or email isu-career-center@mail.instate.edu and provide complete details: name, student ID, appointment type, career coach, date, and time of appointment.

Appeal Process: A student will have 48 hours to appeal their suspension following notification by the Career Center staff of a 3rd missed appointment. They may appeal their suspension if there were extenuating circumstances that resulted in not appearing for their appointment.

Follow These Appeal Procedures:

1. A student is expected to send an email within 48 hours explaining why they did not show up for their appointment. Include name, student id, appointment type, career coach, date/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 or fax the information to the Career Center at 812-237-4392.
2. 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/Alumni 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 want to make sure we do not 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 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.

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

Students must cancel no later than 2 business days before the scheduled date to avoid a penalty. You are expected to contact the Career Center by phone 812-237-5000 or send an email to cancel. Provide complete details regarding the event and/or interview: name, Student ID, company name, date/time of interview and/event, position number/title (for interview only).

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, the student’s/alumnus’ access to Handshake will be suspended. He/she 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 should be Cc’d on this message at isu-career-center@mail.indstate.edu. The student/alumnus can receive the appropriate contact information for the employer from the Career Center staff.

Failure to comply with these requirements within the stated period will result in total and permanent exclusion from future on-campus recruiting activities. When the Career Center receives the copy of the email, the suspension of the student/alumnus Handshake account will be lifted.

2nd Offense: The student/alumnus is barred from further services and privileges extended by the Career Center for three months. If he/she wishes to use the Career Center services in subsequent semesters, he/she will be required to meet with a member of the professional career staff 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.

Appeal Process: A student will have 48 hours to appeal their suspension following notification by the Career Center staff. They may appeal their suspension if there were extenuating circumstances that resulted in cancelling late or not appearing for an 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.

Follow These Appeal Procedures:

1. A student is expected to send an email within 48 hours explaining why they cancelled late or did not show up for their interview. Include name, student id, appointment type, career coach, date/time of appointment, and reason for missed or cancelled interview. If the student has any substantiating documentation (medical excuse, car town receipt, accident report, etc.), they are encouraged to email or fax the information to the Career Center at 812-237-4392.
2. Upon receipt of this information, the Career Center staff will review the case and notify the student of a final decision within 72 hours.