



In order to provide the highest quality service to students, employers, faculty, and staff, the Office of Career Development has recently developed and revised all policies and procedures. Our hope is that these new policies will clearly outline the expectations of our department, which will ultimately allow our clients to receive the quality services they deserve.

STUDENT POLICIES & PROCEDURES

Drop-In Advisement

Students are required to attend a 15 minute drop-in advisement session prior to scheduling their first hour long career advisement appointment. Only one student may be seen per drop-in session.

Career Advisement Sessions & Mock Interviews

Cancellation Policy:

Scheduled appointments may be cancelled, if necessary, a full 24 hours in advance. There will be no penalty.

No-Show Policy:

Cancellations less than 24 hours prior to a scheduled appointment may be considered a “No-Show” and the following actions may be taken:

- 1st No-Show = Documented warning on file and email notification sent to student
- 2nd No-Show = Student may be required to attend drop-in advisement prior to rescheduling hour long career advisement appointment
- 3rd No-Show = Advisement privileges may suspended for a period of 3 months (while currently registered) and may only have the ability to attend drop-in advisement during this time

Lateness Policy:

If a student is more that 15 minutes late for their appointment without calling to notify the staff, the appointment may be forfeited (considered a “No-Show”) and the client may be required to reschedule for the next available time.

Workshops (“Registration Required”)

No-Show Policy:

Cancellations less than 48 hours before a “Registration Required” workshop may be considered a “No-Show” and the following actions may be taken:

- 1st No-Show = Documented warning on file and email notification sent to student
- 2nd No-Show = Privileges may be placed on hold, to be reinstated or terminated at the Director’s discretion

All Workshops

Lateness Policy:

If a student is more than 15 minutes late from the start of a workshop admittance will be denied

On-Campus Recruitment Program

No-Show Policy (For Employer Interviews):

Cancellations less than 48 hours prior to a scheduled appointment may be considered a “No-Show” and the following actions may be taken:

- **First No-Show**
 - Campus interview privileges may be placed on hold, to be reinstated or terminated at the Director’s discretion
 - A letter of apology must be written to the employer (Director of the Office of Career Development must be CC:’d)
 - Until letter is received, the student may not be allowed to participate in any upcoming interviews or have access to CAREER*Shark*
- **Second No-Show**
 - At the discretion of the Director, all Career Development privileges may be automatically and permanently terminated
 - A letter of apology must be written to the employer (Director of the Office of Career Development must be CC:’d) and student must make an appointment with the Director or her designee
 - Until this letter is received and the appointment conducted, student relinquishes rights to all services of the office including; career advisement, event attendance, CAREER*Shark* access and to all other services and resources of the Office of Career Development

DISTANCE STUDENT POLICIES (Outside a 30 mile radius of main campus)

Drop-in Advisement

Distance students are required to participate in a 15 minute drop-in phone advisement session prior to scheduling their first hour long career advisement appointment. This session is on a first come first serve basis. If student schedules a drop-in phone advisement session and is not available when Career Adviser calls, student forfeits their turn and may be required to reschedule.

Career Advisement Sessions

Cancellation Policy:

Students may cancel a scheduled phone appointment, if necessary, a full 24 hours in advance. There will be no penalty.

No-Show Policy:

Cancellations less than 24 hours before a scheduled phone appointment may be considered a “No-Show” and the following actions may be taken:

- 1st No-Show = Documented warning on file and email notification sent to student
- 2nd No-Show = Student may be required to attend drop-in phone advisement prior to rescheduling an hour long career advisement phone appointment
- 3rd No-Show = Advisement privileges may be suspended for a period of 3 months (while currently registered) and may only have the ability to attend drop-in phone advisement during this time

Appointment Lateness Policy:

If a student is more than 15 minutes late for their phone appointment (does not respond to phone call made by Career Adviser at scheduled appointment time) without calling to notify the staff, the appointment may be forfeited (considered a “No-Show”) and the client may be required to reschedule for the next available time.

ALUMNI POLICIES & PROCEDURES

90 Day Grace Period

Alumni Usage Policy:

All services offered at the Office of Career Development are free of charge to alumni for 90 days following their last day of class enrollment. After this 90 day grace period, alumni must purchase a Career Development alumni package in order to participate in services.

Career Advisement Session & *Mock Interviews*

Cancellation Policy:

You may cancel a scheduled appointment or interview, if necessary, a full 24 hours in advance. There will be no penalty.

No-Show Policy:

Cancellations less than 24 hours before a scheduled appointment may be considered a “No-Show” and the following actions may be taken:

- 1st No Show = Documented warning on file and email notification sent to Alumni
- 2nd No Show = Alumni may have a session deducted from their allotted amount based on package selection
- 3rd No Show = Alumni may have a session deducted from their allotted amount based on package selection

Lateness Policy:

If an alumni is more than 15 minutes late for their appointment without calling to notify the staff, the appointment may be forfeited (considered a “No-Show”) and the client may be required to reschedule for the next available time.

Workshops (“Registration Required”)

No-Show Policy:

Cancellations less than 48 hours before a “Registration Required” workshop may be considered a “No-Show” and the following actions may be taken:

- 1st No-Show = Documented warning on file and email notification sent to student
- 2nd No-Show = Privileges may be placed on hold, to be reinstated or terminated at the Director’s discretion

All Workshops

Lateness Policy:

If an alumni is more than 15 minutes late from the start of workshop admittance will be denied

DISTANCE ALUMNI POLICIES (Outside a 30 mile radius of main campus)

Career Advisement Session

Cancellation Policy:

Alumni may cancel a scheduled phone appointment, if necessary, a full 24 hours in advance. There will be no penalty.

No-Show Policy:

Cancellations less than 24 hours before a scheduled phone appointment may be considered a “No-Show” and the following actions may be taken:

- 1st No Show = Documented warning on file and email notification sent to Alumni
- 2nd No Show = Alumni may have a session deducted from their allotted amount based on package selection
- 3rd No Show = Alumni may have a session deducted from their allotted amount based on package selection

Appointment Lateness Policy:

If an alumni is more than 15 minutes late for their phone appointment (does not respond to phone call made by Career Adviser at scheduled appointment time) without calling to notify the staff, the appointment may be forfeited (considered a “No-Show”) and the client may be required to reschedule for the next available time.

EMPLOYER POLICIES & PROCEDURES

CAREER FAIR

"No-Show," Cancellation, and Refunds

If an employer does not attend the fair ("No-Shows") and does not notify the Office of Career Development (in writing) prior to the event that they are unable to attend, the full fee for the fair will be assessed. The Office of Career Development will make available the space rented to the “No-Show” employer to "walk on" registrant on a first come first serve basis. Career Development staff will wait 30 minutes after a career fair opens to the students and alumni as the cut-off time to determine a "No-Show."

Late arriving employers must inform the Office of Career Development of their late arrival time. Please call ahead! Career Development Staff will post a sign on late arriving employer tables noting their estimated time of arrival. Late arriving employers who fail to notify the Office of Career Development in advance may forfeit their table space.

If the Career Fair is cancelled by the Office of Career Development due to inclement weather all monies will be refunded in full to registrants.

Refunds

The Office of Career Development will not issue refunds for two weeks (14 calendar days) prior to any Career Development event. Before this timeframe, employers may request a refund of fees paid, minus a \$75 processing fee. As a courtesy, the Office of Career Development will carry over a registration fee to the next semester's fair; a written request is required by the company for this option. All refund requests must be made in writing on company letterhead.

- No refunds are given to any company/business that has violated an Office of Career Development policy and services will be denied. Fees paid are forfeited.
- Refunds are processed through the University Accounts Payable Department. All refunds will be facilitated by the Office of Career Development and processed as quickly as possible. Please note that this process may take a minimum of 15 business days.

Participation and Attendance

- The Career Fairs hosted by the Office of Career Development are solely for employers to recruit student and alumni candidates, and for students and alumni to meet employers to discuss career and internship opportunities.
- Career Development events are not for employers to solicit employer business contacts. If an employer is found to be conducting business other than recruiting students and alumni for possible positions, that employer may be asked to leave the event immediately. In addition, that employer forfeits any fees associated with attending the event.

Career Fair Walk-On Registration

On occasion tables may become available for walk-on registrants. These tables become available due to “No-Shows”. If such a table becomes available, Career Development staff will release that table 30 minutes from the start of the fair to the employer who made the first walk-on request. The fee for that table will be the regular registration rate plus a \$50 walk-on fee. That employer must have payment in hand (check, money order; no cash or credit card). The Office of Career Development does not encourage walk-on registrants as we can not guarantee table availability.

On-Campus Recruitment Cancellation Policy

If an employer does not visit the Office of Career Development (“No-Shows”) at their scheduled date and time for on-campus interviewing, and does not notify the Office of Career Development (in writing) 24 hours prior to that date, the employers’ on-campus recruiting privileges may be in jeopardy of being terminated.

UNIVERSITY FACULTY AND STAFF POLICIES

Services provided by the NSU Office of Career Development are solely available to Students and Alumni. Faculty and staff interested in personal Career Services can find referral resources at nova.edu/career

In Classroom Presentations

Faculty interested in classroom presentation must submit a program request form to the Assistant Director of Campus Relations 10 business days prior to desired presentation date (form can be obtained by emailing pallante@nova.edu). Presentation topic will be discussed and confirmed between faculty member and Assistant Director. All attempts will be made to accommodate faculty member requests. However, presentation date and time will be based on availability of Career Development Staff.

Assessments for Classroom Use

Faculty wanting to utilize any of the Career Assessment tools (MBTI, Strong Interest Inventory, Skills Assessment, etc.) provided by the Office of Career Development for the purposes of extra credit, classroom instruction, etc. can make arrangements with the Assistant Director of Campus Relations 10 business days prior to assignment due date. Students will be provided specific instructions on how to complete the assessment and all results will be provided to entire class in a group setting (during scheduled class time) by a Career Adviser. Unfortunately, based on current staffing we are unable to accommodate individual sessions with each student to discuss their results.

COMMUNITY USAGE POLICIES

Services provided by the NSU Office of Career Development are solely available to Nova Southeastern University Students and Alumni. Community members interested in personal Career Services can find referral resources at nova.edu/career