Huskie Service Scholars
Program Handbook

Northern Illinois University
CONTACT INFORMATION

Office of Student Engagement & Experiential Learning

Altgeld 100

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Huskie Service Scholars Overview

What is the Huskie Service Scholars Program?

HSS is a program that strives to develop a peer network and provide support that enables students to engage in service work on campus and in the community. Students will work with their Site Supervisors to provide regular service to their campus partner. In addition, students will attend campus-wide service events and collaborate to plan off-campus service projects. Monthly meetings will provide collaboration, training and reflection opportunities for students. At minimum, students will dedicate 300 hours to service work, mentoring, reflection and training opportunities.

Rationale for the Huskie Service Scholars Program

Students who become engaged on campus during their first year are more likely to succeed in the university setting. The Huskie Service Scholars program provides mentoring, training and funding to students to help them become engaged and be successful. The program aims to provide support to first generation or low income students. Mentoring is truly at the heart of this program.

Program Vocabulary and People to Know

Fellow – a member of the program who is a first semester student (3 per team)
Peer Mentor – a non-first semester student member of the team (1 per team)
Site Supervisor – a NIU staff member of a campus unit (1 per team)
Campus Partner – an office on the NIU campus that hosts a HSS team
Team –3 Fellows, 1 Peer Mentor & 1 Site Supervisor that serve a specific campus unit
Cohort – the six teams that are a part of the Huskie Service Scholars program

Students with Disabilities

If you need an accommodation for this program, please contact the Disability Resource Center as soon as possible [http://niu.edu/disability/index.shtml](http://niu.edu/disability/index.shtml). The DRC coordinates accommodations for students with disabilities. It is located on the 4th floor of the Health Services Building, and can be reached at 815-753-1303 (V) or [drc@niu.edu](mailto:drc@niu.edu).

Also, please contact the OSEEL supervisor and HSS Cohort Coordinator, privately as soon as possible so we can discuss your accommodations. The sooner you let us know your needs, the sooner we can assist you in achieving your goals in this program.
THE ROLE OF A SITE SUPERVISOR

Site Supervisor Description

Site Supervisors are expected to nurture an unbiased, unprejudiced and open environment that will strengthen the social and professional support system and knowledge base of HSS Fellows. Supervisors should enable participants to converse freely, ask questions and voice their opinions and concerns. Supervisors are also expected to act as a liaison between the Fellows and OSEEL staff, as well as campus and department resources.

Site Supervisor Expectations

1. Attend Site Supervisor Orientation (TBA August 2015).
2. Attend bi-weekly meetings with their team.
3. Attend monthly cohort meetings hosted by OSEEL if schedule permits.
4. Check in with Fellows and Peer Mentor on a regular basis to assess team/individual progress.
5. Meet with Cohort Coordinator/OSEEL once each semester (middle of semester).
6. Facilitate student involvement and volunteer hours at the campus partner site.
7. Submit evaluation survey at end of each semester.
8. Approve student hours regularly through the Campus Compact Timekeeper (each semester).

Criteria for Student Projects

The service that students are required to perform through the program can be a mix of events with off-campus organizations and through the campus partner. Student’s hours are not limited to those provided by the campus partner. Projects that are completed through the campus partner should be aimed toward:

1. Helping students understand and contribute to the mission of the campus partner site.
2. Allow for student interaction with faculty, staff and students across campus.
3. Challenge students to use critical thinking skills.

Benefit to Campus Partner

Students in the Huskie Service Scholars program perform service to the NIU community as well as the campus partner to which they are assigned. Each student will make a regular, consistent commitment to the campus partner each week. There is no set amount of hours per week that students are required to commit to “in-office” work. However, it is encouraged that students are able to get involved in the entire NIU community and off campus as well. Students should be encouraged to collaborate with other HSS teams. The amount of hours that each student will commit to a campus partner will be determined on an individual basis due to varying needs of each campus partner. The hours must be decided and agreed upon between the students and their Site Supervisor.
TOOLS FOR SITE SUPERVISORS

Support from OSEEL

Additional support is always available for Site Supervisors through the Office of Student Engagement & Experiential Learning. OSEEL will use e-mail to communicate important dates, meetings and events. Reminders will be sent out monthly for cohort meetings, approval of student hours and impact reflection worksheets. If you have any questions, concerns, or need to talk please contact the Cohort Coordinator or AmeriCorps VISTA.

PROGRAM HOURS

What Students Can Do to Complete Their Hours

All activities related to the Huskie Service Scholars Program will fall under one of three categories: service, mentoring or training. Hours in all of these areas will count towards the total requirement of 300 hours. Students are expected to sign up for “office hours” at the campus partner office.

Ex. A Peer Mentor attends Project on Civic Reflection facilitator training = 10 training hours
Ex. A Fellow works at STEM Outreach for 4 hours on Monday afternoon = 4 service hours
Ex. A Peer Mentor meets with a Fellow for 1 hour = 1 mentoring hour for each student

Expectations for Peer Mentors:
- 55% Service
- 30% Mentoring
- 15% Training

Expectations for Fellows:
- 70% Service
- 20% Mentoring
- 10% Training

These percentages are simply guidelines, not strict requirements.

How to Approve Student’s Hours

Approving hours is a simple process. At the end of every month, you will visit the following website to approve hours using the online “Timekeeper” at http://m3cfellows.org/. To approve hours, you will use the administrator username and password (this will be provided to you at the Site Supervisor Orientation).

Step 1: Log in at m3cfellows.org
Step 2: Find your students under the Cohort heading
Step 3: Click on the name of a student to approve hours
Step 4: View student description of service by clicking on the link “Describe your service experience for ….”

Step 5: Click “Approve” button. Hours cannot be edited after being approved.

Step 6: “Yes” will appear in the “Approved” column. Hours can no longer be edited. Do not click the blue arrow.

Step 7: Click on the “View Members” tab to return to the original screen with all participants listed. Repeat steps 3-7 until you have approved hours for all students on your team. Please do NOT approve hours for the current month. Students may still need access to edit and adjust these hours before they are locked in.
THE ROLE OF A PEER MENTOR

Peer Mentor Description

Peer Mentor Duties

1. Plan and host weekly team meetings (with Site Supervisor and Fellows).
2. Meet individually with Fellows and check in regularly.
3. Attend monthly cohort meetings hosted by OSEEL.
4. Attend three Peer Mentor meetings per semester with cohort leader.
5. Assist in planning HSS service projects for Fall and Spring semesters.
6. Work regular weekly hours at campus partner site.
7. Plan and implement monthly team service events off campus.
8. Document meetings and service work using social media (HSS Facebook page).
9. Keep a blog with continual updated posts on service activities.
10. Assist in maintaining the Huskie Service Scholar garden.
11. Complete service hours and record them online weekly, and turn in monthly sheets.
12. Meet with site supervisor regularly to review team and individual progress.
13. Assist with developing group service activities.
14. Contribute to the group/team environment and support unit.
15. Participate in all trainings, orientations, and reflection activities.
16. Complete a mid- and end-of-service evaluation.
17. Attend a Peer Mentor training in August 2015.

Student Eligibility - Students must meet the following qualifications:

1. Have a cumulative GPA of 2.0 or higher.
2. Earn a passing grade in a minimum of 12 semester hours each semester of the program.
3. Be a full-time Sophomore, Junior, or Senior standing at NIU.
4. Demonstrate an ability to communicate effectively with first-year students.
5. Be able to serve as a positive role model for first-year students.
6. Remain in good academic standing and judicial university standing at all times.
7. Have 10 hours per week to commit to the position during the academic year.
8. Be available to attend all cohort meetings.

*Failure to maintain these eligibility requirements will result in immediate termination from the program, tuition waiver will be revoked and student will not be reinstated into the HSS program.*

Consequences

1. I understand that I am required to attend all monthly cohort meetings and all monthly Peer Mentor meetings. I understand that each unexcused absence will result in a warning, with the third unexcused absence resulting in termination from the program.
2. I understand that the following will result in a deduction of the tuition waiver:
   - Failure to update hours weekly
   - Failure to submit monthly reports and evaluations
- If I am not at 150 hours by January 1, 2016 then I will be put on probation and have until the end of February to reach 200 hours. Failure to reach 200 hours by the end of February will result in a deduction of tuition waiver.

3. I will participate in the following required events:
   - STEM Fest (October)
   - Hunger and Homelessness Awareness Week
   - MLK Week
   - Community Engagement Showcase (April)
   - NIU Cares Day (April)

**Expectations and Professionalism**

Peer Mentors are expected to nurture an unbiased, unprejudiced and open environment that will strengthen the social and professional support system and knowledge base of HSS Fellows. Peer Mentors should enable participants to converse freely, ask questions and voice their opinions and concerns.

Peer mentors are expected to help the Fellows grow at NIU through academics and social aspects. It is the expectation that the mentors will provide a bridge into the NIU community and be a helpful resource for Fellows. Peer Mentors are also expected to act as a liaison between the Fellows and the Site Supervisor and OSEEL staff, as well as campus and department resources. To do so effectively, Peer Mentors are required to attend monthly meetings with the cohort leader and other Peer Mentors.

HSS Peer Mentors are expected to maintain a professional manner whenever representing the program. Professionalism should extend into sending emails to faculty, students, staff, etc. No inappropriate behavior will be tolerated.

**TOOLS FOR PEER MENTORS**

**First Year Challenges**

Peer Mentors will be required to attend a Peer Mentor training that will give them the tools they need to be an effective mentor. There are some additional resources to use:

**Academic Involvement:** First-year students may experience challenges regarding over/under-involvement in academic activities. Students may feel that school and/or studying does not take a time commitment, leading students to underestimate the need for work outside of class. Peer Mentors will assist students with finding tutoring centers, understanding office hours and scheduling study time.
Social Involvement: First-year students may struggle with social involvement on campus, whether around HSS or non-HSS students. Social involvement may include student organizations, intramural sports, Greek Life, or simply spending time with friends. Some first-year students underestimate the time commitment to classes; therefore, leading to academic struggle and/or failure. Peer Mentors will assist students with social involvement by monitoring students’ well-being and/or stress-levels. Peer Mentors may need to meet individually with students to assist with social involvement, suggesting possible ways to handle this aspect of life as a college student.

Health and Wellness: First-year students may develop challenges regarding their health and well-being due to the lifestyle change experienced. Each student may experience a different problem, but Peer Mentors should be vigilant and help students with health issues by suggesting appropriate resources on campus. Please see the table at the end of the program handbook.

Living with a Roommate: As a first-year student, individuals may experience roommate trouble throughout the semester. Peer Mentors should encourage students to talk with their CA and/or appropriate staff to take care of any roommate issues.

Homesickness: The first year away from home may present homesickness issues for students. Peer Mentors should support students, suggest resources, etc. for students who are experiencing this adjustment problem. Peer Mentors should follow-up with students who seem to be stressed/struggling with homesickness, and suggest campus resources or activities to get involved in that would help.

Facilitating Meetings

Be Flexible: Peer Mentors should work with Fellows to accommodate their schedules. This may involve setting up private meetings with Fellows and then contacting them via telephone or email to follow-up afterwards.

Scheduling: When picking times to schedule meetings Peer Mentors must choose times of the day that work for the Fellows. If needed, Peer Mentors should host more than one meeting per week so all students can attend.

Encouraging: Peer Mentors will need to encourage Fellows to attend meetings, service projects, campus activities, etc. First-year students may be hesitant, but Peer Mentors need to put themselves out there to demonstrate that Fellows have assistance inside and outside of the classroom.

Incentives: First-year students may lack incentive to attend class, meetings, etc. so Peer Mentors may need to provide an incentive of some sorts to encourage students to attend events.

Location: The location of meetings and other activities should be logical (e.g. residence halls, the Holmes Student Center, OSEEL). Meeting places should be in a location that is central for all Fellows attending. Peer Mentors are responsible for locating and reserving locations to host meetings and events.
**Communication:** Peer Mentors need to communicate with Fellows via telephone, email, and/or Facebook. Peer Mentors can consider creating a Facebook group so students can stay up to date on HSS events. Peer Mentors should reach out to Fellows on an individual basis. It is preferable that Peer Mentors become comfortable to give out their personal phone number. It is very important for Peer Mentors to respond quickly to all multimedia communication, e.g. Facebook, email, etc. so students can be confident they will receive an answer.

**Here are some ideas to get you started:**
- Plan ahead, have topics to discuss each week
- Spend time getting to know each other
- Plan reflection activities
- Silence is OK and even good sometimes
- Make meetings fun, consider going on “field trips”
- Encourage students to ask questions
- Arrive early to the location
- Suggest other resources on campus for help if needed beyond the meeting
- Maintain an engaging environment
- Report to Site Supervisor after the session to update them on who is attending, etc.

**Example Meeting Outline:**
1. Ice Breaker Activity
2. Checking In Questions
3. Reflection Activity
4. Planning Ahead Time
THE ROLE OF A FELLOW

Fellow Description

Fellow Duties
1. Attend weekly team meetings.
3. Meet weekly to check in with site supervisor.
4. Attend monthly cohort meetings hosted by OSEEL.
5. Attend HSS service projects for Fall and Spring semesters.
6. Work regular weekly hours at campus partner site.
7. Participate in monthly team service events off campus.
8. Document meetings and service work using social media (HSS Facebook page).
9. Keep a blog with continual updated posts on service activities, etc.
10. Assist in maintaining the Huskie Service Scholar garden.
11. Complete service hours and record them online weekly, and turn in monthly sheets.
12. Meet with Site Supervisor regularly to review team and individual progress.
13. Assist with developing group service activities.
14. Contribute to the group/team environment and support unit.
15. Participate in all trainings, orientations, and reflection activities.
16. Complete a mid- and end-of-service evaluation.

Student Eligibility - Students must meet the following qualifications:
1. Be a first semester freshmen or first semester transfer student at NIU.
2. Qualify as a first generation college student OR be eligible for the federal Pell Grant.
3. Have a cumulative GPA of 2.0 or higher.
4. Earn a passing grade in a minimum of 12 semester hours each semester of the program.
5. Remain in good academic standing and judicial university standing at all times.
6. Be available to attend all cohort meetings.

*Failure to maintain these eligibility requirements will result in immediate termination from the program, tuition waiver will be revoked and student will not be reinstated into the HSS program.*

Consequences
1. I will attend all required monthly meetings and understand that each unexcused absence will result in a warning, with the third unexcused absence resulting in termination from the program.
2. I understand that the following will result in a deduction of the tuition waiver:
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   o MLK Week
   o Community Engagement Showcase (April)
   o NIU Cares Day (April)

**Expectations and Professionalism**

Fellows are expected to remain unbiased, unprejudiced and open in an environment that will strengthen the social and professional support system and knowledge base of the HSS cohort and team. Fellows should converse freely, ask questions and voice their opinions and concerns.

Fellows are expected to maintain a professional manner whenever representing the program. Professionalism should extend into sending emails to faculty, students, staff, etc. No inappropriate behavior will be tolerated.
TOOLS FOR STUDENTS

Compensation

Students involved in this program will receive a tuition waiver in the amount of $1,132. This tuition waiver is only available for one year and is not renewable. The tuition waiver will be distributed in two equal amounts before midterm week in the Fall and the Spring semesters.

Communicating with Faculty, Staff and Community Members

E-Mail: Respond to e-mails promptly. Do not e-mail with grammar or style used when texting friends. Focus on using proper grammar, formal writing, salutation, etc.
Texting: It is not advised to text faculty, staff or community members unless they text you first.
Facebook: Be careful what you post! Please use good judgment. You are representing the university, Office of Student Engagement, Huskie Service Scholars, and your campus partner.
Follow Ups: Handwritten thank-you notes for faculty or staff (or anyone) who does you a favor (letter of rec, offers advice, etc.) is highly encouraged and will immediately set you apart from the pack. It is both polite and professional.
Titles in Conversation: When in doubt, refer to the person as “Professor” until they ask you to address them otherwise. You can also research faculty and staff on the NIU Website to see if they have their PhD or EdD (which means they are a “Dr.”).

Recording Your Hours

Recording hours is a two-step process.
STEP 1: Use the time sheet at the end of this handbook to record your weekly hours and activities. You will need one sheet for each week of the semester.
STEP 2: Every Sunday you will log your hours online at this website: http://m3cfellows.org/

Username: [yourfirstinitial][your lastname]  Ex. John Smith - Username: jsmith
Password: [yourZ-ID]                  Password: z000000
What can I do to complete my 300 hours?
All activities related to the Huskie Service Scholars program will fall under one of three categories: service, mentoring or training. Hours in all of these areas will count towards the total requirement of 300 hours.

Ex. A Fellow attends Project on Civic Reflection facilitator training = 10 training hours
Ex. A Fellow works at STEM Outreach for 4 hours on Monday afternoon = 4 service hours
Ex. A Fellow meets with their Peer Mentor for 1 hour = 1 mentoring hour

Expectations for Fellows:
- 70% Service
- 20% Mentoring
- 10% Training

Expectations for Peer Mentors:
- 55% Service
- 30% Mentoring
- 15% Training

You will sign up for “office hours” at your campus partner office. There will be no shortage of activities and events for you to complete your 300 hours. If, for some reason, you are worried about finishing your time commitment or are not getting enough office hours in with your campus partner, please contact the Cohort Coordinator at the Office of Student Engagement and Experiential Learning.

What happens if I don’t complete all 300 hours?
If a student fails to submit proof of 300 hours of service by the end of the spring term, the student will be terminated from the program and the full amount of the tuition waiver will be debited to their bursars account.
## CAMPUS RESOURCES

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<thead>
<tr>
<th>Name of Office/Department</th>
<th>Description of Service</th>
<th>Contact Information</th>
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| Academic Advising Center | The Academic Advising Center (AAC) works specifically with students who are undecided about their majors. The AAC works with "undecided-any college" students from the time they arrive on campus during orientation until they've made an informed major choice. | Academic Advising Center Building  
Phone: (815) 753-2573  
aac@niu.edu                                                                                     |
| Asian American Center    | The Asian American Center creates an inclusive environment where Asian American students cultivate a strong sense of community at NIU, and where campus and community partners collaborate to raise awareness about the rich cultural heritage of Asian Americans. | Asian American Resource Center  
429 Garden Road  
Phone: (815) 752-1177  
AsianAmericanCenter@niu.edu                                                                       |
| Campus Activities Board  | CAB is a student-run organization devoted to the NIU student body. CAB events are open to all NIU students, and students interested in joining CAB can be involved on many different levels. The mission of the Campus Activities Board is to provide the Northern Illinois University community with cultural, social, educational and entertainment programs that are responsive to the diverse needs of the university community. | Campus Life Building, Suite 160  
Phone: (815) 753-1580  
cab@niu.edu                                                                                       |
| Campus Child Care        | NIU Campus Child Care offers quality care to children ages 3 months - 5 years (along with a summer school-age program for children ages 6-8 years). The teachers provide a developmentally appropriate curriculum within a learning environment. | Campus Child Care  
Phone: (815) 753-0125  
jboyer@niu.edu                                                                                     |
| Campus Recreation        | Campus Recreation provides excellence in recreation, student learning, and diverse opportunities. Facilities include the Student Recreation Center (SRC) and Chick Evans Field House (FH), plus an Adventure Center, outdoor recreation fields, and two swimming pools. | Student Recreation Center  
Phone: (815) 753-0231  
CampusRecreation@niu.edu                                                                           |
| Career Services          | Career Services fosters career development by providing comprehensive services assisting with career exploration and job search skills training. Career Services provides experiential education and job opportunities. | Campus Life Building 220  
Phone: (815) 753-1641  
CareerServices@niu.edu                                                                             |
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<thead>
<tr>
<th>Department/Center</th>
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<tbody>
<tr>
<td>Disability Resource Center (DRC)</td>
<td>The mission of the Disability Resource Center (DRC) is to create an accessible, inclusive, sustainable learning environment, where disability is recognized as an aspect of diversity that is integral to the campus community and to society.</td>
<td>Health Services Building, Fourth Floor                                        Phone: (815) 753-1303 (Voice/TTY) <a href="mailto:drc@niu.edu">drc@niu.edu</a></td>
</tr>
<tr>
<td>Center for Black Studies</td>
<td>The Center for Black Studies is an interdisciplinary academic program that offers undergraduate courses related to African and African-American life and history. The Center for Black Studies is also a place where students can go to for advisement, information to academic and professional resources and networking.</td>
<td>Phone: (815) 753-1709 <a href="mailto:CenterBlackStudies@niu.edu">CenterBlackStudies@niu.edu</a></td>
</tr>
<tr>
<td>Counseling &amp; Student Development Center</td>
<td>The mission of the Counseling &amp; Student Development Center is to support the academic, emotional, social and cultural development of students. Their student-centered programs include counseling, assessment, psychiatric treatment, crisis response, outreach, consultation, training and educational services.</td>
<td>Campus Life Building 200 Phone: (815) 753-1206</td>
</tr>
<tr>
<td>English as a Second Language Center</td>
<td>The ESL Center provides one-on-one tutoring and support for ESL students at NIU. Students can sign up for one-hour sessions in the ESL Center, or by calling and scheduling an appointment. Tutors work with students on conversation, pronunciation, written and verbal communication, and American culture. Tutors are experienced ESL/EFL TAs, Instructors, and Professors from NIU.</td>
<td>Reavis Hall 306B Phone: (815) <a href="mailto:753-6637niu.eslcenter@gmail.com">753-6637niu.eslcenter@gmail.com</a></td>
</tr>
<tr>
<td>Couple and Family Therapy Clinic</td>
<td>The Couple and Family Therapy Clinic of NIU provides a wide range of mental health services for all students and their families.</td>
<td>Wirtz Hall 146 Phone: (815) 753-1684</td>
</tr>
<tr>
<td>Gender and Sexuality Resource Center</td>
<td>The Lesbian, Gay, Bisexual, Transgender Resource Center and the Women’s Resource center have merged. We strive to create an inclusive campus community by providing support services, educational programs, advocacy and opportunities for leadership development.</td>
<td>105 Normal Road Phone: (815) 753-0320 <a href="mailto:gsrc@niu.edu">gsrc@niu.edu</a></td>
</tr>
<tr>
<td>Graduate School</td>
<td>The Graduate School offers more than 100 majors and specializations for students looking to continue their education. Northern Illinois University is accredited by the Higher Learning Commission.</td>
<td>180 Stadium Drive (815) 753-0395 <a href="mailto:gradsch@niu.edu">gradsch@niu.edu</a></td>
</tr>
</tbody>
</table>
| Greek Life | Being a part of a sorority or fraternity is a unique experience that will last a lifetime. You will make life-long friendships and enjoy a supportive environment away from home. Becoming a part of NIU’s Greek community will provide you with many leadership, scholarship, and community service opportunities. NIU is home to 42 Greek-lettered organizations, with over 1100 members in our Greek community. | Student Involvement & Leadership Development  
Campus Life Building 150  
Phone: (815) 753-1421  
studentinvolvement@niu.edu |
| Health Services | NIU Health Services provides ambulatory medical and psychiatric health care for NIU students to support them in their academic pursuits. Health Services is available to all students, full or part-time, who are registered and have been assessed on-campus tuition and fees. Students may use Health Services whether or not they are enrolled in the NIU Student Health Insurance Plan. | Phone: (815) 753-1311  
healthservices@niu.edu |
| Health Enhancement | Health Enhancement provides student-centered, relevant health promotion information, materials, and interventions to assist students as they pursue their academic goals. | Evans Field House 139  
Phone: (815) 753-9755  
healthenhancement@niu.edu |
| International Student & Faculty Office | The International Student and Faculty Office (ISFO) advises international students and faculty on ways to succeed academically, socially, and culturally. They work inform students regarding the Federal Regulations pertaining to your status as non-immigrants in the United States (in F, J, or H status). | Williston Hall 406  
Phone: (815) 753-1346  
isfo@niu.edu |
| Military Student Services | Military Student Services (MSS) provides resources and is a single point of contact for veteran and military students and their families. MSS aims to centralize university and community resources, facilitate the transition of veteran and military students, and directly support their persistence to graduate from Northern Illinois University. | Campus Life Building 240  
Phone: (815) 753-0691  
MSS@niu.edu |
| Latino Resource Center | The Latino Resource Center (LRC) is a diversity center under the Division of Student Affairs and Enrollment Management at Northern Illinois University (NIU) designed to serve the Latina/o student population. The LRC offers mentoring programs, leadership programs, peer support groups, and academic advancement programs. | 515 Garden Road  
Phone: (815) 753-1986  
lrc@niu.edu |
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<th>Department</th>
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<tr>
<td>Off-Campus &amp; Non-Traditional Student Services</td>
<td>Off-Campus &amp; Non-Traditional Student Services is here to assist students by attending to the various needs and concerns of off-campus and non-traditional students at NIU. Their primary aim is to create a comfortable place for students to come and relax or get connected with the information or services they need.</td>
<td>Holmes Student Center 023J and 023K</td>
<td>Phone: (815) 753-9999 <a href="mailto:ocntss@niu.edu">ocntss@niu.edu</a></td>
</tr>
<tr>
<td>Office of the Bursar</td>
<td>The Office of the Bursar provides services and support to NIU students, commercial customers, and other NIU Departments. The key areas of operation include Student Receivables, Commercial Receivables, Cashiering, Account Counseling, and OneCard ID Services.</td>
<td>Swen Parson Hall 235</td>
<td>Phone: (815) 753-1885 <a href="mailto:bursar@niu.edu">bursar@niu.edu</a></td>
</tr>
<tr>
<td>Office of the Ombudsman</td>
<td>The Ombudsperson provides an opportunity for informal discussion of problems outside formal channels. The Ombudsperson listens, discusses, answers questions, provides information, and helps develop options for resolving a situation. The office provides a means of conflict resolution that is non-confrontational, impartial, informal, and confidential.</td>
<td>Holmes Student Center 601</td>
<td>Phone: (815) 753-1414 <a href="mailto:ombuds@niu.edu">ombuds@niu.edu</a></td>
</tr>
<tr>
<td>Office of Student Academic Success</td>
<td>The Office of Student Academic Success helps foster interaction among students, faculty and staff and provides academic support to help students attain their academic goals while at NIU.</td>
<td>Academic Advising Center 113</td>
<td>Phone: (815) 753-5721 <a href="mailto:osas@niu.edu">osas@niu.edu</a></td>
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<td>Office of Student Engagement &amp; Experiential Learning</td>
<td>The Office of Student Engagement and Experiential Learning (OSEEL) is dedicated to providing opportunities for undergraduates to engage in hands-on learning. Through OSEEL's undergraduate research, service projects, themed learning communities, and other high impact practices, NIU students will develop critical thinking, use creativity, and employ multiple communication strategies while applying their skills to real-world problems.</td>
<td>Altgeld Hall 100</td>
<td>Phone: (815) 753-8154 <a href="mailto:engage@niu.edu">engage@niu.edu</a></td>
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<td>Parking Services</td>
<td>Parking on campus is strictly enforced. All NIU parking lots require permits for daily parking.</td>
<td>121 Normal Road</td>
<td>Phone: (815) 753-1045 <a href="mailto:parking@niu.edu">parking@niu.edu</a></td>
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<td>Psychological Services Center</td>
<td>The Psychological Services Center provides psychological services to the NIU and northern Illinois area communities. It is the primary training center for graduate students in the clinical psychology program at Northern Illinois University.</td>
<td>Psychology/Math Building 86</td>
<td>Phone: (815) 753-0591</td>
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| **Registration and Records** | The Office of Registration and Records serves as the primary information resource for students. Registration and records deals with withdrawal from courses, transcripts, some graduation information, and questions about grading information. | Williston 220  
(815) 753-0681  
regrec@niu.edu |
|-----------------------------|-------------------------------------------------------------------------------------------------|--------------------------------------------------|
| **Scholarship Office**      | The Scholarship Office works in coordination with the Student Financial Aid Office to connect NIU students with various scholarship resources and assists NIU offices and departments with the administration of scholarship funds. | Swen Parson Hall 245K  
Phone: (815) 53-4829  
scholarships@niu.edu |
| **Speech-Language-Hearing Clinic** | The central mission of the Speech-Language-Hearing Clinic is the transmission, expansion, and application of knowledge through teaching, research, and public service. The Clinic is dedicated to providing evidence-based practice in the delivery of quality state of the art services in audiology, speech-language pathology, and rehabilitation counseling to the citizens of northern Illinois and the surrounding areas. | 3100 Sycamore Road  
Phone: (815) 753-1481  
slhc@niu.edu |
| **Student-Athlete Academic Support Services** | The SAASS Office is responsible for academic monitoring, tracking NCAA academic eligibility and providing tutoring assistance for over 400 Division I student-athletes. SAASS mission is to provide student-athletes with the resources necessary to prepare for the challenges of a diverse society while earning an undergraduate degree. | Yordon Center 110  
Phone: (815) 753-1654 |
| **Human Resource Service Center** | Human Resource Services provides all student job opportunities on campus, as well as work-study positions. | Swen Parson 110  
Phone: (815) 753-6000 |
| **Student Financial Aid** | The purpose of financial aid is to assist students to pursue their college education by helping them and their families meet educational expenses. Student Financial Aid can help with FAFSA, deadlines, direct deposit, work study, and other things. | Swen Parson Hall 245  
Phone: (815) 753-1395  
finaid@niu.edu |
| **Student’s Legal Assistance** | The mission of Student’s Legal Assistance is to provide the best legal assistance possible to students at Northern Illinois University. Services are free to current NIU students and can include consultation for cases such as landlord/tenant, criminal misdemeanor, domestic relations, insurance, and employment. | Campus Life Building 120  
Phone: (815) 753-1701  
studentslegal@niu.edu |
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<tr>
<th>Service</th>
<th>Description</th>
<th>Location</th>
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<td>Student Support Services</td>
<td>Student Support Services is a federally-funded program from the U.S. Department of Education that is designed to assist and support undergraduate students who are first generation, low income, or learning/physically disabled.</td>
<td>Adams Hall 419, Phone: (815) 753-1142</td>
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<td>Tutoring</td>
<td>ACCESS programs provide opportunities for students to build academic skills and promote academic adjustment. ACCESS provides walk-in tutoring services, one-on-one tutoring services, study groups, and supplemental instruction for some courses.</td>
<td>Williston 100, Phone: (815) 753-1141 <a href="mailto:access@niu.edu">access@niu.edu</a></td>
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<td>University Bookstore</td>
<td>The University Bookstore provides the best prices and services to meet student and faculty needs. The bookstore sells and rents textbooks, as well as offers NIU apparel and a variety of gifts.</td>
<td>NIU Bookstore, 340 Carroll Avenue, Phone: (815) 753-1081</td>
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<td>University Honors Program</td>
<td>The University Honors Program at Northern Illinois University seeks to provide an enriched educational experience for students of high intellectual potential who are committed to the pursuit of knowledge and understanding. Through specialized courses and academic advising, engaged learning opportunities, a customized living-learning community, and extracurricular programming, the University Honors Program strives to facilitate the development of creative and challenging educational encounters.</td>
<td>Campus Life Building 110, Phone: (815) 753-0694 <a href="mailto:honors@niu.edu">honors@niu.edu</a></td>
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<td>University Libraries</td>
<td>NIU Libraries provide access to over 2 million volumes as well as periodicals, government publications, microforms, recordings, maps, audiovisual materials, and electronic databases. In addition, there are many Reference and Research Department staff members to assist students with department-specific searches.</td>
<td>University Libraries, Phone: (815) 753-1995 <a href="mailto:Lib-Admin@niu.edu">Lib-Admin@niu.edu</a></td>
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<td>University Writing Center</td>
<td>The University Writing Center is a place for all writers at NIU, undergraduates, graduates, staff, and even faculty, to talk about their writing with trained consultants, one-on-one.</td>
<td>Stevenson South, Tower B, Lower Level, Phone: (815) 753-6636 <a href="mailto:Uwc.niu@gmail.com">Uwc.niu@gmail.com</a></td>
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