**Bold Futures Summary**

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**Topic: Define and Transform the “Huskie Shuffle.”**

The “Huskie Shuffle” is defined as the experience of a student seeking an answer and being sent from one area to another until the question is solved. Our team interviewed 56 students. Of the 56, a total of 12 had experienced the “Huskie Shuffle.” These 12 students consisted of undergraduates, graduates, non-degree seeking, transfer, traditional, and non-traditional.

In general, the students’ first place to look for the answer was online or in an orientation guide. When they didn’t find the answer they set out on foot. After being directed from one office to another in search of an answer, the twelve felt frustrated, uninformed, stressed, annoyed, and that they were not important. Roughly half of the twelve reported being treated satisfactorily while the other half reported being treated rudely. Though, one student admitted that in her frustration, she might not have been as kind as possible. The consensus of these students was that there needs to be better communication and shared information between different areas on campus.

**Insights / Ideas from our team**

- Student is not informed and does not take the initiative to figure out what to do on his/her own.
- Lack of system integration (especially between certain key areas).
  - Determine how to integrate NIU systems / share information. The areas mentioned as “siloed” seem to be: registration & records / bursar / financial aid.
  - Streamline processes for the sake of students. If a student has to go from one office to another to get signatures, is it possible to have the first office complete the routing process electronically? Students would know the process was completed because the final form would be sent to his or her MyNIU (documents folder).
- Establish a “peer” mentoring system. Assign mentors to new students to help them figure out the ropes.
- Need for improved information available online. Perhaps the creation of a “Huskie Help” tab that has an index of FAQs and a space to ask questions that is monitored.
- Better customer service.
  - Difficulty in scheduling appointments exacerbates the problem. Cover the lunch hour at least a few days a week.
  - All employees need to remember that the students are the customers. Treat them the way we would want to be treated.
  - Make employees aware of where they can find the answers too, in order to assist students.
  - Enhance training / prep for advisors so each student receives the correct information.