



## LATE CANCELLATION & NO-SHOW PROCESS

Late cancellations or missed interviews are a hindrance to your success and leave a negative impact on Michigan State University and our relationships with employers. The following policy addresses this concern.

- *A late cancellation is an interview cancellation within 4 days prior to a scheduled interview date.*
- *A no-show is defined as not showing up for a scheduled interview.*

There are serious implications resulting from a *late cancellation* or a *no-show*.

**LATE CANCELLATION:** Handshake will only accept cancellations up to 4 non-business days prior to a scheduled interview (this includes Saturday or Sunday). If you cancel after the interview cancellation deadline day and time, you need to notify the appropriate career center at which the interview was scheduled to occur. At that time, your access to your Handshake will be blocked.

**Russell Palmer Career Management Center**, The Broad College of Business,  
(517) 432-0830, [palmer@broad.msu.edu](mailto:palmer@broad.msu.edu), 651 Shaw Ln., Room M120, Minskoff Pavilion

**Career Services @ the Stadium**, 2<sup>nd</sup> Floor of Spartan Stadium,  
(517) 884-1300, [interviews@csp.msu.edu](mailto:interviews@csp.msu.edu), 535 Chestnut Rd., Room 290: All interviews at **Career Services in the Student Services Building** will be directed to Career Services @ the Stadium

**NO-SHOW:** If we are notified that you did not show up to your interview, your Handshake account will be blocked immediately, and you must go through the appeal process to regain access.

### LATE CANCELLATION AND NO-SHOW APPEAL PROCESS:

*Late cancellations* and *no-shows* MUST adhere to the following process:

- Write an email to the appropriate interviewer explaining why it was necessary to cancel the scheduled interview or why you did not show.
- Before sending the message to the interviewer, it must be emailed to the appropriate career center for review (see contact information above).
- Once approved, you will be notified by the career center that you can officially email your apology to the interviewer. It should be sent as the body of your e-mail - do NOT send it as an attachment.

Russell Palmer Career Management Center  
517-432-0830 – [palmer@broad.msu.edu](mailto:palmer@broad.msu.edu)  
651 N. Shaw Ln., Minskoff Pavilion Rm M120  
East Lansing, MI 48823  
[broad.msu.edu](http://broad.msu.edu)



- You **MUST** also send the e-mail to the appropriate career center as an additional recipient or a cc: recipient.
- After the career center receives this email your Handshake account will be reactivated.

*NOTE: Being blocked from Handshake will keep you from being able to apply for open positions, sign up for interviews, or check the details of already scheduled interviews.*

Missed practice (mock) interviews and events requiring RSVP also count as violations.

**FIRST VIOLATION:**

If it is your first *late cancellation* or *no-show*, after review, the career center will reactivate your access to Handshake. This will count as a first violation and will be recorded in your Handshake account.

**SECOND VIOLATION:**

If it is your second *late cancellation* or *no-show*, you may be subject to **permanent deactivation** on your Handshake account. There is no appeal process for this violation.