Office of Career Services Student Code of Ethics

Overview
The Smith School of Business Career Services Student Code of Ethics is intended to provide a framework for establishing professional relationships and interactions between students and the Office of Career Services (OCS) in the career planning and recruiting process. This code of ethics has been reviewed and is supported by the senior management of the Smith School of Business. Students are expected to treat all employers, alumni, and the members of OCS staff in a professional and courteous manner. Employers that recruit at the Smith School of Business and the Office of Career Services expect that students will present themselves in a professional and ethical manner during their job search.

All Master of Business Administration (MBA) and undergraduate students are responsible for adhering to the Code of Ethics and conducting their job search in an ethical fashion at all times. Students that fail to do so will lose privileges related to on-campus recruiting and career services. When logging into HireSmith, students acknowledge and accept the OCS Code of Ethics. Failure to accept the OCS Code of Ethics will prevent student access to OCS services and HireSmith. When in doubt, a student should seek the assistance of OCS staff to ensure that their choices are consistent with the standards outlined in this document before a decision is made.

Advance Preparation for Recruiting Events
Students who invest the time and prepare in advance of an interview and/or other recruiting events (e.g. corporate presentations, information sessions, career fairs) are frequently those students who are the most successful in their job search. During the job search and prior to applying for a position, there are three important steps which students should follow which will help them market themselves to potential employers:

1) Conduct thorough company research on potential employers through the resources available through the OCS prior to meeting with a company representative. These resources include Vault, Wetfeet, Hoovers, HireSmith, and company websites. Recruiters expect candidates to learn about the company prior to their interview. Failure to do so demonstrates the candidate's lack of interest and reflects poorly on all Smith School students.

2) Take advantage of all networking opportunities. Join student clubs and professional organizations and conduct informational interviews. Social media tools such as LinkedIn, Facebook, and Twitter can also be valuable in the job search. However, students are urged to only include information and photos in their profiles that are professional as they may be viewed by potential employers.

3) Students should meet with their OCS career advisor or coach to review their cover letter and resume, and incorporate all relevant feedback. If appropriate, schedule a mock interview for additional interview preparation.

Submission of Information
Students certify that all information furnished in their career search-related documents is accurate and truthful. Documents include but are not limited to resumes, cover letters and transcripts. Students are responsible for maintaining an accurate and up-to-date HireSmith profile. Providing false information via HireSmith is a violation of the
Code of Ethics. HireSmith is the online recruiting tool for Smith School students only. Students are prohibited from sharing their HireSmith access with anyone else. To do so is in violation of the University of Maryland Student Code of Conduct.

Students who wish to make a change to their HireSmith profile, are asked to meet with an OCS staff person. Employers often conduct their own independent research to gain further insight into the job candidate. Job candidates are expected to be completely honest about employment history and forthcoming about terminations and poor job fits. When applying for a job on HireSmith 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 supporting documents such as an unofficial transcript readily available.

The resume submission deadline for an on-campus interview is 11:59pm. 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 Smith community, students are reminded to interact with employers in a manner that is professional, respectful, and appropriate for a job candidate.

MBA Students: 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 Smith Connector and Smith Peeps. 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.

Undergraduate Students: The Undergraduate Programming Team is unable to provide contact information for recruiters and/or alumni. Students are encouraged to create and build contacts within their network, join student clubs and professional organizations to build a network that can aid them in their job search.

**Event Attendance**
Students are expected to determine which corporate presentations and workshops to attend, related to their job search strategy. Once registered, students are expected to arrive on time wearing appropriate attire. Large numbers of no-shows for events can result in companies cancelling interviews and suspending all on-campus recruiting. Proper business attire for men consists of a collared shirt, tie, dress slacks, and suit jacket. Women are expected to wear a professional suit (pants or skirt that is below the knee) and blouse. Tight fitting clothing and heavy perfume or cologne is unacceptable. For a more detailed description of professional dress, please see the professional dress guidelines.

MBA Students: Student Ambassadors manage attendance and events and require that a student initial beside his/her name on the attendance list. When attending a presentation, it is the student’s responsibility to make sure his/her name has been checked off on the attendance sheet. 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 HireSmith 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 his/her career advisor to discuss the circumstances. Without prior approval excusing the student from an event for which he/she has registered, he/she may incur a fine, and/or be prevented from registering for future events. Fines collected are to be made payable to the MBAA. Access to HireSmith will be suspended the next day and access will only be granted upon clearance from the MBAA.
Undergraduate Students: Sign-up sheets will be available at all undergraduate programming events. We request that students sign-in so that we have a record of attendance for each event and in the event that an employer wants to contact a student. While it is preferred that undergraduate students RSVP in advance for events, if there is room available on the day of the event, students who have not registered in advance will be allowed entrance on a space available basis. Dress requirements may differ for undergraduate programming events. Please check the event description in HireSmith for clarification on the dress required for each event. During all events students are asked to turn off cell phones, computers and all other electronic devices to ensure full attention and engagement.

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 catch their breath, relax for a moment, and review their interview materials prior to the interview. Come prepared for the interview. In addition to following the guidance provided in the Advance Preparation section of this document, students should bring the following:

1) Extra resume copies
2) Extra copies of list of references
3) A pad of paper and pen or pencil
4) Three questions prepared in advance for the employer

During the interview, the student should be fully engaged. Thoughtfully and directly answer the questions asked. Be concise and avoid rambling, incorporating the STAR (Situation or Task, Action Taken, Results Achieved) and PAR (Project, Action, Result) techniques when answering the employer’s questions. The OCS has additional resources on the STAR and PAR techniques for students to review as part of their interview preparation process.

Following the interview, immediately send a thank-you note to the interviewer by email. A short, handwritten thank-you note is also appropriate and one that provides an additional reminder that the student is interested in the position. Students should thank the interviewer(s) for their time, reiterate interest in the position, add any additional information that will enhance their application, and close.

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. Schedule a mock interview with OCS to gain additional interview practice.

Students are expected to conduct themselves with professionalism and honesty throughout the interviewing process. Unexcused absences from interviews and information sessions are subject to the OCS 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 HireSmith. Depending on the reason, this suspension may be either temporary or permanent.

Students who do not have a legitimate excuse for missing an interview must complete the following steps:

1) As applicable, contact the Director of Undergraduate Student Programming or MBA career advisor, and provide an explanation.
2) Write a letter of apology and explanation to the recruiter. The letter must be professionally written, with no grammatical or typographical errors.

3) The OCS Undergraduate Programming Staff or MBA career advisor will review the letter prior to the student emailing it to the recruiter.

4) Once the letter has been approved by the OCS Undergraduate Programming staff, the student must email the letter to the recruiter and include a copy to the Director of Undergraduate Student Programming or MBA career advisor.

The OCS recognizes that emergencies do happen. Legitimate reasons for missing an interview include documented illness or injury, death in the family, or acceptance of another job offer. If a student has a true emergency, he/she should contact the OCS undergraduate programming staff or MBA career advisor immediately and alert him/her to their situation. Follow up with an email to OCS@rhsmith.umd.edu so there is a record of your notification.

**Cancellation Policy**
Students may cancel up to 48 hours in advance of the date/time for a career-sponsored event.

**Accepting/Declining Internship and Job Offers**
The OCS seeks to maintain a positive and rewarding relationship with employers. It is a win-win for both the Employer and the OCS when an employer selects Smith talent to fill a particular business role. To mitigate damaging established professional relationships between the OCS and employers, students are asked to consider the following:

**Accepting an Offer**
- Students are asked to notify employers of their intent to accept within the deadline set by the company recruiter.
- If there are any questions about the timing of your response or concerns about making an employment decision, students should seek the assistance of an OCS staff member to help navigate the process.
- Students may not renege on an accepted offer. It is unacceptable to continue interviewing with other companies once you have committed to accepting another position.
- Students who renege on an accepted offer will be blocked from using HireSmith (for a semester, permanently—this needs to be decided). Reneging on an offer reflects poorly on the entire Smith School, damages employer relationships and prevents another student from securing the position.

**Declining an Offer**
- If electing to decline an offer, students are asked to do so in a manner that is professional, timely and clear. This will ensure that the OCS is able to continue to maintain the interest and respect of recruiting companies.
- All declined offers should be done in writing or live over the phone. Phone messages should not be left.
- When declining an offer, please consider recommending a peer for the opportunity. Students should keep an OCS career advisor informed about any position they are declining as the advisor will be able to assist with finding alternative candidates to fill the position.

**Accessing OCS Services and Resources – MBA Students**
For first-year MBA students, participation in the OCS MBA Career Management Seminar is the student’s passport to accessing the full range of OCS resources, services, and support. This seven-week seminar puts students on the fast track for career search strategy success and will aid students in their ability to meet the established Smith Gold Standard. The Smith Gold Standard is available on Networth.

**OCS Advising Appointments – MBA Students**
Please note that utilizing OCS advising services is a privilege, not a benefit. Please respect the time and the feedback provided by the advisor. To make the most of the advising session, students are expected to arrive on time, come prepared to discuss their career search strategy and complete the “homework” requested by his/her advisor prior to scheduling subsequent appointments.
If a student is unable to keep his/her scheduled advising appointment, the student must cancel the appointment at least 48 hours in advance. This will ensure that a maximum number of spaces are available to other students who may wish to schedule an advising session. Failure to cancel within the specified timeframe will result in the suspension of coaching appoints for a one week period.

OCS MBA advising appointments are made through Flash Appointments via Hire Smith. Students may only make one appointment with one advisor per day.

Accessing Undergraduate Career Coaching Services and Resources
Undergraduate students may schedule an appointment with a career coach by contacting the OCS at (301) 405-2301 or by stopping by the OCS suite. Appointments are made in 30 minute blocks. Some tasks such as conducting a mock interview and reviewing career assessment results require more time and may require an hour-long appointment. For quick questions and resume reviews, students are encouraged to stop by the OCS (Monday-Friday, 12 pm – 2 pm). Walk-in sessions usually last about 10 minutes. No appointment is needed for walk-ins. During summer and winter terms, please contact a career coach directly via phone or email to schedule an appointment. If a student is unable to keep (or will be late) for a scheduled appointment, please contact the OCS.

MBA Employment Offer Reporting
Once a student receives or accepts an internship or full-time job offer, it is important that he/she communicate the details of the offer/job acceptance to his/her OCS career advisor. This data contributes to the school's overall ranking and is reported in an aggregate format to MBA CSC, the national governing body of business school rankings. Information is collected on an ongoing basis throughout the school year. The OCS respects your privacy and will treat all collected data confidentially.

To report the details of a job offer/job acceptance students should contact their OCS career advisor to complete the official Offer Reporting Form.

Concerns/Grievance Process
In the event that a student has an OCS situation or concern that he/she would like to have heard by the Smith School Administration, the student is asked to follow the process as stated below. Please note that it is not an acceptable practice for a student to email the Dean as a first step in the attempt to resolve the issue or concern. There is an expectation that students will follow the steps in the process described below.

1. The student will first reach out to their track representative. All communication around the specific circumstance should be submitted in writing.
2. The track representative will evaluate the severity and validity of the student’s concern and reply to him or her in writing within seven business days. If appropriate, the track representative will offer the student options and/or a next course of action.
3. The student may contact the OCS Staff Ombudsman, Moneca Surida-Clayburn at msurida@rhsmith.umd.edu for additional assistance. The Ombudsman will reply to him or her in writing, within seven business days to offer additional options.
4. If the track representative and/or the OCS Ombudsman does not believe that s/he can resolve the student’s issue, the written documentation of the issue/concern will be forwarded to MBAA leadership. Together, the MBAA leadership, the OCS Managing Director, and the OCS Staff Ombudsman will consult in an effort to provide resolution.

The MBAA leadership team meets with the OCS Managing Director and other keys staff member regularly to address career-related issues, and to discuss student issues/concerns. If resolution cannot be met, the Dean will be asked to mediate.
**Student Club Support – MBA Students**
Each Smith Club has an assigned OCS liaison. This liaison is a resource for assisting the clubs to operate effectively within the school and in helping to leverage available resources.

All requests for support from the OCS should be submitted in writing to the club liaison at least 30 days in advance of the proposed event. The OCS is able to assist with the following:

1) Securing panelists
2) Conducting club specific workshops
3) Organizing industry treks
4) Identifying guest speakers
5) Creating resume books
6) Supporting students with pre-conference preparation

**Student Club Support – Undergraduate Students**
Please contact the Director of the Undergraduate Programming Team to request support for presentations and other career-related events. Certain times of the semester are extremely busy. The OCS will be better able to support your request if it is submitted at least 30-45 days in advance.

**Conclusion**
The professionalism of Smith School of Business is critical and maintaining a good relationship with employers is of the utmost importance to all Smith School students. Your attendance, appearance and actions are often the first exposure recruiters have of the Smith School of Business and of you and the Smith brand. Therefore it is imperative that you represent yourself professionally at all times.