

LATE CANCELLATION & NO-SHOW PROCESS

Late cancellations or missed interviews are a hindrance to your success and leave a negative impact on Michigan State University and our relationships with employers. The following policy addresses this concern.

- A *late cancellation* is an interview cancellation within four days prior to a scheduled interview date.
- A *no-show* is defined as not showing up for a scheduled interview.

There are serious implications resulting from a *late cancellation* or a *no-show*.

LATE CANCELLATION: Handshake will only accept cancellations up to four days prior to a scheduled interview (including Saturday and Sunday). For example: if your interview is on Monday, you must cancel your interview by midnight the Thursday prior to the interview date. If you cancel after the interview cancellation deadline day and time, you need to notify the appropriate career center (at which the interview was to occur). At that time, a staff member will explain the *late cancellation policy* to you and immediately suspend your access to Handshake (see below on the appeal process).

- **Lear Career Services and Graduate Career Management**, The Eli Broad College of Business: (517) 432-0830, ocratlear@gmail.com, 735 E. Shaw Lane, Room 114, Owen Graduate Hall
- **Career Services @ the Stadium**, 2nd Floor of Spartan Stadium Office Tower, (517) 884-1300, interviews@csp.msu.edu, 535 Chestnut Road, Room 290
- All interviews at **Career Services in the Student Services Building** contact: Career Services @ the Stadium (see above)

NO-SHOW: The career center will notify you via email to remind you about the no-show policy. The career center will immediately suspend your access to Handshake.

LATE CANCELLATION AND NO-SHOW APPEAL PROCESS:

Late cancellations and *no-shows* MUST adhere to the following process:

- Write a letter, which will be e-mailed to the appropriate interviewer explaining why it was necessary to cancel the scheduled interview or why you did not show.
 - Sample apology letters can be found at:
<http://careernetwork.msu.edu/files/PDF/Sample-Apology-Letter.pdf>
- Before sending the letter to the interviewer, it must be sent to the appropriate career center for review (see contact information above).
- Once approved, you will be notified by the career center that you can officially send your apology email to the interviewer, the letter should be the text of your email, NOT as an attachment.
- When you email your apology letter to the interviewer, you MUST also send the email to the career center as an additional recipient or a "cc".
- After the career center receives the email you sent to the interviewer, you will be reactivated on Handshake.

NOTE: The longer you wait to write your apology letter, the longer you will be deactivated from Handshake. Deactivation will keep you from being able to apply for open positions, sign up for interviews, or check the details of already scheduled interviews. Please allow up to three business days for review and approval of your apology letter.

Missed Practice Interviews and SpartanLinks Career Exposure events requiring an RSVP also count as violations.

FIRST VIOLATION:

If it is your first *late cancellation* or *no-show*, after review, the career center will reactivate your access to Handshake. This will count as a first violation and will be recorded in your Handshake account.

SECOND VIOLATION:

If it is your second *late cancellation* or *no-show*, the career center has the ability to **permanently deactivate** your access to Handshake. There is no appeal process for a second violation.