

## **CUSTOMER CODE OF CONDUCT**

As a customer of the Career Center System, I agree to work within the following rules:

### **I WILL**

- Conduct myself in a manner that is professional, courteous and respectful.
- Work in a manner that is productive to my finding employment, training or educational opportunities. I will not loiter in or around this building once I have completed my business.
- Dress in an appropriate manner suitable for most work environments.
- Notify Career Staff when I am offered and/or accept employment.
- Follow the *Resource Area Internet and Computer Use Policy* (over, on back).
- Not use equipment (phone, fax, copier, computers, software programs, etc.) for personal use.
- Notify Career Staff when equipment fails to function.
- Not bring food or drink into the computer workstation.
- The use of tobacco and vaping products is prohibited.
- Seek out clarity and thorough understanding of what is expected of me.
- Seek out the appropriate staff for resolution to any problems.
- Not engage in physical or verbal confrontation with staff, or other customers.
- Use appropriate work place language and refrain from yelling and profanity.
- When told, cease all inappropriate behavior.
- Notify Career Center Staff when others are acting inappropriately.

### **I UNDERSTAND THAT**

- **Failure to abide by this Code of Conduct may result in a loss of privileges or bar me from participation at Career Center locations.**

## **RESOURCE ROOM INTERNET AND COMPUTER USE POLICY**

Welcome to the Resource Room. Our goal is to make the use of these computers easy and accessible for customers. We ask that you be considerate of others by using the computers only for activities directly related to your employment search or other uses approved by staff. Please complete your work as quickly as possible if others are waiting. If you need help using the computer, please ask. We are here to help.

### **Appropriate computer usage includes:**

- Program registration;
- Accessing job-related resources;
- Researching companies;
- Résumé and cover letter writing;
- Job search, searching job databases; and
- Researching career and educational options.

### **Inappropriate computer usage includes:**

- Changing or adding settings, formats, bookmarks or favorites;
- Downloading software without explicit authorization of Resource Room staff;
- Receipt, storage, transmission, or viewing of offensive, racist, sexist, obscene, or pornographic information or materials;
- Infringing copyrights or violating software licensing agreements;
- Wagering, betting, selling, or other commercial activities;
- Invading the privacy of others;

- Conducting personal business or research unrelated to program eligibility, job search, or career exploration; and
- Hacking of computers or computerized systems.

### **E-Mail Use in the Resource Area**

Job searching for many job seekers and businesses routinely requires the use of e-mail. There are several free e-mail sites available for use. You are encouraged to use business-related sites such as: [www.outlook.com](http://www.outlook.com), [www.yahoo.com](http://www.yahoo.com), [www.hotmail.com](http://www.hotmail.com), [www.gmail.com](http://www.gmail.com), etc. E-mail use in the Resource Area can only be used for employment-related activities. For example:

- Transferring résumés;
- Retrieving applications from businesses;
- Seeking additional information regarding employment;
- Clarifying questions from potential employees and businesses; and
- Notification to the job seeker of job openings

In addition, this System office has put the following rules in place to prevent transmission of viruses from disks and/or flash drives, and we ask that you follow these additional policies:

- Staff has the right to monitor appropriate use of resources and equipment in the Resource Room.
- Misuse of the computer, printer, or any site equipment may result in the loss of privileges or criminal charges.
- The Career Center System office assumes no responsibility for any damage, direct or indirect, that users or anyone else may experience through access to the Internet.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_