

# Student Code of Conduct & No Show Policy

The University of Dallas Office of Personal Career Development (OPCD) has policies and procedures established for usage of services and participation in employer sponsored events to provide a basis for ethical and professional conduct. These policies are in place to protect you, our institution, and the employer. **Unprofessional behavior by students hurts the reputations of the University of Dallas and the OPCD with employers, which can ultimately deny other students and alumni recruiting opportunities.** Likewise, partnering employers are expected to adhere to professional practices with the University of Dallas community. If you feel an employer has engaged in unethical or discriminatory practices on campus, please contact the director of the OPCD immediately.

## **Communication policy**

In the event OPCD staff members or partnering employers receive any communication (written or verbal) from a student or alumnus that is perceived to be demeaning, threatening, derogatory, inflammatory, demanding, accusatory, or disrespectful, the student/alumnus may lose access to OPCD services and to employers recruiting through the OPCD. All instances will be reviewed on a case-by-case basis.

Email communication should adhere to basic principles of professional courtesy (proper salutations, concise messaging, term usage like “please” and “thank you”, and signatures with full name). When emailing or communicating via telephone, professional and courteous tone is expected, and in written communication proper use of grammar and spelling is required. Considerations will always be made for human error and intent, but patterns of unprofessional communication may result in revocation of privileges to schedule appointments with the OPCD, participate in on-campus interviews and other programming hosted by partnering employers.

Professional communication with staff and faculty is an indicator of future communication with potential employers and whether the student/alumnus will be a courteous representative of the institution.

## **Appointment cancellations, missed appointments and appointment no shows**

Degree seeking students or alumni are welcome to request appointments of OPCD staff. To make best use of scarce appointment time, you should be prepared in advance of each appointment. The job search should be self-driven with support from the OPCD that is appropriate to your educational and experience level. For example, undergraduate students, especially first and second-year students, understandably need more support in learning to navigate a professional search. Experienced candidates (example: graduate students) are expected to be self-aware and self-reliant, able to drive their own job searches and already engaged in professional discernment.

When seeking an appointment, you may be asked to provide information in advance of receiving a confirmed appointment time (examples: a resume, summary of your job search, job lead, a list of available dates and times).

If you schedule an appointment with an OPCD staff member and subsequently need to cancel, please provide notice of at least **1 business day** (excluding weekends) via email. This is considered to be a proper cancellation.

Two missed appointments, one no show (no notice), or a pattern of multiple cancellations will result in revocation of privileges to schedule future appointments. Patterns of this conduct may also result in being excluded from direct-referral opportunities including employer resume books (assembled by the OPCD upon employer request) and on-campus interview opportunities.

### **On-campus, off-site and employer-led mock interviews**

The OPCD makes opportunities available for students/alumni to apply for positions, and interviews may take place on-campus or at a location of the employers' choosing. Employers also conduct mock interviews on-campus. Submitting a resume, requesting an interview, and scheduling an interview are formal commitments to the employer whether for a job-specific interview or a mock-interview. If you are selected to interview, you are expected to show up for the interview. **In the event of a necessary cancellation, you are required to provide notice of at least 2 business days** (excluding weekends).

Example: If your interview is scheduled for a Tuesday at 10:00 AM, you are required to cancel no later than the previous Friday at 10:00 AM.

Example: If your interview is scheduled for Monday at 3:00 PM, you must cancel no later than the previous Thursday at 3:00 PM.

You will be considered a no-show if you engage in these activities (noted by the OPCD through direct observation or employer feedback):

- Cancel a scheduled interview less than 2 business days before the interview.
- Do not show up for an interview you have scheduled with an employer.
- Submit a resume expressing interest for an interview, are selected for an interview but fail to schedule an interview time.

If you violate the no-show policy as stated above, you will not be permitted to register for future on-campus interview opportunities and forfeit privileges of direct referrals from the OPCD to employers. There is a strict policy for reinstatement of privileges related to interview no-shows (including a 2-day deadline to submit a reinstatement request and letter of apology to the employer). Please see **“Reinstatement of access and privileges.” Event registration and attendance.**

The OPCD manages institutional resources to ensure the maximum number of events and opportunities are made available to students and alumni, for this reason the OPCD often asks students/alumni to register to attend events, allowing for more precise planning. Event attendance is an easy way to strengthen your professional reputation, because you are able to establish visible patterns of professional curiosity and reliability as you register for and then attend events.

When registration is considered a courtesy (and not a strict requirement for the event), you will not be penalized for failing to register, but professional courtesy suggests that you should register. A pattern of no-showing or failing to attend events while matriculating may influence staff ability to provide direct referrals to employers on your behalf.

**A note about *mock interview registration*:** Unless otherwise stated, students/alumni are only permitted to request **one mock interview** per mock-interview event. Even if you would like to interview with multiple employers, you must select one employer and one time slot. Further, you bear responsibility of confirming that you meet the requirements of the mock-interviewing employer. These requirements will be posted in the registration form. Example: If an employer requests mock interviews with students classified as juniors majoring in Economics and you are a graduate student and sign up to interview with that employer, your registration will not be approved. The mock interview process is designed to be mutually beneficial for students and employers.

**A note about *special events*:** The OPCD is sometimes asked to select a group of students to attend special off-campus events (for example: events at the Federal Reserve). If you are selected and hope to attend:

- Verify that your work and school schedule will permit attendance.
- Adhere to the registration terms (specific to the event).
- If you later find that you cannot attend, you must provide notice of at least 5 business days (excluding weekends), so that the OPCD staff can open the opportunity up to other students on the waiting list.
- Failure to adhere to the cancellation timeline will result in revocation of on-campus interviewing and special event participation. Reinstatement will conform to that of interview no-shows.

### **Reinstatement of access and privileges**

If your privileges to schedule appointments or participate in interviewing have been revoked and you seek reinstatement, you will be required to meet with the Director of the Office of Personal Career Development.

If conduct included an interview no-show or special event no-show or late cancellation, you must contact the director within **2 business days** of the infraction, attaching a well-written, professionally formatted letter of explanation addressed to the employer. Failure to adhere to the timeline and provisions of an appropriate letter will result in permanent revocation of on-campus interview and appointment privileges.

Full reinstatement will be at the discretion of the director, and prior student behavior patterns will be considered. **Preservation of the relationship between employers, compliant students, and the institution will be prioritized during the process of determining if reinstatement of privileges is appropriate.**

## Other Policies

### **Acceptance of permanent and internship jobs, ceasing job search**

After accepting a job offer, you should not continue to interview. If you found the position through an employer who posted the position or recruited at the University of Dallas, you must notify the OPCD of your acceptance and cease further job search activity.

### **Accurate representation**

Always provide accurate information during the job search process. Do not falsify work experience, GPA, dates (including graduation year), course completion, eligibility, or leadership roles.

### **Resume referrals**

The OPCD will refer your resume to employers on a case-by-case basis with your consent.

### **Educational outcomes and registrar surveys**

All (undergraduate) students graduating from the University of Dallas will be required to complete a survey documenting educational outcomes and preferences for information shared during convocation and commencement. You will be contacted via email prior to regalia pick-up to complete this survey.

Graduate students from the Satish and Yasmin Gupta College of Business will be asked to complete an outcomes survey as they apply for graduation.

The data collected in these surveys are used for reporting purposes in adherence to Federal Requirement 4.1, AACSB, and SACSCOC. No individual details are provided so as to protect the identities of unique respondents.

### **Conclusion**

These policies and procedures are in place to protect you, our students and alumni. Unprofessional behavior trends can deter employers from recruiting at the University of Dallas. The OPCD staff understands that there are extreme situations resulting in no-shows, but the staff adheres to a zero-tolerance policy for communication that is lacking in civility and courtesy. If you have questions about this code, please contact Julie Jernigan, Director of Career Services, at [jjernigan@udallas.edu](mailto:jjernigan@udallas.edu) or 972.721.4127.