

# Graduate Career Services – Student Code of Conduct

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## Overview

USC Marshall Graduate Career Services (GCS) seeks to maintain and enhance the reputation of the Marshall School of Business and University of Southern California with our corporate partners and the community at large. Maintaining a good relationship with employers is of the utmost importance to all Marshall graduate students. Your attendance, appearance and actions are often the first exposure recruiters have of USC Marshall and its students. Therefore it's imperative that you represent yourself in an ethical and professional fashion at all times.

The Graduate Career Services Student Code of Conduct is intended to provide a framework for establishing professional relationships and interactions between students, employers and the Graduate Career Services (GCS) office in the career planning and recruiting process. Students are expected to treat all employers, alumni, and the members of GCS staff in a professional and courteous manner.

All Master of Business Administration (MBA, MBA.PM, IBEAR, EMBA, OMBA) and Specialized Master's Programs (MSF, MSMKT, MSGSCM, MSBA) students are expected to comply with these policies as well as the the policies detailed in the Marshall Code of Professional and Academic Integrity. Students that fail to do so will lose privileges related to on-campus recruiting and career services.

When logging into My Career Services Online (MCSO) platform, students acknowledge and accept the GCS Code of Conduct. When in doubt, a student should seek the assistance of GCS staff to ensure that their choices are consistent with the standards outlined in this document before a decision is made.

## The following guidelines were developed for this purpose.

### Advance Preparation for Recruiting Events

A student will be well-prepared and appropriately dressed for every contact with an employer. This includes company information sessions, mock interviews, informational interviews, job interviews and follow-up activities.

Students who invest the time and prepare in advance of an interview and/or other recruiting events (e.g. corporate presentations, information sessions, career events, Treks) are frequently those students who are the most successful in their job search.

### Submission and Accuracy of Personal Information

A student will always represent him/herself accurately to the employer with factual data about his/her academics, skills and all other information. When using MCSO, the student certifies that all information furnished in career search related documents is accurate and truthful. Students are responsible for maintaining an accurate and up-to-date MCSO profile. Providing false information via MCSO is a violation of the GCS Student Code of Conduct. Students are prohibited from sharing personal MCSO access with anyone else. To do so is in violation of the GCS Student Code of Conduct.

### Application Deadline Policies

When applying for a job on MCSO and submitting requested information to a recruiter or employer, please do so at least 48 hours in advance of the stated deadline. Many students have encountered difficulty when waiting until the last minute to apply for a position. As a result, these students inadvertently forfeited the opportunity to get a particular job due to technical difficulty and/or the failure to have the requested supporting documents readily available.

The resume submission deadline for an on-campus interview is 11:59 pm. Please note that employers can and may stop accepting resumes prior to the posted deadline submission date. Students are encouraged to apply immediately for opportunities for which they are qualified and submit the required documents as soon as possible to avoid the possibility of missing an opportunity. Be sure to keep records of your submittals and follow up as appropriate.

### **Interacting and Communicating with Employers**

As a member of the Trojan community, students are reminded to interact with employers in a manner that is professional, respectful, and appropriate for a job candidate, including email, voicemail, LinkedIn exchanges, etc. A student will be well-prepared and appropriately dressed for every contact with an employer. This includes company information sessions, mock interviews, informational interviews, job interviews and follow-up activities.

### **Interacting and Communicating with Alumni**

If the employer is an alumnus, it is vital that students approach interactions with care and professionalism. Students are encouraged to reach out to alumni via LinkedIn, GCS Alumni Engagement and Support Program, or the Alumni Association database. Written and verbal communication should maintain a formal tone unless otherwise advised by the individual with whom the student is communicating. Treat every interaction as an interview.

Students reaching out to alumni contacts in any manner (i.e. LinkedIn or Mentor Program) should be thoughtful and selective on which alumni to contact, and should be prepared with relevant questions for the alumni about their industry or functional expertise. Alumni should be contacted for advice and insight only. Do not ask alumni for job opportunities.

### **Event Pre-Registration (RSVP) and Attendance**

Students are expected to determine which corporate presentations or career-related events to attend, related to their job search strategy. Once registered, students are expected to arrive on time wearing appropriate attire (i.e. business professional unless otherwise indicated). If you are unsure of the event dress code, please ask an advisor. Large numbers of no-shows for events can result in companies cancelling interviews and suspending all on-campus recruiting.

During all career-related events, students are **required** to turn off cell phones, computers and all other electronic devices to ensure full attention and engagement.

We manage event attendance via a swipe card system and/or sign-in sheet and students are required to check-in prior to the start of the event or presentation. Students who are dressed inappropriately or arrive late will not be permitted entrance to the event. Those who have not registered in advance for the event via MCSO or Campus Groups will be allowed to attend on a space-available basis.

In the unfortunate event that an emergency arises and a student is unable to attend an event for which he/she has registered, the student must immediately contact (email or phone) the appropriate GCS staff or career advisor, in advance. Multiple unexcused absences from pre-registered presentations or events may result in a temporary suspension of MCSO privileges.

### **Interviewing**

When participating in an on-campus interview, students should plan to arrive at least 10-15 minutes prior to the scheduled interview time. Students should be sure to allow time for traffic and any other unforeseen circumstances that could cause a late arrival. Arriving early allows the student to catch their breath, relax for a moment, and review their interview materials prior to the interview. Come prepared for the interview.

Do **not** treat on-campus recruiting as practice interviews. It is unfair to other students who want the position and to the company that is expending considerable resources to recruit qualified, interested candidates.

A student will give at least two business days' notice before cancelling or changing an interview. This will allow a "wait-listed" student to be accommodated. Unexcused absences from interviews and information sessions or failure to cancel within the specified timeframe are subject to the GCS "No-Show" Policy.

### **No-Show Policy**

When a student secures an interview with an employer, he/she is committing to attend that interview as scheduled. Failure to do so is called a "no-show" and damages both the student's and the school's reputation with employers. If a student misses an interview, he/she risks suspension from further interviewing and access to MCSO. Depending on the reason, this suspension may be either temporary or permanent.

In the event of an interview "No Show", a student must meet with a career advisor within two business days of the missed interview to discuss drafting a letter of apology to the recruiter. On-Campus Recruiting privileges may be revoked at the discretion of the Director, Graduate Career Services until appropriate follow up actions have occurred.

### **Accessing Career Advising Services and Resources**

Graduate students may schedule 30 or 60 minute appointments with a career advisor using MCSO online appointment system. For quick questions, students are encouraged to stop by GCS or appropriate Master's program office and will be seen on space availability. If a student is unable to keep (or will be late for) a scheduled appointment, please contact the appropriate GCS staff or career advisor, in advance.

### **Employment Offer Reporting**

Once a student receives or accepts an internship or full-time job offer, it is important that he/she report the job offer/acceptance status (i.e. holding/pending, rejected or accepted) in a timely manner via MCSO or career advisor. This data contributes to the school's overall ranking and is reported in an aggregate format only. Information is collected on an ongoing basis throughout the school year. GCS respects your privacy and will treat all collected data confidentially.

### **Anti-Renegeing Policy**

Once an offer has been accepted, either verbal or written, it is both ethically and professionally responsible to discontinue recruiting with other employers (i.e. interviewing should cease). If an offer is renegeed upon by the student, GCS reserves the right to take appropriate action, which may include suspension of MCSO access or GCS services. Renegeing an offer could potentially harm the professional reputation of USC Marshall as well as the student, resulting in limited opportunities for fellow Trojans.

### **Academic/Class Conflicts**

Academics come first. Students will avoid missing classes to interview, attend company information sessions or participate in any event sponsored by Graduate Career Services and should coordinate with their professor(s) if any absences are unavoidable.

### **Anti-Discrimination Policy**

In accordance with USC policy, Marshall Graduate Career Services does not discriminate against any person on the basis of **race, color, national origin, ancestry, religion, gender, sexual orientation, age, physical disability, mental disability, marital status, veteran status, genetic information, or any other characteristic which may be specified in such laws and regulations**, in admission to, access to, treatment in, or employment in its programs and activities. Therefore, Marshall Graduate Career Services will make its facilities available only to recruiting organizations whose practices are consistent with this policy.