Participation in services offered by Career Services is a privilege, and comes with certain ethical expectations and responsibilities, as listed below.

**Mission**
Career Services exists to empower students and alumni to achieve life-long career success. We fulfill this mission through individualized assistance, diverse career development programs, and collaboration with both internal and external partners concentrated on career goal achievements.

**Discrimination and Harassment Policy**
It is the policy of Stephen F. Austin State University, in accordance with federal and state law, to prohibit unlawful discrimination on the basis of race, color, religion, national origin, sex, age, disability, genetic information, citizenship, and veteran status. Unlawful discrimination based on sex includes discrimination defined as sexual harassment. Stephen F. Austin State University is committed to the principles of Equal Employment Opportunity (EEO) law. For these reasons, we expect that participants in events sponsored by the Office of Career Services will fully comply with all university policies and all applicable laws with regard to the equitable and fair treatment of all persons. Employers who violate this policy may be subject to removal from campus and/or prohibition from participating in Career Services events for a specified period of time.

Violations of law or policy may be reported to Career Services staff, or may be reported directly to the Title IX Coordinator for the University, Dr. Steve Westbrook at (936) 468-2701.

**On-Campus Interviewing**
A scheduled interview is a business appointment made between you and the employer. When you fail to show for scheduled interviews with employers, you damage the recruiting program and the reputation of Stephen F. Austin State University. A missed interview also jeopardizes the job search of fellow SFA students and alumni. Reserving a time slot and then failing to attend the interview prevents other students from using that interview time slot, and significantly diminishes an alternate candidate’s chance to interview. In addition, it wastes corporate dollars and the recruiter’s time. No-shows can also damage SFA’s relationship with organizations, causing them to terminate recruitment altogether in the future.

It is never acceptable to fail to show up for an interview. Therefore, Career Services adheres to a zero tolerance policy for students and alumni who fail to show for a scheduled interview on campus.

Students and alumni are responsible for arranging their schedule in conjunction with any interview or recruiting-related event. Address scheduling conflicts as soon as they arise.

Students and alumni may cancel an interview without penalty by:
- Removing his/her name from the interview schedule on Jobs4Jacks no later than two business days prior to the interview date
- Contacting Career Services by phone and email no later than two business days prior to the interview date

**Cancellations, No-Show & Refunds**
A late cancellation is considered a cancellation of a scheduled interview less than two business days before the interview, and is disciplined according to the no-show policy. A no-show is defined as a student or alumni not showing for a scheduled interview. Determination of acceptable excuses is at the discretion of Career Services team and the recruiter.
Upon the first violation of the no-show policy, Career Services will immediately inactivate your Jobs4Jacks account. You will receive an email from Career Services containing notification of the inactivation of your Jobs4Jacks account and instructions on resolving the no-show issue. Among these instructions, you will have to submit an apology letter to the employer, and provide a copy to Career Services. These tasks will need to be completed within three business days of receipt of the email. After completion of required actions, your Jobs4Jacks account will be re-activated.

Failure to submit an apology letter or violation of the no-show policy a second time, on-campus interviewing privileges will be revoked, your Jobs4Jacks account will be inactivated, and all future on-campus interviews will be cancelled. Requests for reinstatement will be at the discretion of Career Services.

Emergencies
If you cannot attend the interview due to an emergency, notify Career Services at the earliest possible moment and we will notify the recruiter on your behalf. Determination of acceptable excuses is at the discretion of Career Services.

Interviewing for Practice
Interview only with employers you are sincerely interested in working for, and whose eligibility requirements you meet. “Practice” interviewing is not tolerated, as it is both misleading and unethical. When you use a company for a “practice” interview, you are misleading the recruiter and denying other interested candidates the opportunity to interview. Should you need practice interviewing, schedule a mock interview with Career Services.

Users whose accounts have been inactivated may submit a written request for reinstatement to Career Services. You will be notified within 5-7 business days of this decision.

Communication
When conducting a job search, it is critical for you to recognize that you are also preparing to become workplace professionals. Thus, it is important to conduct business with potential employers in a prompt and professional fashion: through voicemail messages, phone calls, letters, e-mails, resumes and interviews, etc. The impressions you make will be lasting ones – favorable or not-so-favorable.

Offers, Acceptances and Job Commitments
Inform employers about your decision to accept or reject an offer in the timeframe discussed with the employer. That way, they can notify other candidates that they are still being considered or that the position is filled.

Before accepting a job, consider all variables in order to eliminate the possibility of reneging on any accepted offer. Reneging on a job acceptance displays a lack of ethics on your part and can greatly affect your employability in the future. We are aware that life circumstances sometimes change, necessitating a reopening of the conversation with the employer; if you find yourself in such a situation, consider contacting Career Services before you take any action with the employer.

Misrepresentation
Falsifying any information about yourself is the same as misrepresenting yourself to an employer. This is dishonest and unethical and can greatly affect your employability in the future. You will be suspended from all recruiting services hosted by Career Services. Students and alumni who have been suspended may submit a written request for reinstatement to Career Services. You will be notified within 5-7 business days of this decision.
Other
In summary, the following actions may also result in permanent loss of interviewing privileges with Career Services:

- Blatant disregard for policies and practices
- Rude and unprofessional behavior and/or communication
- Failure to respond to no-show notification
- Failure to complete no-show policy requirements
- Providing access to your personal Jobs4Jacks account to another individual
- Misrepresentation

Complaints
Applicants who believe a recruiter has misrepresented his/herself or his/her organization or has not adhered to Career Services recruiting policies are encouraged to contact Career Services immediately. If the party chooses to do so, a formal complaint will be filed.

Appointments and Mock Interviews
When scheduling an appointment or mock interview, you must do so at least 48 hours in advance of the desired appointment date.

If you need to reschedule your appointment, please provide 24 hours advance notice by calling Career Services at 936-468-3305. If you do not call, it will be noted as a “No Call, No Show” on our records. If the number of “No Call, No Show’s” exceeds (2), you will not be able to schedule other appointments or mock interviews for the next 20 working days from your most recent “No Call, No Show” appointment/mock interview.

If you arrive more than 10 minutes late for your appointment, you will be asked to reschedule.

All electronic devices must be turned off for the duration of your appointment. If your electronic device rings or vibrates during your appointment, you may be asked to reschedule. Kindly inform the Career Services team member before your appointment, if there is a need to answer a call or respond to a text during your appointment.

If you arrive to your Mock Interview dressed in attire that is not reflective of business professional or business casual, you may be asked to reschedule your interview.

On rare occasions, a Career Services team member may be required to reschedule your appointment/mock interview due to illness or an emergency. We will make every effort to inform you in within 24 hours of your scheduled appointment/mock interview time.