Huskie shuffle

Our team has interviewed students to address an issue known as “huskie shuffle”. Most of the students had heard of the term, "huskie shuffle,” so we explained the term. The summary of their feedbacks are following:

Issues:
1. Outdated information on MyNIU caused admission and/or enrollment processes delayed. Therefore, students weren't able to register their first semester as official students until that issue was addressed by the Grad School.

2. Students are often confused because they have to enroll to both the graduate school and the department. They basically have to fill out two applications. Students don't know why they don't work together and complete one application.

3. Sometimes students are not informed at the time of enrollment of any course 'deficits' that they might have. In one case, it took two semesters to resolve the issue with a student's program manager.

4. Some staff provided wrong information or did not know how to respond when students needed help. Lack of follow-up when there is an issue. Some students were told what to do and they assumed that things were cleared. However, one or two semester later, they got an email saying that the issue has not been addressed or the actions that they took were not sufficient/adequate/correct.

Solution:
1. Periodically check the validity and credibility of the information provided on the NIU website.

2. Integrate the enrollment process between the graduate school and department.

3. Periodically train staffs and provide them updated information.

4. Develop a ticket and tracking system so that students and staff can issue a ticket when a problem arises; check who is dealing with the problem at the moment; follow up and close the ticket when a problem is resolved.