Small Group Assignment

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Question: Define & Transform the Huskie Shuffle

Number of students interviewed: 15 (13 current and 2 graduates)

Insights, findings, and ideas
- The term “Huskie Shuffle” is not in the student jargon, but when defined, most students had encountered an experience that would fit the definition.
  - Most explained frustration with finding answers to their questions; some interviewees gave up trying to find the answer.
- The majority of the students expressed that their opinion of NIU is generally positive.
- Transfer students have had different experiences with the Huskie Shuffle: they have a shortened time to get information and are used to more intense contact between the educational institution and themselves.
- There seems to be a level of Huskie Shuffle that could be avoided with more standard advising processes across the colleges.
- Faculty office hours are limited.
- Students are finding their peers to find answers to their questions.

High-level ideas
- Increase the number of peer mentorship programs.
  - Students feel comfortable going to their peers for general advice.
- Group offices with similar responsibilities in proximity to each other.
- More clearly defined and advertised advising processes.
- Advisor to student ratios should be clearly defined and consistent (other universities use 250-400:1).
  - Students find their advisors to be the most helpful people on campus, but will commonly not be able to schedule a meeting because the advisors are overbooked.
  - Requiring advising of all students would be a way to reach all students at the university—low-, mid-, and high-performing students.
- Encourage a culture of getting on the phone to help direct students to the correct locations. Be more proactive.
  - External motivation, incentives, positive reinforcement, the supervisor needs to value, encourage, and support front-line staff in helping students.
  - Identify and address unacceptable behavior.
  - Supervisor and customer service training appropriate to each service area.