Let’s do the Huskie Shuffle

What is it?

“...occurs when a student sets out to find an answer and they are led through a myriad of obstacles in order to obtain it

“It’s frustrating!”

“Being transferred from office to office to office, and winding up back at the first one, in a loop”

“a poisonous worm in the daily life of NIU students”

The majority of students were positive about their experience at NIU – only 5 out of 12 students interviewed experienced the Huskie Shuffle

...but 1 out of the 5 is leaving because of it

How do we solve it?

“Make the website less confusing”

“Verify before sending a student to a different resource”

“Signage in each building on campus showing the layout”

“Reward the staff who are helpful and go the extra mile”

“Make sure everyone is educated who works at the university”

“Only advise on what is known”

“Give me the number I am being transferred to”