



Graduate Student Services Conduct Guidelines

We are a welcoming, respectful office that integrates academic advising, career coaching, and international education. We set high standards for ourselves and our students. In that spirit it is important to underscore, particularly in these times, the importance of courteous communication and fundamental standards for office operations. Your agreement with the basic guidelines of the office will help us to serve you effectively.

Appointments

1. **All appointment requests are considered requests** until they are approved. An advisor or coach's schedule is subject to change and an appointment request may be declined. Students and alumni will be informed as to why the appointment was declined through Handshake's message system, and they will be encouraged to reschedule. Students are also encouraged to utilize drop-in hours.
2. **GSS Cancellation Policy:** Students and alumni cannot cancel an appointment less than 24 hours before the appointment starts. If a student or alum cancels an appointment less than 24 hours prior to the appointment or fails to show at an appointment, they will be marked as a "No Show" per our Cancellation Policy. A "no show" is a last-minute non-emergency absence; with two, the individual will have to meet with the Director. In cases of emergencies or unforeseeable circumstances, GSS staff will endeavor to be understanding.
3. **Myers-Briggs Type Indicator (MBTI)® Appointments:** Any student who requests a MBTI® session and then needs to cancel the appointment must do so at least 24 hours prior to the appointment. Given that the Elliott School pays for the opportunity for graduate students and alumni to take the MBTI® assessment and receive their results as part of an interactive session, if a student takes the online assessment and is unable to make the associated career coaching appointment, we ask that they reschedule the appointment within two weeks. Failure to do so will oblige GSS to charge them the cost associated with the MBTI® assessment and the results, which equals \$23.95.
4. **Students and alumni requesting an appointment with a career coach must have a current resume in Handshake.** Any student or alumnus/a requesting an appointment without a current resume in Handshake may have the appointment declined if a current resume is not uploaded at least 48 hours prior to the appointment.
 - a. For document review appointments, all documents must be uploaded to the student/alum's Handshake account at least 48 hours prior to the appointment.

Employer Interaction

1. Students and alumni should represent the Elliott School in a professional manner with alumni, guests, faculty, staff, and employers. When communicating with a potential employer, students and alumni are representing themselves, as well as the Elliott School, including other students, alumni, faculty, and the administration. In order for employers to continuously return to the Elliott School to hire students, one must make sure that, in addition to academic excellence, one impresses employers with resumés, cover letters, interview skills, and networking abilities.

- a. GSS makes every attempt to connect Elliott School graduate students with potential employers, offering a variety of events. Students are expected to exhibit professional, courteous behavior at all times. Cell phones and other mobile devices must be silenced during career events.
2. **Students and alumni are expected to keep contact information and resumés up-to-date in the Elliott School Handshake platform.** Incorrect or outdated information reflects poorly on the Elliott School as a whole and makes it difficult for potential hiring managers to contact students and alumni as well as GSS to help students and alumni.
3. **Consider all aspects of an internship or job offer before accepting it.** Most employers will give ample time in which to make a decision about accepting an offer, and we encourage job seekers to meet with a career coach if they have any questions about the offer, or if they are evaluating multiple offers. *Once an individual accepts an offer, they must remove themselves from the recruiting process, the appropriate Resumé Book in the Handshake system, and discontinue pursuing or soliciting other offers, unless there is a special timeline or understanding with both employers.*
 - a. *Reneging on an offer is a serious offense* as it damages relationships with the employer and reflects poorly on the school. If GSS is informed by an employer that a student has reneged on an offer, the student may be blocked from using Career Development services, including Handshake.

Drop-ins

1. Students are generally limited to one appointment and one drop-in each week with the academic advising team and one appointment and one drop-in with the career development team.
2. The last drop-in must take place at least 15 minutes prior to the end of a drop-in period to give the student or alumnus/a adequate time with the advisor or coach. If someone calls or comes in less than 15 minutes prior to the end of a drop-in period, they will be asked to schedule an appointment and not be seen during that time.

Events

1. All events fall under the GSS Cancellation Policy, except for Career Cafes, Networking Studios, and Language Lunches. Once a student or alumnus/a registers for an event whether it is a site visit, information session, or workshop, they must cancel their registration at least 24 hours prior to the event.
2. Certain events are categorized as special events, as they are rare opportunities to speak to an employer representative on campus. These include but are not limited to Employer-in-Residence 1:1 appointments, Citi Group information session, and CIA Site Visit. Failure to attend such an event after having registered may result in the student or alumnus/a's Handshake account being blocked until the end of the semester.

Civility

Whether an individual is having an in-person or an electronic conversation, it is vital to demonstrate respect, regardless of whether they are speaking or e-mailing with an employer, an

employee, a colleague, a coach, a faculty member, or staff member. Civil comportment is part of how we advance leadership and how we build trust and confidence. The university also has policies addressing interpersonal conduct of students. These include but are not limited to the following forms of prohibited conduct, from the [Code of Student Conduct](#):

- 1) Disorderly conduct
- 2) Interfering with university events
- 3) Non-compliance

Dress code for events

The dress code for all employer events is business professional unless otherwise stated. Students who are dressed inappropriately may be turned away. For a guide on normative formal business attire in the U.S. for cis-gender individuals, this guide from GW's School of Business may be helpful: <https://business.gwu.edu/career-center/graduate/professional-dress>.

GSS has access to resources for students/alumni who need professional attire through referrals to Career Gear and Suited for Change. [Career Gear](#) provides men with an entire interview-appropriate outfit and image consulting services. [Suited for Change](#) provides women with interview- and work-appropriate outfits.

For additional information, please see:

[The Code of Student Conduct](#)
[The GSS Cancellation Policy](#)