

Sam Houston State University Career Services Policies and Procedures

Employers

- 1. EEO Policy:** Sam Houston State University and the SHSU Career Services Office are committed to a policy of equal employment opportunity and non-discrimination. Employers utilizing our services are expected to adhere to federal and state legislation regulating affirmative action and equal employment practices in the State of Texas. Detailed information about these topics is available from the Texas Workforce Commission web site: <http://www.twc.state.tx.us/customers/jsemp/jsempsub7.html>.
- 2. Career Services' Ethical Standards:** Our office operates under the *Principles for Professional Conduct*, ethical standards set forth by our national professional organization, the National Association for Colleges & Employers (NACE). You will find a complete statement of these standards for employers, students and Career Services Offices at: <http://www.naceweb.org/principles/principl.html>.
- 3. Release of Student Information and FERPA Policies:** SHSU Career Services uses an online customized and password-protected job posting database for participating employers, students and alumni. "Jobs 4 Kats" also allows employers to search student resume books and request student resume referrals for hiring purposes. The Family Educational Rights & Privacy Act (FERPA) requires that we will obtain consent from students and alumni before releasing their profile and resume information. Employers may use this information only to fill employment vacancies within their own organization. Any information acquired from profiles and/or resumes may not be re-disclosed to any other employer or third party, and may not be disclosed to other individuals within an organization for other than employment purposes. Further detail is available from the U. S. Department of Education Web site: <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.
- 4. Commission-Only, Multi-Level (Pyramid) Employers, Upfront Product Purchase Employers & Third Party Recruiter Policies:** Our full range of services is primarily open to employers who recruit candidates for salaried or hourly-compensated positions on their own payrolls. Employers offering commission-only positions must clearly identify this if listing positions with us or before engaging in the recruiting process, including on-campus interviews and job fairs. Multi-level and Upfront Product Purchase Required Employers are not permitted to recruit on campus or post jobs. Third party organizations are permitted to post positions with us, but they must disclose the employer with whom they have contracted and verify that no fees will be charged to applicants. We reserve the right to edit or refuse publication of vacancy descriptions submitted to our office.

Third party organizations are defined in the *Principles for Professional Conduct* as:

- A. Agencies, organizations, or individuals recruiting candidates for temporary, part-time or full-time employment opportunities other than for their own needs. This includes entities that refer or recruit for profit or not for profit, and it includes agencies that collect student information to be disclosed to employers for purposes of recruitment and employment.
- B. Third-party recruiting organizations charge for services using one of the following fee structures:
 - a. **Applicant paid fee:**

The applicant pays the third-party recruiter a fee based upon the applicant's starting salary once the applicant is placed with an employer.
 - b. **Employer paid fee:**
 - Retainer—The employer pays a flat fee to the third-party recruiter for services performed in the recruiting of individuals to work for the employer.
 - Contingency fee—The employer pays the third-party recruiter a percentage of the applicant's starting salary once the applicant is hired by the employer.
- C. The above definition includes, but is not limited to, the following entities regardless of the fee structure used by the entity to charge for services:
 - Employment Agencies/Organizations that list positions for a number of client organizations and receive payment when a referred candidate is hired. The fee for listing a position is paid either by the firm listing the opening (fee paid) or by the candidate who is hired.
 - Search Firms—Organizations that contract with clients to find and screen qualified persons to fill specific positions. The fees for this service are paid by the clients.
 - Contract Recruiter—Organizations that contract with an employer to act as the employer's agent in the recruiting and employment function.
 - Resume Referral Firms—Organizations that collect data on job seekers which is sent to prospective employers. Fees exist for the employer, job seeker, or both.

Note: Temporary Agencies—Temporary agencies are employers, not third-party recruiters, and will be expected to comply with the professional conduct principles set forth for employer professionals. These are organizations that contract to provide individuals qualified to perform specific tasks or complete specific projects for a client organization. Individuals perform work at the client organization, but are employed and paid by the agency.

5. **Career Fair Cancellation, “No Show”, and Refund Policy:** The SHSU Career Services staff recognizes that sometimes circumstances prevent employers from attending a Career Fair or Job Fair for which they have registered and paid.
- A. Employers may request a refund of fees paid if done so **prior to the deadline advertised on the event registration form. All notices of cancellation and refund requests must be made in writing on company letterhead.** As a courtesy, Career Services will carry over a registration fee to the next Career Fair or, if preferred, refund the amount. Please understand that the University Business office cuts refund checks, not Career Services, so this process, though expedited as quickly as possible, will not be immediate.
 - B. Late arriving employers are requested to inform Career Services of their approximate late arrival time by calling our office at 936-294-1713. Career Services will post a sign on late arriving employer tables noting their ETA. Considerably late arriving employers who fail to notify Career Services in advance may forfeit their table space to “walk-in” registrants. Career Services does not encourage walk-in registrations as we can not guarantee table availability, but we will make every effort to accommodate employers if tables are available.
 - C. **No refunds will be given for employer "no-shows" to Career Services events. Fees paid are forfeited.** (Meals, refreshments, tables, piping and draping have been ordered and university physical plant crews hired based on information employers have provided by the deadline highlighted on the registration form.)
6. **Career Fair Table Assignments:** Career Services assigns tables using a complex formula that takes into account display needs, electrical needs, number of recruiters present, and competition (we try to never place competing employers next to or opposite each other).
- A. Tables cannot be shared by employers. One table per company/business.
 - B. Table assignments are final. If an open table is available on the day of a fair, an employer may request to move. The Director of Career Services or Career Fair Coordinator will facilitate such discussions and all decisions are final.
7. **Employer On-Campus Interview Policies:** Only direct hiring organizations, seeking candidates for internships and full-time employment (requiring a degree) may conduct scheduled on-campus interviews.
- A. Employers wishing to set up an on-campus interview schedule must contact our Career Services Employment Specialist at 936-294-1712. Interviews are then scheduled online through “Jobs 4 Kats” unless otherwise specified.

- B. The Career Center does not establish the hiring qualifications for the hiring organization.
- C. Employers must adhere to equal employment opportunity laws and principles for employment professionals as outlined in the National Association of College & Employers' [Principles for Professional Conduct for Career Services and Employment Professionals](#).
- D. Employers may choose an Open and/or Pre-select interview schedule.
- E. The Career Center, through “Jobs 4 Kats”, will allow only those candidates with matching qualifications to apply for and schedule an on-campus interview with the hiring organization.
- F. On-campus interviews are conducted in the Career Center, 8:30-5:00, Monday – Friday during the fall and spring semesters, except for official [University holidays](#).
- G. Employers may schedule the interview time that best complements their interview process.
- H. Employers are expected to notify Career Services of any cancellations or changes of their interview schedules or information sessions expeditiously so students/alumni who planned to participate in these recruiting activities may be notified in a timely manner.
- I. The Career Center reserves the right to refuse any direct hiring organization from participation in on-campus interviews.

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Students

1. **Eligibility for Services:** Sam Houston State University Career Services is a centralized Career Center and all SHSU undergraduate and graduate students, and alumni are eligible to use the Career Services Center. Consultations are also available via telephone and online for those students and alumni outside of the Huntsville area when necessary.
 - A. Other members of the University and community are welcome to use our career library and job seekers with a degree from other universities are welcome to attend our job fairs.
 - B. Upon special request and subject to availability, career assessments may be administered to other members of the University and community for a fee based on the instrument's (or instruments') cost to Career Services.
 - C. The Sam Houston State University Career Services office will provide, through its reciprocity agreement policy, limited use of its services to students and graduates of other universities based on the following terms:
 - a. Services are available only to students of universities granting reciprocal privileges to SHSU students and graduates.
 - b. Requests for reciprocity must be made in writing by an official of the student's Career Services Office on their university letterhead.
 - c. Reciprocal services will be limited to use of library resources (including job postings NOT listed on "Jobs 4 Kats"), workshops, and, if scheduling allows, counseling/advising services.
 - d. In no case will students or graduates of other universities be permitted to schedule on-campus interviews with prospective employers visiting the SHSU Career Services Center.
2. **Career Services' Ethical Standards:** Our office adheres to EEO compliance and information disclosure policies, to U.S. immigration laws, guidelines established by the American Counseling Association's (ACA) Code of Ethics and Standards of Practice, Texas State Board of Examiners of Professional Counselors, FERPA, and to the *Principles for Professional Conduct*, ethical standards set forth by our national

professional organization, the National Association for Colleges & Employers (NACE).

Listed below are the NACE standards as they relate to our services for students - a complete statement of these standards for employers, students and Career Services Offices can be found at <http://www.naceweb.org/principles/principi.html>:

- A. Career planning and placement practitioners are responsible for establishing and monitoring practices which ensure the fair and accurate representation of students and the institution in the recruitment process.
- B. Career planning and placement practitioners should promote and follow nondiscriminatory practices.
- C. The professional services of a career planning and placement office, including all counseling and information aspects, facilities, and support services, should be available to students and organizations without charge when utilized for recruiting purposes.
- D. The candidate's freedom of choice in the selection of a career or a position should be protected from undue influence by faculty, placement staff, and recruiters.
- E. Career planning and placement practitioners should inform students of obligations, both financial and otherwise, when utilizing the services of agencies or other organizations performing recruiting services for a fee.

3. Ethical Standards for Job Seekers: According to NACE Principles for candidates:

- A. Candidates should honor the policies and procedures of their institutions and should adequately prepare for the interviewing process and accurately present their qualifications and interests.
- B. Candidates should sign up for interviews only when seriously considering the position for which the organization is interviewing and should notify the career services office if they must cancel an interview appointment; the candidate should also notify the employer if they must cancel a plant/office trip.
- C. Candidates are responsible for notifying organizations of their acceptance or rejection of offers by the earliest possible time and no later than the time mutually agreed upon.
- D. Reimbursement for visits at an organization's expense should be only for those reasonable expenditures pertinent to the trip. If other organizations are visited on the same trip, the candidate should inform the organizations and prorate the costs.
- E. An accepted offer is a contractual agreement that is expected to be honored. After accepting an offer, candidates should withdraw from the interviewing process and

notify the career planning and office and other organizations with offers pending.

4. Privacy and Confidentiality Policies: Students and alumni who use the services provided by the SHSU Career Services Center can expect that all information entrusted with the staff will be handled within all current legal and ethical guidelines established by NACE as listed above, by [FERPA \(The Federal Family Educational Rights and Privacy Act of 1974\)](#), by [ACA \(The American Counseling Association\)](#), the [Texas State Board of Examiners of Professional Counselors](#) and will be used to serve the best interests of the student/alumnus.

- A. Career advising conducted on-line via the Internet cannot be guaranteed to remain confidential. While we will do our best to keep messages private, we cannot guarantee that the contents of e-mail or Instant Messages (IMs) will remain confidential. We recommend that students and alumni check the privacy statement of their e-mail provider.
- B. While using the Career Services website, students and alumni may encounter links to web pages of organizations not directly affiliated with Career Services or Sam Houston State University. SHSU Career Services does not control the content or information practices of these external organizations. We recommend that users review the privacy statements of these organizations.
- C. The Career Services Center administers a Graduate Follow-Up Survey to each graduating class six months following their graduation date. Information gathered from the survey contains graduate employment information including employer and salary information. The information and salary data collected will be used to generate reports of the average salaries and career paths of SHSU graduates and will be used in statistical reports not connected to participants' identities. Career Services is ethically bound to guarantee protection of the confidentiality of survey participants and their responses to the survey questions.

5. SHSU Career Services On-Campus Interviewing Policies: To participate in on-campus interviews an individual must be completing a Sam Houston State University degree or must be an alumnus of the university. Additionally they must:

- A. Register, create a profile, and upload a resume onto "Jobs4Kats".
- B. Meet the minimum requirements specified by the employer (major, GPA, graduation date, etc.).
- C. Schedule their own appointment through "Jobs4Kats" by following the instructions on the website.

6. Interview Cancellation and "No Show" Policy: Considerable time, energy and financial resources on the part of both the university and employers are expended in efforts to schedule, market and successfully facilitate employer visits, interviews and,

ultimately, the hiring of SHSU students and graduates.

When a student cancels an on-campus interview at the last minute or fails to show up for a scheduled interview, it damages the relationships we've built with employers. It also robs students who may have been interested in interviewing with an employer and are on a schedule's waiting list, the opportunity to take the appointment. An even greater negative impact may result if the recruiter chooses not to return to our campus due to a perceived lack of interest by SHSU students. Due to the importance of honoring the business agreement a scheduled interview implies, the following policies are in place:

- A. If it is necessary to cancel, do so as far in advance as possible, but no later than two (2) working days before the interview. Interview spots are in high demand, and early cancellation will give other SHSU students an opportunity to meet with the employer.
- B. To cancel after the "Jobs 4 Kats" sign-up deadline has passed, call (936) 294-1713 and speak to our Employment Specialist in person (do not just leave a voicemail message) or stop by the Career Services office. Cancellations via e-mail are not accepted.
- C. Late Cancellation is any cancellation received on the working day before or on the actual day of the interview.
- D. No-Show is failure to honor a scheduled appointment without prior cancellation.
- E. In the event of a late cancellation or no-show, a student forfeits their interviewing privileges until a Letter of Explanation/Apology to the employer is written and a copy of this letter is submitted to the Career Services office.