

Appointment Cancellation and No Show policy:

We in the CCPD value the time we can offer to students individually to assist in career planning needs. In order to respect the time of a coach as well as other students, we ask that you please make every effort to keep your scheduled time with a coach. We understand your schedule may change but please inform your coach in a timely manner. The following outlines the steps to take as well as our cancellation and no show policy.

Cancellations: Students may cancel their scheduled appointment up to 24 hours prior to the appointment day by either calling the CCPD (610-758-3710) or emailing their career coach.

Late Cancellation: An appointment cancelled within the 24-hour period before the appointment is considered a Late Cancellation.

No-Show: A No-Show is when a student fails to show for their scheduled appointment time.

Consequence: A Late Cancellation or No-Show will automatically result in following actions being taken:

- **First Offense:** If you do not show or do not cancel your appointment within 24 hours prior to your scheduled appointment you will receive an e-mail reminder about the Cancellation/No-Show policy
- **Second Offense:** You will receive an e-mail from the career coach alerting you that if you don't keep your 3rd appointment, you will not be allowed to schedule an individual appointment for the remainder of the semester, but will still have access to use Quick Question hours.
- **Third Offense:** You will receive an e-mail notice that your privilege for scheduling an appointment is suspended for the remainder of the semester and that you may only use Quick Questions during this time period.

Late Arrival for Appointment Policy:

The time allotted for your appointment is to ensure there is sufficient time to assist with your career needs. Arriving more than 15 minutes late for an appointment without calling to notify CCPD, may result in the appointment being forfeited and may be counted as No-Show.