



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, this guidance underscores 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 email and/or Handshake's message system, and they will be encouraged to reschedule.
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. More details can be found in our Cancellation Policy. 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 costs \$49.95 (Step-1) and/or \$19.95 (Career Report). This cost will be placed on your student account until you have scheduled and completed an individual self-assessment appointment with a career coach.
4. **Students and alumni requesting an appointment with a career coach must have a current resume in Handshake.** Any student or alum/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. Professional dress is required.
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.

Events

1. All events fall under the GSS Cancellation Policy, except for Career Cafes and Language Lunches. Once students or alumni register 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, Career Treks, and Site Visits.. Failure to attend such an event after having registered may result in a Handshake account block 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 discourse is part of how we advance leadership and how we build trust and confidence. The university also has policies addressing interpersonal conduct of students, which are outlined in the [Code of Student Conduct](#). Adherence to these policies is required and expected for participation in GSS events and appointments.

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. Please reach out to your career coach or GSS if you have questions about what professional dress entails.

Business Professional Attire Resources:

[The Store](#) at GW and [Suited for Change](#) provide interview and professional attire.