No Call No Show/Late Cancellation Policy

Professional Behavior Expectations

When you schedule an interview, practice interview, advising appointment and/or register to participate in an event or program you are expected to follow through with your commitment by showing up on time and participating in a professional manner.

- “No Call No Show” (NCNS) is when a student does not attend the interview, advising appointment, program and/or event and without advance notice.
- “Late Cancellation” is when a student gives very short notice, typically less than two (2) days, to cancel an interview, advising appointment, or event/program registration.

This behavior is costly in terms of lost corporate time and expenses, loss of valuable staff time and resources, and is detrimental to other WMU business students’ ability to arrange employment interviews or advising appointments. This is applicable to all professional commitments outside of the University.

See Professional Guidelines for Students resource at: www.wmich.edu/business/career

Canceling an On Campus Interview or Reservation to Attend a Career Program

If you need to cancel an on campus interview, advising appointment, or attendance to a career program, call the Zhang Career Center (269) 387-2711 at least two (2) days advance notice.

Special Note for On Campus Interviews: Regardless if the interview was scheduled online or in person, it is very important that you call the Zhang Career Center to cancel your scheduled interview – even if you have notified the employer.

Interview/Advising Appointment No-Show and Late Cancel Procedure

NCNS and Late Cancellations, outside of due cause, for on campus interviews, career advising appointments and career events/programs are considered unprofessional behavior. The Zhang Career Center will address such behavior by doing the following:

1. Upon notification that a NCNS or late cancellation has occurred the student is immediately blocked from accessing the BroncoJOBS powered by Handshake system.
2. A staff member will contact the student, notifying him/her of the temporarily blocked status on BroncoJOBS and the actions required to correct the situation.

Action Steps

First Offense

The student’s account is blocked by the Zhang Career Center and the student is notified. Further participation in interviews, advising appointments, and career center programs will be temporarily terminated until the following steps are completed and approved by a career center staff member:

1. Schedule an appointment with the staff member listed in the notification email
2. Email/bring a draft of an apology to your appointment

A staff member will approve the content of the apology. The student will send the approved email to the employer/interviewer/advisor and carbon copy (cc:) the staff member. If the student fails to send this email within two weeks the student will be blocked from the system for one year.

Subsequent Offense

The student is barred from all Zhang Career Center service including BroncoJOBS.

Appeal

Any student who feels he/she has been incorrectly identified as a no-show or late cancellation may request an individual review of the circumstances by the director of the Zhang Career Center.

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