

# Manual of Policies and Procedures for Student Affairs

## Chapter 10. Career Services

### Subchapter 10-100. General Provisions

#### Sec. 10-101. Purpose

a. The mission of Career Services is to educate, prepare, and assist students and alumni as they pursue career development and the job search process in the world of work. The office serves as a clearinghouse for employers to advertise job openings and for students to access this information.

#### Sec. 10-102. Definitions

- a. In this chapter, unless the context requires a different meaning,
1. "assistant vice president" means the Assistant Vice President for Student Life or his/her delegate or representative;
  2. "student" means a person enrolled in residence at the university or a person accepted for admission or readmission to the university while, or who has been enrolled at the university in a prior semester or summer session and is eligible to continue enrollment in the semester or summer session that immediately follows, or who is attending an educational program sponsored by the university while that person is on campus; "university" means The University of Texas at Tyler; and
  3. "faculty or staff" means a current employee of The University of Texas at Tyler.

### Subchapter 10-200. Administration

#### Sec. 10-201. Clients Served

a. All currently enrolled at The University of Texas at Tyler are eligible to utilize the services offered by the Office of Career Services.

b. The Office of Career Services at The University of Texas at Tyler is designed to best serve the needs of the new college graduate. Our resources, job postings and expertise are geared toward entry-level positions in the job market and entry into graduate and professional schools. As a result of this focus and our staff size, we limit our counseling and advising services to alumni who have graduated in the last three years. Alumni may utilize all other services including electronic resources online.

1. Appointments with Career Advisors: Alumni within three years of graduation can call (903) 565-5581 to schedule an appointment with a career advisor. Phone appointments can be arranged if you are unable to visit campus. Alumni are limited to one session with a career advisor.
2. PatriotJobs: PatriotJobs is our web-based career management system that is unique to UT Tyler. Full-time professional, part-time, and internship employment opportunities are available via our online database and in notebooks located in Career Resource Library. Alumni must contact Coordinator of Career Services to obtain access to the system. Alumni can then self-register for PatriotJobs and create their own unique password to access employment opportunities on a 24-hour basis. Alumni can also upload and publish résumés via PatriotJobs to take advantage of the résumé referral service with reputable employers.
3. Reciprocal Services: Career Services may be able to arrange the use of another college/university's career services for UT Tyler alumni living away from the Tyler area. Often, peer institutions will allow others to use their career services job listings, library, or other resources. You may be able to attend their group workshops. To explore this option, request a Letter of Reciprocity from us asking for reciprocal services and note which college/university you are hoping to access. Please keep in mind that each

campus makes their own policy about which services they will offer under reciprocity and some may choose to charge a fee.

4. Career Resource Library: The Career Resource Library, a comprehensive collection of books, directories, job bulletins, and audio and videotapes, is available to help alumni research career options and identify potential employers.

### **Sec. 10-202. Services Offered**

#### **a. Career Exploration (*Advising*)**

1. Career advisors are available to meet with students to discuss career-related needs and questions.
2. Consult with a Career Advisor to: Identify your interests and strengths; understand how your interests match educational majors; select and evaluate educational majors; explore career opportunities related to your educational major; evaluate career choices based on national trends and forecasts; begin developing skills that set you apart; become aware of internship experiences; strategically plan your major, electives, and activities to support your career goals; strengthen your ability to launch a successful job campaign; explore and prepare for graduate and professional school opportunities; and strategically develop résumés and cover letters for your career choice.
3. *What Can I Do With This Major?* - A website that helps students connect majors with careers. An outline of common career areas, typical employers, and strategies designed to maximize career opportunities is provided for each major. Website links that provide related information about listed majors and careers are also available.

#### **b. Career Resource Library**

1. A comprehensive collection of books, directories, job bulletins, and audio and videotapes is available to help students research career options and identify potential employers.
2. Resources of interest include: Business, Communication, Computer Science and Engineering, Cover Letters and Résumés, Directories, Dress for Success, Education, Exploration and Planning, Government, Graduate Programs, Great Jobs for...Series, Healthcare and Nursing, International and Study Abroad, Internships and Summer Jobs, Interviewing, JobBank, Liberal Arts, Magazines, Mathematics and Sciences, Motivation, Psychology, Social Sciences, Technology, Video/CD-Rom, Visual and Performing Arts, What Can You Do with a Major in...Series, and Workforce Diversity.

#### **c. Job Listing and PatriotJobs (Online database of jobs posted through Career Services)**

1. Full-time professional, part-time, and internship employment opportunities are available via PatriotJobs and in notebooks located in Career Resource Library.
2. Students can self-register for PatriotJobs using their UT Tyler student ID number as their username and creating their own unique password to access employment opportunities on a 24-hour basis.
3. Students can upload and publish résumés via PatriotJobs to take advantage of the résumé referral service with reputable campus departments and off-campus employers.

#### **d. Job Search Assistance**

1. Services are offered in developing job search strategies and techniques; cover letter and résumé critique and construction; interview preparation, techniques and follow-up procedures; negotiation and salary information; geographical relocation information; identification of potential employers; self-managed credential file tutorial for education majors; business meal etiquette; and professional dress.

#### **e. On-Campus Interviews**

1. Employers contact the Office of Career Services to schedule on-campus interviews and other recruitment related events. Events are advertised via the Office of Career

Services website, PatriotJobs, campus bulletin boards, and faculty. Students are instructed to submit a resume for pre-selection if they are interested in an advertised on-campus recruitment opportunity. Employers select the applicant they prefer to interview based on the applicant's qualifications. The Office of Career Services notifies selected applicants and scheduled the on-campus interview.

f. Special Events

1. Special events include career fairs, career success seminars, a mocktail party, a senior etiquette dinner, and a dress for success student fashion show.

g. Vault Online Career Library

1. A website that includes: Downloadable PDF versions of 80+ Vault Guidebooks and Employer Profiles; 50 Vault Gold Reports on top employers in your area, including company overviews, hiring information, and up-to-date surveys; 3,500+ Vault Company Profiles; 2,000,000+ message postings on our Electronic Watercooler message boards; 1,000+ Vault Career Advice articles (covering 29 key categories) and 1,500+ Occupational Surveys; 29 Vault Industry Overviews; and 53 Vault Occupational Profiles.
2. At [www.uttyler.edu/careerservices/students.htm](http://www.uttyler.edu/careerservices/students.htm), access the Vault Online Career Library and The University of Texas at Tyler Log-In. Click on "Get Your Password Now!" When prompted enter your UT Tyler email address and a password will be sent to your UT Tyler email account.

**Sec. 10-203. Fees and Hours of Operation**

a. Fees: The Designated Tuition and Student Service Fee allows students currently enrolled at The University of Texas at Tyler to utilize the services offered by the Office of Career Services for no additional fees.

b. The Office of Career Services is open Monday through Friday from 8:00 a.m. until 5:00 p.m.

**Sec. 10-204. Evaluation of Services**

a. Students will receive a satisfaction survey from a professional staff member in the Office of Career Services on the date of their scheduled appointment. The student will be requested to complete the survey upon completion of the appointment.

b. The Coordinator of Career Services reviews the surveys each semester in order to evaluate the effectiveness of services. Information from the surveys will be used to update, expand, and/or improve the services offered through the Office of Career Services.

**Sec. 10-205. Principles for Career Service and Employment Professionals and Third-Party Recruiters**

a. The Office of Career Services at The University of Texas at Tyler strongly supports The National Association of Colleges and Employers (NACE) *Principles for Professional Conduct*. In the endeavor to help students choose and attain personally rewarding careers and help employers develop effective college relations programs, a commitment by the Office of Career Services and employers of UT Tyler alumni and students to the NACE *Principles for Professional Conduct* is expected.

1. Principles for Career Service Professionals
  - i. Career services professionals, without imposing personal values or biases, will assist individuals in developing a career plan or making a career decision.
  - ii. Career services professionals will know the career services field and the educational institution and students they represent, and will have appropriate advising skills.
  - iii. Career services professionals will provide students with information on a range of career opportunities and types of employing organizations. They

- will inform students of the means and resources to gain access to information, which may influence their decisions about an employing organization. Career services professionals will also provide employing organizations with accurate information about the educational institution and its students and about the recruitment policies of the career services office.
- iv. Career services professionals will provide generally comparable services to all employers, regardless of whether the employers contribute services, gifts, or financial support to the educational institution or office and regardless of the level of such support.
  - v. Career services professionals will establish reasonable and fair guidelines for access to services by employers. When guidelines permit access to organizations recruiting on behalf of an employer and to international employers, the following principles will apply:
    - a. Organizations providing recruiting services for a fee may be asked to inform career services of the specific employer they represent and the specific jobs for which they are recruiting. When deemed necessary, career services can request contact information to verify that the organization is recruiting for a bona fide job opportunity. Career services must respect the confidentiality of this information and may not publish it in any manner. Third-party recruiters that charge fees to students will not be permitted access to career services;
    - b. Employers recruiting for work outside of the United States are expected to adhere to the equal employment opportunity (EEO) policy of the career services office. They will advise the career services office and the students of the realities of working in that country and of any cultural and foreign law differences.
  - vi. Career services professionals will maintain EEO compliance and follow affirmative action principles in career services activities in a manner that includes the following:
    - a. Referring all interested students for employment opportunities without regard to race, color, national origin, religion, age, gender, or disability, and providing reasonable accommodations upon request during on-campus interviewing appointments;
    - b. Notifying employing organizations of any selection procedures that appear to have an adverse impact based upon the student's race, color, national origin, religion, age, gender, or disability;
    - c. Assisting recruiters in accessing certain groups on campus to provide a more inclusive applicant pool;
    - d. Informing all students about employment opportunities, with particular emphasis on those employment opportunities in occupational areas where certain groups of students are underrepresented;
    - e. Developing awareness of, and sensitivity to, cultural differences and the diversity of students, and providing responsive services;
    - f. Responding to complaints of EEO noncompliance, working to resolve such complaints with the recruiter or employing organization, and, if necessary, referring such complaints to the appropriate agency.
  - vii. Any disclosure of student information outside of the educational institution will be with prior consent of the student unless health and/or legal considerations necessitate the dissemination of such information. Career services professionals will exercise sound judgment and fairness in maintaining the confidentiality of student information, regardless of the source, including written records, reports, and computer databases.

- viii. Only qualified personnel will evaluate or interpret tests of a career planning and placement nature. Students will be informed of the availability of testing, the purpose of such tests, and the disclosure policies regarding test results.
  - ix. If the charging of fees for career services becomes necessary, such fees will be appropriate to the budgetary needs of the office and will not hinder student or employer access to services. Career services professionals are encouraged to counsel student and university organizations engaged in recruitment activities to follow this principle.
  - x. Career services professionals will advise students about their obligations in the recruitment process and establish mechanisms to encourage their compliance. Students' obligations include providing accurate information; adhering to schedules; accepting an offer of employment in good faith; notifying employers on a timely basis of an acceptance or no acceptance and withdrawing from the recruiting process after accepting an offer of employment; interviewing only with employers for whom students are interested in working and whose eligibility requirements they meet; and requesting reimbursement of only reasonable and legitimate expenses incurred in the recruitment process.
  - xi. Career services professionals will provide services to international students consistent with U.S. immigration laws; inform those students about these laws; represent the reality of the available job market in the United States; encourage pursuit of only those employment opportunities in the United States that meet the individual's work authorization; and encourage pursuit of eligible international employment opportunities.
  - xii. Career services professionals will promote and encourage acceptance of these principles throughout their educational institution, and will respond to reports of noncompliance.
2. Principles for Employment Professionals
- i. Employment professionals will refrain from any practice that improperly influences and affects job acceptances. Such practices may include undue time pressure for acceptance of employment offers and encouragement of revocation of another employment offer. Employment professionals will strive to communicate decisions to candidates within the agreed-upon time frame.
  - ii. Employment professionals will know the recruitment and career development field as well as the industry and the employing organization that they represent, and work within a framework of professionally accepted recruiting, interviewing, and selection techniques.
  - iii. Employment professionals will supply accurate information on their organization and employment opportunities. Employing organizations are responsible for information supplied and commitments made by their representatives. If conditions change and require the employing organization to revoke its commitment, the employing organization will pursue a course of action for the affected candidate that is fair and equitable.
  - iv. Neither employment professionals nor their organizations will expect, or seek to extract, special favors or treatment which would influence the recruitment process as a result of support, or the level of support, to the educational institution or career services office in the form of contributed services, gifts, or other financial support.
  - v. Serving alcohol should not be part of the recruitment process.
  - vi. Employment professionals will maintain equal employment opportunity (EEO) compliance and follow affirmative action principles in recruiting activities in a manner that includes the following:

- a. Recruiting, interviewing, and hiring individuals without regard to race, color, national origin, religion, age, gender, or disability, and providing reasonable accommodations upon request;
    - b. Reviewing selection criteria for adverse impact based upon the student's race, color, national origin, religion, age, gender, or disability;
    - c. Avoiding use of inquiries that are considered unacceptable by EEO standards during the recruiting process;
    - d. Developing sensitivity to, and awareness of, cultural differences and the diversity of the work force;
    - e. Informing campus constituencies of special activities that have been developed to achieve the employer's affirmative action goals;
    - f. Investigating complaints forwarded by the career services office regarding EEO noncompliance and seeking resolution of such complaints.
  - vii. Employment professionals will maintain the confidentiality of student information, regardless of the source, including personal knowledge, written records/reports, and computer databases. There will be no disclosure of student information to another organization without the prior written consent of the student, unless necessitated by health and/or safety considerations.
  - viii. Those engaged in administering, evaluating, and interpreting assessment tools, tests, and technology used in selection would be trained and qualified to do so. Employment professionals must advise the career services office of any test conducted on campus and eliminate such a test if it violates campus policies. Employment professionals must advise students in a timely fashion of the type and purpose of any test that students will be required to take as part of the recruitment process and to whom the test results will be disclosed. All tests will be reviewed by the employing organization for disparate impact and job-relatedness.
  - ix. When using organizations that provide recruiting services for a fee, employment professionals will respond to inquiries by the career services office regarding this relationship and the positions the organization was contracted to fill. This principle applies equally to any other form of recruiting that is used as a substitute for the traditional employer/student interaction.
  - x. When employment professionals conduct recruitment activities through student associations or academic departments, such activities will be conducted in accordance with the policies of the career services office.
  - xi. Employment professionals will cooperate with the policies and procedures of the career services office, including certification of EEO compliance or exempt status under the Immigration Reform and Control Act, and will honor scheduling arrangements and recruitment commitments.
  - xii. Employment professionals recruiting for international operations will do so according to EEO standards. Employment professionals will advise the career services office and students of the realities of working in that country and of any cultural or foreign law differences.
  - xiii. Employment professionals will educate and encourage acceptance of these principles throughout their employing institution and by third parties representing their employing organization on campus, and will respond to reports of noncompliance.
3. Principles for Third-Party Recruiters
- a. Definition of third-party recruiter:

- i. Third-party recruiters are agencies, organizations, or individuals recruiting candidates for temporary, part-time, or full-time employment opportunities other than for their own needs. This includes entities that refer or recruit for profit or not for profit, and it includes agencies that collect student information to be disclosed to employers for purposes of recruitment and employment;
- ii. Third-party recruiting organizations charge for services using one of the following fee structures:
  - 1. Applicant paid fee—The applicant pays the third-party recruiter a flat fee for services rendered or a fee based upon the applicant's starting salary once the applicant is placed with an employer.
  - 2. Employer paid fee—
    - a. Retainer—The employer pays a flat fee to the third-party recruiter for services performed in the recruiting of individuals to work for the employer.
    - b. Contingency fee—The employer pays to the third-party recruiter a percentage of the applicant's starting salary once the applicant is hired by the employer.
    - c. Fee for service—The employer pays a fee for specific services, e.g. job postings, access to resumes, booth space at a job fair, etc.
- iii. The above definition includes, but is not limited to, the following entities regardless of the fee structure used by the entity to charge for services:
  - 1. Employment Agencies—Organizations that list positions for a number of client organizations and receive payment when a referred candidate is hired. The fee for listing a position is paid either by the firm listing the opening (fee paid) or by the candidate who is hired. Search Firms: Organizations that contract with clients to find and screen qualified persons to fill specific positions. The clients pay the fees for this service.
  - 2. Search Firms—Organizations that contract with clients to find and screen qualified persons to fill specific positions. The fees for this service are paid by the clients.
  - 3. Contract Recruiter—Organizations that contract with an employer to act as the employer's agent in the recruiting and employment function.
  - 4. Online Job Posting or Resume Referral Services—For-profit or commercial organizations that collect data on job seekers and display job opportunities to which job seekers may apply. The data collected on job seekers are sent to prospective employers. Fees for using the services may exist for the employer, school, or job seeker.
- iv. Temporary Agencies or Staffing Services—Temporary agencies or staffing services are employers, not third-party recruiters, and will be expected to comply with the professional conduct principles set forth for employer professionals. These are organizations that contract to provide individuals qualified to perform specific tasks or complete specific projects for a client organization. Individuals perform work at the client organization, but are employed and paid by the agency.

- v. Outsourcing Contractors or Leasing Agencies—Outsourcing contractors or leasing agencies are employers, not third-party recruiters, and will be expected to comply with the professional conduct principles set forth for employer professionals. These are organizations that contract with client organizations to provide a specific functional area that the organization no longer desires to perform, such as accounting, technology services, human resources, cafeteria services, etc. Individuals hired by the outsourcing or leasing firm are paid and supervised by the firm, even though they work on the client organization's premises.
- vi. In most cases temporary agencies, staffing services, outsourcing contractors, or leasing firms will be treated as employers. However, should these firms actually recruit individuals to be employees of another organization, then the third-party professional conduct principles shall apply.
- vii. Third-party recruiters will be versed in the recruitment field and work within a framework of professionally accepted recruiting, interviewing, and selection techniques.
- viii. Third-party recruiters will follow EEO standards in recruiting activities in a manner that includes the following:
  1. Referring qualified students to employers without regard to the student's race, color, national origin, religion, age, gender, or disability;
  2. Reviewing selection criteria for adverse impact and screening students based upon job-related criteria only, not based upon the student's race, color, national origin, religion, age, gender, or disability;
  3. Refusing, in the case of resume referral entities, to permit employers to screen and select resumes based upon the student's race, color, national origin, religion, age, gender, or disability;
  4. Avoiding use of inquiries that are considered unacceptable by EEO standards during the recruiting process;
  5. Affirming an awareness of, and sensitivity to, cultural differences and the diversity of the work force;
  6. Investigating complaints forwarded by the career services office or the employer client regarding EEO noncompliance and seeking resolution of such complaints.
- ix. Career centers may choose to advise students to approach with caution third-party recruiters who charge a fee. Members are encouraged to make available to students the NACE publication, "A Student's Guide to Interviewing With Third-Party Recruiters."
- x. Third-party recruiters will disclose information as follows:
  1. Third-party recruiters will disclose to students the name(s) of the client, or clients, that the third-party recruiter is representing and to whom the students' credentials will be disclosed.
  2. When deemed necessary, third-party recruiters will disclose information upon request to career services that would enable career services to verify that it is recruiting for a bona fide job opportunity. Information should include contact information for the organization for which the third party is providing recruiting services. Career

services must respect the confidentiality of this information and may not publish it in any manner.

- xi. Third-party recruiters will not disclose to any employer, including the client-employer, any student information without obtaining prior written consent from the student. Under no circumstances can student information be disclosed for other than the original recruiting purposes nor can it be sold or provided to other entities. Online job posting and resume referral services must prominently display their privacy policies on their web sites, specifying who will have access to student information.
- xii. Third-party recruiters attending career fairs will represent employers who have authorized them and will disclose to career services the names of the represented employers.

b. Problem Solving Procedures

- 1. Questionable practices or problems involving recruiters and career services practitioners will be resolved between the parties as quickly as possible. NACE recommends the following:
  - i. Discuss the incident with all parties involved in the situation. Determine the specifics of the problem.
  - ii. Attempt to resolve the incident among the affected parties.
  - iii. Refer unresolved concerns to the supervisors of the involved individuals or to other appropriate officials.
  - iv. If informal resolution is not successful, the parties are encouraged to use the regional association's problem-solving mechanism.

**Sec. 10-206. Employer Recruitment Policy**

a. The Office of Career Services at The University of Texas at Tyler encourages employers to interact with our students and inform and interest them in employment opportunities. The office offers assistance to employers in accordance with the NACE Principles for Professional Conduct. The office also expects employers to act in accordance with the NACE Principles for Professional Conduct. In addition, employers must meet these qualifications to participate:

- 1. Employers must clearly indicate the employing organization's name.
- 2. Employers must not solicit or sell their products or services on campus at any time, especially via on-campus recruitment events.
- 3. Employers must fully disclose the structure of their compensation packages and any business costs an applicant may incur in their first year of employment.
- 4. Employers must not overstate potential compensation.
- 5.

b. Organizations purporting guaranteed sponsorship of a candidate for an H1B Specialty Visa must demonstrate compliance of U.S. Citizenship and Immigration Services (USCIS) regulations and the U.S. Department of Labor (DOL) immigration and Nationality Act (INA). Full disclosure of employer/employee contracts must be presented to the Office of Career Services prior to on-campus interviews. The ability to recruit via the Office of Career Services at UT Tyler may be revoked if found to be in violation of compliance.

c. Final approval to use facilities and services of the Office of Career Services is determined by the Coordinator of Career Services and may be revoked if these policies or the NACE *Principles for Professional Conduct* are violated. The permission to use facilities and services does not imply University approval or endorsement of the policies, practices, or products/services of the recruiters and their employers. Only Equal Employment Opportunity (EEO) employers may use Office of Career Services facilities.

**Sec. 10-207. Job Posting Procedure**

a. The Office of Career Services serves as a clearinghouse for employers to advertise available employment opportunities at NO CHARGE and for students and alumni to have access to this information.

b. Employment opportunity announcements should include classification of the position, employer contact information, job title, job description, qualification and experience needed, salary, hours and days, other information, and preferred method of application.

c. In order to post employment opportunities, organizations are instructed to fill out the appropriate job form. Information requested on the job form sent on company letterhead will be accepted also. Employment opportunities can be received by e-mail ([krichardson@mail.uttyl.edu](mailto:krichardson@mail.uttyl.edu)), fax (903/565-5532) or by mail: Office of Career Services-UC 111, The University of Texas at Tyler, 3900 University Boulevard, Tyler, Texas 75799.

d. Employment opportunities are retained for approximately 30 days unless otherwise noted by the application deadline. Once received, employment opportunities are posted on-line through PatriotJobs (on-line database of jobs posting through the Office of Career Services) at [www.uttyler.edu/careerservices/students.htm](http://www.uttyler.edu/careerservices/students.htm), on bulletin boards throughout the campus, and in job binders located in the Career Resource Library. Interested applicants are encouraged to contact employers directly. Employers are encouraged to contact the Office of Career Services once a position has been filled.

e. All employment opportunities listed will be available to all qualified alumni and students. Referrals will be made in compliance with federal and state laws and policies governing employment referrals, and in compliance with the Family Rights and Privacy Act.

f. All employment opportunities listed must be employment opportunities rather than business opportunities. Business opportunities are defined as situations that include any of the following characteristics:

1. Require students to make investments or initial cash deposits
2. Involve students purchasing inventory or product for resale
3. Students work independently of direct supervision on a regular basis
4. Students work in a private residence or non-commercial setting
5. Students are not considered employees
6. Students will have financial liability for their work of others
7. Other situations that are not clearly an employee-employer relationship

### **Subchapter 10-300. Programs**

#### **Sec. 10-301. Career/Job Fairs and Special Events**

a. Employment fair and special events hosted by the Office of Career Services serve to both recruit and inform alumni and students of the job search process. All events should be well-planned, designed to meet the students' needs, offered in places and times accessible by students, and publicized in a manner that all students will be informed of the activities. All events will be offered with the expertise of the Coordinator of Career Services or by guest speakers/presenters internal/external to the University. Evaluation of events should occur to assess the success of the activity and plan for necessary future changes.

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