Student Late Arrival/No-Show/Cancellation Policies for Student Appointments

Students and alumni are expected to represent The Career Center and Shippensburg 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 Career Center is implementing the following policies effective January 20, 2015 to enforce appropriate workplace and professional behavior:

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 appointment, he/she must notify The Career Center 24 hours in advance by phone or in person. We recognize that last minute cancellations may occur but please be aware of precedent.

Late Arrival: A student will be considered a late arrival if they show up for their appointment with a career advisor more than 15 minutes after the scheduled appointment time. If the student has called to let us know that they are running late (prior to the end of the 15 minute grace period), they may still meet with the career advisor, but will only have the remaining portion of the time scheduled for their appointment. If the student has not called to notify us that they will be late, they will be asked to reschedule their appointment.

“No Show”: A student will be considered a “no show” if they miss their appointment with a career advisor without calling to notify our office or show up more than 15 minutes late.

1st Offense: The student will receive an e-mail after the first 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.

2nd Offense: The student will receive an e-mail after the second missed appointment, informing them that they have been placed on probation from making any appointments with a career advisor for the rest of the semester until he/she meets with the Director of the Career Center for a 15 minute appointment. All other services (including participation in workshops, career fairs, walk-in hours, and on campus recruiting, and for students who are in compliance with the on campus recruitment policy), will still be available to the student.

Note: “No shows” will be reset/cleared at the start of each academic semester and will not carry over from semester to semester.
Student Late Arrival/No-Show/Cancellation Policies for On Campus Recruitment

Employers participate in on-campus recruitment in order to select qualified candidates for follow-up interviews with their organization/company. We want these employers to be impressed with the professionalism of candidates they interview; and we want them to recruit at Shippensburg University on a regular basis. Failure to keep your scheduled interview time jeopardizes that relationship we are building with the employers. Missing a scheduled interview reflects poorly on you, the Career Center, and Shippensburg University.

It is advised to arrive to the Career Center at least 10-15 minutes prior to the scheduled interview. Students arriving 15 minutes or more late to an interview will be considered “no shows”. “No show” appointments will be required to complete the following before obtaining approval to participate in the on-campus recruitment program:

- Contact the Career Center (717-477-1484) or visit the office to provide an explanation as to why you missed the appointment.
- Type an apology letter to the recruiter explaining the reason(s) for your absence. When complete, it must be delivered to the Career Center; we will forward it to the employer. This letter must be submitted within four days of the missed appointment or a minimum of 24 hours prior to your next scheduled interview if next scheduled interview is within the four day time frame.
- Until this letter has been submitted, you will not be permitted to participate in on-campus recruitment.
- Once the letter has been submitted, you will receive approval to participate in the Career Center’s on-campus recruitment again.
- A second “no show” will permanently revoke your participation in future on-campus recruitment interviews.

Failure to comply with all the above guidelines will prevent you from being eligible to participate in future on-campus recruiting events.

Appeal Process: For student appointments and on campus recruitments, a student will have 48 hours to appeal his or her suspension following notification by the Career Center Staff of a first missed on campus recruitment or a second no show appointment. The student may appeal his or her suspension if there were extenuating circumstances that resulted in cancelling late or not appearing for his/her appointment. The appeal process procedures are listed below:

1. Students are expected to send an email within 48 hours explaining why he or she cancelled, was late, or did not show up for their appointment. Include name, student ID, appointment type, career advisor, employer, date/time of appointment, and reason for missed or cancelled appointment. If the student has any substantiating documentation (medical excuse, car tow receipt, accident report, etc.), the student is encouraged to email or fax the information to the Career Center at 717-477-1484.
2. Upon receiving this information, the Career Center staff will review the case and notify the student of a final decision within 72 hours.
Email Reminder Policy

The Career Center Staff will be sending confirmation emails to students **1 day prior** to their appointment to serve as a reminder. The student emails will read:

**Dear Student:**

This is a reminder email that you have an appointment with The Career Center on (enter date) at (enter time). **If you are unable to make your appointment, please call the Career Center at (717)-447-1484 to cancel or reschedule.** Due to the high volume of student appointments, students who fail to show up to 2 or more of their appointments will be unable to schedule further appointments. Please see our student appointment policy on ship.edu/career for more information.

Sincerely,
The Career Center
www.ship.edu/career
Office: 717-477-1484
Fax: 717-477-4066