Bold Futures Big Idea

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Problem/Opportunity – Define and Transform the Huskie Shuffle

Summary of Type of Students Interviewed
- 4 transfer students
- 2 non-traditional students
- 2 traditional students
- 1 unknown type of student

Summary of Students with Experience with Huskie Shuffle
- 3 students had no experience with the Huskie Shuffle
- 6 students had experience with the Huskie Shuffle

Summary of Student Experience with Huskie Shuffle
Of the students interviewed that had experienced the Huskie Shuffle, it was experienced in the following situations:
- Academics - between academic departments and within major departments
- Between the Bursar, Financial Aid Office, and Scholarship Office
- Student Recreation Center

Summary of Definition of Huskie Shuffle
As a team, we defined the term Huskie Shuffle “as being passed from one area to the next, either on the phone or physically in person, from one department to the next to get a question answered or issue resolved.” The majority of the students that we interviewed were not familiar with the coined term “Huskie Shuffle.” However, once we defined it for them, they quickly knew what we were referring to.

Summary of Big Ideas

Student Resource Center
Create a Student Resource Center located in the heart of campus (possibly the Holmes Student Center) with satellite centers/kiosks around campus, both in buildings and outside, as weather permits. This Center’s mission would be to assist students with navigating all aspects of NIU. They would assist students in locating offices, departments, or buildings. They would also direct students to appropriate departments to get questions answered and issues resolved. Finally, based on the staff make-up of the Center they would be able to solve several student problems on the spot by working directly together. The staff of this primary office would have the following make-up: permanent employees would include an expert or advisor from each of the academic colleges, as well as a rotating staff member from each of the primary student-focused offices such as the Bursar, Financial Aid Office, Registration and Records, etc. For example, on a daily basis there would be a staff member from the Bursar and Financial Aid Offices at the Student Resource Center, however, the staff of these offices could rotate their duties of working in their primary office and this office. These employees would need to have access to all of the information they do in their primary office. As a result, when issues arise, the staff from the various offices can work together to assist the students on the spot versus referring them to another location on campus. There would also need to be permanent staff members in the office that are generalist, with subject matter expertise in all things NIU. The Center’s staff composition should also include upper classman student employees that have experience at NIU. This would allow them to assist newer students with their questions/issues and offer tips as NIU staff may not have the same perspective. Students should be able to access this Center in person, on the phone, via email, by text, or utilizing a twitter feed using the hashtag #niuassistme. It is our team’s hope that this Student Resource Center will assist students in navigating NIU and eliminate the Huskie Shuffle, thereby fostering a positive environment for students to learn and develop, which ultimately promotes student career success.

MyNIU/NIU Webpage
Several of the students that we interviewed were very complementary of the MyNIU system and indicated that they use it, as well as the NIU webpage, as their primary sources of information. As a result, our team recommends that the Student Resource Center, as outlined above, also have a presence in both of these online tools.