The Rawls Career Management Center Code of Conduct provides a framework for the desired level of professionalism among Rawls students, employers and CMC staff. This document is reviewed annually by CMC staff and employer partners to continually improve and fine-tune expectations of RCOBA students.

Students are expected to represent both themselves and the school in a manner that demonstrates the highest standards of professionalism and integrity which includes, but is not limited to, the guidelines for behavior detailed below. By agreeing to follow these standards for professional and ethical behavior for career services, all Rawls students agree to:

- **Adhere to Cancellation Guidelines:**
  - RSVP-Based Recruiting Events
  - Scheduled Interviews
  - Employer-Led Mock Interviews
- **Fulfill Commitments to Job and Internship Offers**
- **Attend CMC Appointments, Class, and CMC Events as Expected**
- **Dress Professionally and Appropriately**
- **Provide Accurate Information**
- **Submit RSVP and Preferences in a Timely Manner**
- **Prepare Sufficiently**
- **Show Respect for Employers and CMC staff.**
- **Report Employment Status [HERE].**

**Cancellation Policy**

Missing an interview, mock interview, recruiting event, or having a late cancellation to any of these, are considered serious offenses. We hold the time of our employer partners in the highest regard. Additionally, significant planning time goes into on-campus recruiting as well as organizing RSVP events. Cancelling or no-showing these opportunities wastes employer and staff time and takes a space away from another student who could have benefited from that employer interaction.

- **TWO BUSINESS DAY NOTICE IS REQUIRED FOR ANY CANCELLATION**
  - Ex: If you have an interview scheduled at 10am on Monday, cancellation by 10am the previous Thursday is required.
  - The following policy applies regardless of the reason for cancelling. We understand that unexpected events occur, but once the final schedules are completed two business days prior to the interview, all other students have already been notified that they were declined and there is no way to go back and fill the vacant interview slot. It is always proper business etiquette to apologize for cancelling any appointment.

  - **First Offense:** Temporary loss of all access to HireRawls.
    Access will be restored upon receipt of apology letters written to the recruiter and to Dean Nail. The letter must be professionally formatted, adequately explain the circumstances, and apologize for the no-show or late cancellation. Letters should be hand-delivered or emailed to your Assistant Director for Employer Relations (listed below).

  - **Second Offense:** Permanent loss of access to HireRawls and loss of access to all CMC sponsored recruiting events.
    The Employer Relations staff spends significant time and energy (over many years) building quality employer relationships for the benefit of Rawls College of Business students. It is imperative for the success of future recruiting efforts that CMC staff protect these relationships. Any student habitually not fulfilling obligations to employers will be subject to this policy.

- Should an emergency arise, or if a student knows ahead of time that they will be late for an interview or recruiting event, they must notify a CMC staff member as soon as possible.
  - Chelsea Baucum: Accounting and Energy Commerce majors, Meet the Firms, Meet the Industry, Employer-Led Mock Interviews and the Rawls Etiquette Reception and Dinner
- **Miranda Castle**: Finance, General Business, Management, Marketing and MIS majors

- No CMC activity provides an automatic excuse for missing class. It is the responsibility of the student to communicate with their professor about class absences, moving test dates, etc.
  - The CMC can provide proof of appointment before the function and proof of attendance after, upon request.
  - The CMC is **NOT** responsible for granting requests to miss class or other academic functions for any reason. The decision to grant excused absences from any academic responsibility lies solely in the hands of the professor.

- Arrive at least 10 minutes early for all interviews, mock interviews and recruiting events. This leaves you enough time to check in, store your belongings and get settled before your scheduled interview time.

- If a student is offered an interview for a position to which he/she has applied, it is expected that the interview should be accepted.
  - There is no penalty for declining invitations to interviews for legitimate reasons.
    - Already accepted position with another company
    - Scheduling conflict (discuss with the employer prior to declining)
  - Students cannot transfer their spot to another student.

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**Stand Behind Commitments to Job & Internship Offers**

Students must honor the acceptance of a job offer as a contractual agreement with the employer. It is unacceptable for students to continue interviewing or travelling to office visits after accepting an offer with another company, or to back out of an already accepted offer. When students back out of an accepted offer they not only damage their own professional reputation, but have wasted the time and resources of the organization in question. In addition, that company’s relationship with the CMC can be damaged, inhibiting opportunities for future Rawls students.

No matter how tempting, a more attractive or lucrative job offer does not justify cancelling on a previously accepted offer. Students should evaluate all offers carefully before accepting any of them. The CMC is always willing to assist students who find themselves in a difficult decision-making process.

**Students who back out of an accepted offer will be denied all future use of CMC services including coaching and on-campus recruiting services.**

- A job or internship offer can come as a letter, email, phone or face-to-face conversation. Nothing in writing is required to constitute an official offer.

- An offer is considered accepted once the student has indicated to the employer (by phone, in person, email, etc.) that they accept. A student should not accept the offer until necessary terms (salary, relocation, expectations, etc.) have been discussed and agreed upon.

- Students must not expect an employer to wait an exceptional amount of time for an answer. Two weeks is generally a maximum time for consideration of an offer.

- Students must respond to every offer, whether they accept or reject it. Upon the acceptance of a job offer, students agree to:
  - Notify all other employers with whom they are a job candidate and withdraw themselves from further consideration.
  - This includes cancelling any scheduled interviews, office visits, etc. **Students will not waste the time of an employer who believes they are still available for consideration.**

- On rare occasions, extenuating circumstances may require a student to back out of an accepted job offer. Examples may include an obligation at home or a misrepresentation of the employment details by the company. If something like this should occur, students should meet with a CMC representative to discuss the proper steps **PRIOR** to cancelling their offer with the employer.

- Report all relevant offer information (e.g. company name, salary, bonus, location, etc.) for employment reporting **HERE.**
Attend Appointments, Class, & Events

The CMC staff works continuously to provide students with development and recruitment opportunities. It is necessary that students respect this ongoing effort and arrive on time for events and appointments.

- Attend appointments with CMC staff as agreed upon. Appointments must be confirmed by CMC staff before the appointment is active.
  - Two no-show appointments with CMC staff will result in loss of HireRawls access. A face-to-face meeting is required to restore access.

- No CMC activity provides an automatic excuse for missing class. It is the responsibility of the student to communicate about class absences, moving test dates, etc. with their professor.
  - The CMC can provide proof of appointment before the function and proof of attendance after, upon request.
  - The CMC is NOT responsible for granting requests to miss class or other academic functions for any reason. The decision to grant excused absences from any academic responsibility lies solely in the hands of the professor.

Dress Professionally

No opportunity to make a favorable impression on an employer should be wasted. Students should always make an effort to dress to impress when interacting with employers.

- Appropriate dress for interviews, mock interviews, career expos, and specific recruiting events (Meet the Firms, Meet the Industry, etc.) is business professional.
  - Students not dressed in business professional attire will be asked to leave recruiting events and come back when dressed appropriately.
  - Students not dressed in business professional attire for an interview or mock interview will interview only at the decision of the employer.

- Etiquette dinners and Rawls Networking Group events are business casual.
  - Do not abuse business casual dress; it does NOT include shorts, jeans, or sandals.

- Employer info sessions are business casual events unless otherwise noted by the employer.
  - Check with CMC staff to confirm.

- Please refer HERE for attire information or ask a CMC staff member at any time.

Provide Accurate Information

The CMC provides HireRawls accounts to Rawls College of Business students, alumni, and employers. It is the RESPONSIBILITY of all account holders to ensure the information in their account is up-to-date and accurate.

- Student majors, GPA, and graduation dates are imported into the system from other Texas Tech University systems. Any incorrect information must be brought to the attention of CMC staff in order to correct any problems. No corrections will be made when checking into a recruiting event.

- Other demographic information is important for the CMC in order to complete job placement reporting. An updated cell phone number is very important and required in the system. An alternate email address is highly encouraged to ensure continued access to the system after graduation.

- Employers attach their own requirements to job postings. If a student is not eligible to apply for a position based on those qualifications, the CMC staff holds no power to make exceptions.
Submit RSVP & Preferences in a Timely Manner

Some recruiting events (Meet the Firms [MSA], Meet the Industry [ENCO], Etiquette Reception and Dinner) require an RSVP, and preferences of various types. CMC staff members spend significant time tailoring events to fulfill the needs and requests of both students and employers.

- It is IMPERATIVE that students provide RSVP and preference information in a timely manner. Failure to do so will result in a loss of choice for that particular event or even exclusion if required deadlines are not met.

- RSVP exceptions will not be made. Event guidelines will be followed by CMC staff. It is the responsibility of every student to respond promptly to emails, RSVP for events as instructed, and proactively manage their involvement in all recruiting activities.

Prepare Sufficiently

Preparing to interact with employers is not only important to maintain the image of the Rawls College of Business, but is also vital to being a competitive candidate for employment with companies.

- Multiple opportunities are provided each semester to prepare students for many recruitment-related situations.
  - Employer-Led Mock Interviews
  - Staff-Led Mock Interviews
  - Workshops
  - Various Student Development Appointments
  - Rawls Networking Groups

- A calendar of events can be accessed HERE

- Jamie Pitman, Associate Director of Student Development, is available to assist students with preparation needs. Employers will communicate to the CMC staff if a student was not prepared for an interview situation. **Students are strongly urged to take advantage of opportunities to develop the skills necessary in recruitment situations.**

- Resume approval by Jacob Gordon or Hailey Cagle, Unit Coordinators of Professional Documents, is REQUIRED to apply for positions through the HireRawls system.
  - Generally the professional documents staff guarantees a two business day turnaround on resume and/or cover letter reviews. However, leading up to the Career Expo heavier review traffic requires a deadline of **12:00pm the Friday prior to the Expo.** Resumes submitted for review after this time are not guaranteed to be reviewed prior to the Career Expo.
  - Resume review does not guarantee approval. Approved resumes will meet standards of acceptable formatting and content. These standards are set by the CMC based on the feedback and expectations of employers from business-related fields.

Respect Employers & CMC Staff

Employers and CMC staff work diligently together to provide opportunities for Rawls College of Business students. These relationships have been built and maintained over a long period of time and will be protected to remain strong for the benefit of future RCOBA students.

- Disrespectful attitudes directed at any employer representative, lack of preparation, lack of professionalism, or otherwise embarrassing behavior will not be tolerated.
  - This type of behavior will be addressed with the consequences outlined in the Cancellation & No-Show Policy.

- Disrespect of any CMC staff member will also not be tolerated. The CMC exists to assist students in preparing for employment, gaining employment, and being successful in that employment opportunity. Students will maintain the same professionalism with CMC staff that is expected when interacting with all other faculty and staff in the Rawls College of Business and Texas Tech University.
  - Mistreatment of CMC staff will result in appropriate action being taken by RCOBA administration, the Office of Student Conduct, and the Texas Tech Police Department as appropriate. Further information regarding student conduct expectations can be accessed HERE.
Report Employment

The CMC gathers information each semester regarding job placement rates of RCOBA students. This information provides CMC staff tools in improving services, better serving specific majors, and assisting students in choosing their majors and employment path.

- CMC staff may contact students 90 days after graduation to gather this information.
- Students’ personal information will never be shared with anyone. Barry Broughton, Sr. Director of the CMC, will use your information to compile hiring statistics, average starting salary, etc.
- Students can report their employment HERE at any point after securing full-time employment.