The Huskie Shuffle has multiple manifestations. In essence it occurs when students cannot find answers to important questions or solve problems without having to visit multiple offices or contact multiple persons at NIU. As we explored the concept, our group expanded our conceptualization of the Huskie Shuffle to include a broader array of experiences that lead to negative student impressions and perceived inconveniences in pursuing studies. Our group gathered input from approximately 50 undergraduate and 10 graduate students. The VAST majority had experienced the Shuffle. We found that common Huskie Shuffle experiences reported by students could be sorted into some general categories, which are listed below.

1. Student Advisement: accurate advising, transitioning from lower level advisement to upper-level, managing advisement across programs (double majors & minors)
2. Financial Aid: getting information about financial aid and scholarships, getting assistance applying for aid
3. Admissions/Registrar: getting accepted into NIU, getting transfer course credit
4. Student Employment: finding work, applying, getting the job
5. Student Organization Support: reserving rooms, finding access to resources, faculty/staff support
6. Getting Permits for Registration and Navigating Prerequisites: locating the right person or place to get approval to register for classes (particularly for required classes not in one’s home department
7. Parking Services: getting to classes conveniently and on time, taking care of parking tickets
8. Navigating Campus: many buildings lack signage, signage is obstructed by trees and shrubs, 2 Barases, hard to get from one side of campus to another, bus routes not direct

Our group engaged in active discussion of a number of approaches to solve some of these problems. They include:

1. Huskie Shuffle Task Force - find common causes of the Shuffle and solve them at their root cause
2. Student “Concierge” – case workers assigned to represent student interests in solving problems and getting answers to questions
3. Improved student orientation – manage expectations, answer questions before they occur, simplify when possible
4. Improved culture management – enabling students to find their own answers and rely less on advisement
5. Searchable list of Frequently Asked Questions (FAQ’s) – access student knowledge and build community of knowledge so that students may help each other to solve problems and get information
6. Improved campus signage and maps
7. Better access to a centralized summary document of student interaction with advisors across programs and levels, also maintenance of records that are clearer and less prone to misinterpretation by students, advisors and faculty

Submitted by: Bridget Yochem, Joe Scudder, Terry Bishop, Monique Bernoudy, Pat Arndt, and Elaine Cozort