

## LATE CANCELLATION & NO-SHOW POLICY & 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.

- Late Cancellation – defined as an interview cancellation within four days prior to a scheduled interview date.
  - **Handshake will accept cancellations up to four days prior to a scheduled interview date.**  
*For example, if your interview is on Monday, log in to your Handshake account and cancel your interview by midnight the prior Thursday.*
- No-show - defined as not showing up for a scheduled interview.

### LATE CANCELLATION & NO-SHOW POLICY

If you late cancel or no-show for an interview, you will not have access to the Handshake system until you complete steps to regain access.

**If you are a no-show** for an interview, the career center will automatically notify you via email that your access to Handshake has been suspended and steps you must take to reactivate your account.

**If you late cancel** your interview within four days prior to a scheduled interview, you must notify the appropriate center where your interview was scheduled. Access to your Handshake account will be temporarily suspended and steps you must take to reactivate your account will be shared with you.

- **Lear Corporation Career Services Center**, Eli Broad College of Business, Room 21 Eppley Center, 645 N. Shaw Ln., (517) 432-0830, Leslie Sunderlin – Recruiting Manager, [sunder11@msu.edu](mailto:sunder11@msu.edu)
- **Career Services @ the Stadium**, 2<sup>nd</sup> Floor of Spartan Stadium, Room 290, 535 Chestnut Rd., (517) 884-1300, [interviews@csp.msu.edu](mailto:interviews@csp.msu.edu)
- **Career Services in the Student Services Building**, will be directed to Career Services @ the Stadium - 2<sup>nd</sup> Floor of Spartan Stadium, Room 290, 535 Chestnut Rd., (517) 884-1300, [interviews@csp.msu.edu](mailto:interviews@csp.msu.edu)
- **The Center for Spartan Engineering**, College of Engineering, Room 1340 Engineering Building, 428 S. Shaw Lane, (517) 355-5163, [careers@egr.msu.edu](mailto:careers@egr.msu.edu)

### STEPS FOR REGAINING ACCESS TO HANDSHAKE

1. Prepare a draft apology letter to be sent to the interviewer explaining why it was necessary to cancel the scheduled interview or why you did not show.
  - a. Sample apology letters can be found at:
    - i. [CareerNetwork.msu.edu](http://CareerNetwork.msu.edu)
2. Send your draft apology letter to the appropriate career center for review. (Please allow up to three business days for review and approval of your letter.)
3. Once approved by the career center, you can send your apology letter to the interviewer.  
Please Note: *The letter should be in the body of the email and not sent as an attachment.*
4. When you send your apology letter to the interviewer, you **MUST** copy (cc) the career center. This action will trigger the reactivation of your account. (Please allow up to three business days for reactivation.)

**Missed practice interviews, and Career Exposure and Network 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*, the career center has the ability to **permanently deactivate** your access to Handshake. There is no appeal process for a second violation.