

UNIVERSITY CAREER CENTER APPOINTMENT NO SHOW POLICY

Our goal is to provide quality career development services, to all UTSA students and alumni, in a timely manner. No shows, late arrivals, and cancellations inconvenience, not only our career consultants, but other students and alumni wanting to schedule an appointment. Please be aware of our policy regarding missed/no-show appointments.

There are circumstances where the career consultant may need to decline or cancel the appointment (illness, mandatory meeting requiring attendance, etc.). Please be respectful to all staff and student employees. We reserve the right to refuse service.

i. Appointment Cancellation:

1. When you book your appointment, you are holding a space on our calendar that is no longer available to another student or alum. In order to be respectful of your fellow students & alumni, please cancel your appointment in your Handshake account or you can call the Career Center front desk at (210) 458-4589 as soon as you know you will not be able to make your appointment.
2. Handshake sends a notification to your profile once your appointment has been approved, a reminder the day before the scheduled appointment as well as an appointment reminder the day of the scheduled appointment.
3. University policy states we are required to use your @my.utsa.edu when we send emails:
[UTSA Email – How We Contact You.](#)
4. [Alumni & UTSA email info](#)

ii. How to cancel your appointment (options):

1. To cancel your appointment from your Handshake account:
 - a. Once you're in your profile, go to the Career Center tab and select appointments to then select the appointment you wish to cancel.
2. You can call the Career Center front desk at (210) 458-4589 as soon as you know you will not be able to make your appointment.

iii. At the time of your appointment:

1. If you are **10 minutes or more late** without notification, we may not be able to accommodate you. Your appointment will be labeled as '**No Show**' if there is no evidence of any attempt to provide a cancellation message before the scheduled appointment. We encourage you to reschedule your appointment in Handshake or by calling our front desk at (210) 458-4589 for another time that is convenient to you if you're still needing assistance.

iv. No Shows:

1. A no show is defined as when you miss an appointment without canceling (you can cancel through Handshake, call our front desk (210) 458-4589 or notify the specific career consultant via their email-listed in the appointment).

2. **Our Policy:**

- a. Your appointment and career development are very important to us. We understand that sometimes unexpected delays can occur along with a need to make schedule adjustments. If you need to cancel your appointment, we respectfully request at least a 24-hour notice.
- b. *If you **no show (not canceled) for a total of 3 scheduled appointments (starting from 1/17/2023)**, the career consultant will decline the next appointment request. You will then need to provide the Career Center (career.services@utsa.edu) an email with a statement regarding how you are going to plan to show up for your future virtual or in-person appointment if you wish to continue to make appointments with any of our career consultants. Following the submission of your email with the statement, an Assistant Director of Career Development will provide you an email with a response to your request and plan for next steps.*
 - i. *Subsequent no shows after following this process could lead to restriction of appointment capabilities*



Professionalism

Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.

Sample Behaviors

- Act equitably with integrity and accountability to self, others, and the organization.
- Maintain a positive personal brand in alignment with organization and personal career values.
- Be present and prepared.
- Demonstrate dependability (e.g., report consistently for work or meetings).
- Prioritize and complete tasks to accomplish organizational goal

What Is Career Readiness?

Career readiness is a foundation from which to demonstrate requisite core competencies that broadly prepare the college educated for success in the workplace and lifelong career management.