Huskie Service Scholars
Peer Mentor Handbook

Contact Us:
Office of Student Engagement and Experiential Learning
Katlyn Luebke, Cohort Coordinator: service@niu.edu
Michaela Holtz, Associate Director: mholtz@niu.edu
Phone: 815-753-8155
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Huskie Service Scholars Overview

What is the Huskie Service Scholars Program?

Huskie Service Scholars (HSS) is a program in which eligible freshmen and first-semester transfer students connect through a supportive peer network and engage in weekly service activities on-campus and in the community. The program aims to provide support to first generation or Pell Grant eligible students. Students work in teams at different campus partner sites and meet monthly during cohort meetings geared toward professional development and academic resources. Each team is led by a Peer Mentor who facilitates additional team meetings and group reflection on their service experience. Students will dedicate 300 hours to service work, mentoring, reflection and training opportunities.

Program Objectives

1. You will expand and deepen their knowledge of global and local issues as well as the strengths, assets, and needs of the local community they serve.
2. You will develop a deeper understanding of civic engagement and indicate a sense of the importance of personal responsibility to the common good.
3. You will develop reasoned solutions to social issues and community problems.
4. You will engage in reflective practice for the purpose of continuous learning and improvement, identifying lessons learned, strengths, and ways to improve.

Program Vocabulary and People to Know

Fellow – a member of the program who is a first semester student (3 per team)
Peer Mentor – a non-first semester student member of the team (1 per team)
Site Supervisor – a NIU staff member of a campus unit (1 per team)
Campus Partner – an office on the NIU campus that hosts a HSS team
Team – 3 Fellows, 1 Peer Mentor & 1 Site Supervisor that serve a specific campus unit

Students with Disabilities

If you need an accommodation for this program, please contact the Disability Resource Center as soon as possible. The DRC coordinates accommodations for students with disabilities. It is located on the 4th floor of the Health Services Building, and can be reached at 815-753-1303 (V) or drc@niu.edu. Also, please contact the OSEEL supervisor and HSS Cohort Coordinator, privately as soon as possible so we can discuss your accommodations. The sooner you let us know your needs, the sooner we can assist you in achieving your goals in this program.
THE ROLE OF A PEER MENTOR

You are expected to cultivate an unbiased, supportive and open environment that will strengthen the social and professional support network and knowledge base of HSS Fellows. You should be available, accessible, and consistent. A good mentor is a good listener, friend, guide and a positive role model.

You are expected to help the Fellows grow at NIU through academically, professionally, and socially. It is the expectation that you will provide a bridge into the NIU community and be a helpful resource for Fellows. You are also expected to act as a liaison between the Fellows and the Site Supervisor as well as OSEEL staff. To do so effectively, you are required to attend monthly meetings with the Cohort Coordinator and other Peer Mentors.

Responsibilities:
1. Facilitate weekly team meetings (with Site Supervisor and Fellows)
2. Meet individually with Fellows as needed and check in regularly
3. Attend mandatory monthly cohort meetings hosted by OSEEL (see dates on the HSS website)
4. Participate in mandatory Peer Mentor check in meetings with Cohort Coordinator
5. Assist in planning HSS service projects throughout the academic year
6. Work regular weekly hours at campus partner site
7. Document meetings and service work using social media (HSS Facebook page)
8. Keep a blog with continual updated posts on service activities (monthly)
9. Properly record service hours every 2 weeks and submit Service Log to Site Supervisor
10. Meet with site supervisor regularly to review team and individual progress
11. Participate in all trainings, mandatory events (STEM Fest, Hunger and Homelessness Awareness Week, MLK Week, and NIU Cares Day)
12. Present at the Community Engagement Showcase on April 25, 2017
13. Complete a mid- and end-of-service evaluation

Student Eligibility - You must meet the following qualifications: *
1. Have a cumulative GPA of 2.0 or higher.
2. Earn a passing grade in a minimum of 12 semester hours each semester of the program.
3. Be a full-time Sophomore, Junior, or Senior standing at NIU.
4. Remain in good academic standing and judicial university standing at all times.
5. Have 8-10 hours per week to commit to the position during the academic year.
6. Be available to attend all cohort meetings.

*Failure to maintain these eligibility requirements will result in immediate termination from the program, tuition waiver will be revoked and you will not be reinstated into the HSS program.
**Attendance and Participation**

Attendance is taken at every Huskie Service Scholars cohort meeting, due to the importance of the information discussed. If you cannot attend one of the meetings due to a conflict or illness, contact the HSS Cohort Coordinator or other OSEEL staff prior to the meeting so that you can still receive the information. If you do not contact OSEEL staff prior to your absence, your absence will be unexcused. **Each unexcused absence will result in a 5% tuition waiver deduction (and any late fees that will be associated with this process).** If you have more than three (3) unexcused absences from meetings or events, you will be released from the program.

Active participation in the program is equally important and therefore it is critical that you regularly update your service hours and submit monthly reflections via Wordpress blog. All HSS peer mentors and fellows are expected to complete at least 150 hours by January 1, 2017. Students that fail to fulfil this expectation will be put on probation and have until the end of February to reach 200 hours. Failure to reach 200 hours by the end of February will result in a 5% deduction of partial tuition waiver.

**Community Engagement Showcase Project**

All Huskie Service Scholars teams will participate in the annual NIU’s Community Engagement Showcase (CES). This event provides you with an opportunity to present the results of your team community-engagement project completed during the academic year. Our monthly cohort meetings are designed to provide you with all of the necessary skills to successfully propose, complete, and present their CES projects. Eligible projects must be completed during the current academic year and clearly state: (1) description of the social topic and community partner, (2) project objectives and implementation, and (3) critical reflection and conclusion. CES participants will be judged based on presentation skills, clarity, and design of their chosen presentation format (i.e. poster, digital video/photograph montage, etc.).
Dates to Remember

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Fall Semester</td>
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<tr>
<td>Cohort Meeting</td>
<td>Friday, August 26</td>
<td>3:00 – 4:30 pm</td>
<td>Altgeld Hall 125</td>
</tr>
<tr>
<td>OSEEL Student Retreat</td>
<td>Saturday, September 10</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Cohort Meeting</td>
<td>Friday, September 30</td>
<td>3:00 – 4:30 pm</td>
<td>Altgeld Hall 125</td>
</tr>
<tr>
<td>Cohort Meeting</td>
<td>Friday, October 28</td>
<td>3:00 – 4:30 pm</td>
<td>Altgeld Hall 125</td>
</tr>
<tr>
<td>Cohort Meeting</td>
<td>Friday, November 18</td>
<td>3:00 – 4:30 pm</td>
<td>Altgeld Hall 125</td>
</tr>
<tr>
<td>Reception</td>
<td>Friday, December 2</td>
<td>3:00-4:30 pm</td>
<td>Altgeld Auditorium</td>
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<table>
<thead>
<tr>
<th>Spring Semester</th>
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<tbody>
<tr>
<td>Cohort Meeting</td>
<td>Friday, January 27</td>
<td>3:00 – 4:30 pm</td>
<td>Altgeld Hall 125</td>
</tr>
<tr>
<td>Cohort Meeting</td>
<td>Friday, February 24</td>
<td>3:00 – 4:30 pm</td>
<td>Altgeld Hall 125</td>
</tr>
<tr>
<td>Cohort Meeting</td>
<td>Friday, March 31</td>
<td>3:00 – 4:30 pm</td>
<td>Altgeld Hall 125</td>
</tr>
<tr>
<td>Cohort Meeting</td>
<td>Friday, April 21</td>
<td>3:00 – 4:30 pm</td>
<td>Altgeld Hall 125</td>
</tr>
<tr>
<td>Community Engagement Showcase</td>
<td>Tuesday, April 25</td>
<td>9 am-3 pm</td>
<td>Duke Ellington Ballroom, Holmes Student Center</td>
</tr>
<tr>
<td>End of Year Celebration</td>
<td>Thursday, April 27</td>
<td>5:30-7:30 pm</td>
<td>President Baker &amp; Dr. Stover’s Residence</td>
</tr>
</tbody>
</table>

Professionalism
You are expected to remain unbiased, unprejudiced and open in an environment that will strengthen the social and professional support system and knowledge base of the HSS cohort and team. You are expected to maintain a professional manner whenever representing the program. Professionalism should extend into sending emails to faculty, students, staff, etc. No inappropriate behavior will be tolerated.

ENGAGEPLUS
Engage PLUS allows you to earn a notation on your transcript, which your future employers will appreciate. Working with a faculty or staff mentor, you’ll create an experience unique to your interests and goals that blends your classroom concepts with “real-world” scenarios and opportunities. Learn more at niu.edu/plus.
TOOLS FOR PEER MENTORS

First Year Challenges

You will be required to attend a Peer Mentor training that will give you the tools you need to be an effective mentor. There are some additional resources to use:

Academic Involvement: First-year students may experience challenges regarding over/under-involvement in academic activities. Students may feel that school and/or studying does not take a time commitment, leading students to underestimate the need for work outside of class. Peer Mentors will assist students with finding tutoring centers, understanding office hours and scheduling study time.

Social Involvement: First-year students may struggle with social involvement on campus, whether around HSS or non-HSS students. Social involvement may include student organizations, intramural sports, Greek Life, or simply spending time with friends. Some first-year students underestimate the time commitment to classes; therefore, leading to academic struggle and/or failure. Peer Mentors will assist students with social involvement by monitoring students’ well-being and/or stress-levels. Peer Mentors may need to meet individually with students to assist with social involvement, suggesting possible ways to handle this aspect of life as a college student.

Health and Wellness: First-year students may develop challenges regarding their health and well-being due to the lifestyle change experienced. Each student may experience a different problem, but Peer Mentors should be vigilant and help students with health issues by suggesting appropriate resources on campus. Please see the table at the end of the program handbook.

Living with a Roommate: As a first-year student, individuals may experience roommate trouble throughout the semester. Peer Mentors should encourage students to talk with their CA and/or appropriate staff to take care of any roommate issues.

Homesickness: The first year away from home may present homesickness issues for students. Peer Mentors should support students, suggest resources, etc. for students who are experiencing this adjustment problem. Peer Mentors should follow-up with students who seem to be stressed/struggling with homesickness, and suggest campus resources or activities to get involved in that would help.
Facilitating Meetings

Be Flexible: You should work with Fellows to accommodate their schedules. This may involve setting up private meetings with Fellows and then contacting them via telephone or email to follow-up afterwards.

Scheduling: When picking times to schedule meetings, you should choose times of the day that work for the Fellows. If needed, you should host more than one meeting per week so all students can attend.

Encouraging: You will need to encourage Fellows to attend meetings, service projects, campus activities, etc. First-year students may be hesitant, but you need to put yourself out there to demonstrate that Fellows have assistance inside and outside of the classroom.

Incentives: First-year students may lack incentive to attend class, meetings, etc. so you may need to provide an incentive of some sorts to encourage students to attend events.

Location: The location of meetings and other activities should be logical (e.g. residence halls, the Holmes Student Center, OSEEL). Meeting places should be in a location that is central for all Fellows attending. You are responsible for locating and reserving locations to host meetings and events.

Communication: You need to communicate with Fellows via telephone, email, and/or Facebook. You can consider creating a Facebook group so students can stay up to date on HSS events. You should reach out to Fellows on an individual basis. If you feel comfortable, you should give out your personal phone number to make communication easier. It is very important for you to respond quickly to all multimedia communication, e.g. Facebook, email, etc. so students can be confident they will receive an answer.

Here are some ideas to get you started:
- Plan ahead, have topics to discuss each week
- Spend time getting to know each other
- Plan reflection activities
- Silence is OK and even good sometimes
- Make meetings fun, consider going on “field trips”
- Encourage students to ask questions
- Arrive early to the location
- Suggest other resources on campus for help if needed beyond the meeting
- Maintain an engaging environment
- Report to Site Supervisor and Cohort Coordinator after the session to update them on who is attending, etc.

Example Meeting Outline:
1. Ice Breaker Activity
2. Checking In Questions
3. Reflection Activity
4. Planning Ahead Time
**Compensation**

Students involved in this program will receive a tuition waiver in the amount of $1,200*. This tuition waiver is only available for one year and is not renewable. The tuition waiver will be distributed in two equal amounts before midterm week in the Fall and the Spring semesters.

*Please note that in the event of deduction to the tuition waiver due to unexcused absence(s), you are responsible for any accrued late fees associated with this process.

**Communicating with Faculty, Staff and Community Members**

**E-Mail:** Respond to e-mails promptly. Do not e-mail with grammar or style used when texting friends. Focus on using proper grammar, formal writing, salutation, etc.

**Texting:** It is **not** advised to text faculty, staff or community members unless they text you first.

**Facebook:** Be careful what you post! Please use good judgment. You are representing the university, OSEEL, Huskie Service Scholars, and your campus partner.

**Follow Ups:** Handwritten thank-you notes for faculty or staff (or anyone) who does you a favor (letter of rec, offers advice, etc.) is highly encouraged and will immediately set you apart from the pack. It is both polite and professional.

**Titles in Conversation:** When in doubt, refer to the person as “Professor” until they ask you to address them otherwise. You can also research faculty and staff on the NIU Website to see if they have their PhD or EdD (which means they are a “Dr.”).

**Recording Your Hours**

You will be responsible for submitting a bi-monthly Service Log (see below) to your Site Supervisor. All hours of service that is dedicated to HSS will be recorded on the day indicated in the 2 left columns. In the description portion, give a detailed description of what kind of the service you did. In the verification column, you need to list the name and phone number or email of a contact person at the site of service. Once filled out for the 1st through the 15th (or the 16th through the 31st), email your Service Log to your Site Supervisor. The Cohort Coordinator will keep track of your progress on the required 300 hours of service.
Huskie Service Scholars
Service Hours Log

Student’s Name: __________________________________________ Z id: __________________________

Site Supervisor: _________________________________________ Time period recorded: __________

Please record your hours on this sheet and turn them in every 2 weeks.

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
<th>Description</th>
<th>Verification Contact Info Name and email/phone</th>
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<tbody>
<tr>
<td>1</td>
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<td>31</td>
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Total Hours:  

Notes:

SITE SUPERVISOR SIGNATURE: ________________________________ DATE: ________________
What can I do to complete my 300 hours?
All activities related to the Huskie Service Scholars program will fall under one of three categories: service, mentoring or training. Hours in all of these areas will count towards the total requirement of 300 hours.

Ex. A Fellow attends Project on Civic Reflection facilitator training = 10 training hours
Ex. A Fellow works at STEM Outreach for 4 hours on Monday afternoon = 4 service hours
Ex. A Fellow meets with their Peer Mentor for 1 hour = 1 mentoring hour

<table>
<thead>
<tr>
<th>Expectations for Peer Mentors:</th>
<th>Expectations for Fellows:</th>
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</thead>
<tbody>
<tr>
<td>• 55% Service</td>
<td>• 70% Service</td>
</tr>
<tr>
<td>• 30% Mentoring</td>
<td>• 20% Mentoring</td>
</tr>
<tr>
<td>• 15% Training</td>
<td>• 10% Training</td>
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</table>

These percentages are simply guidelines, not strict requirements.

You will sign up for “office hours” at your campus partner office. There will be no shortage of activities and events for you to complete your 300 hours. If, for some reason, you are worried about finishing your time commitment or are not getting enough office hours in with your campus partner, please contact the Cohort Coordinator at the Office of Student Engagement and Experiential Learning.
<table>
<thead>
<tr>
<th>Name of Office/Department</th>
<th>Description of Service</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Academic Advising Center       | The Academic Advising Center (AAC) works specifically with students who are undecided about their majors. The AAC works with "undecided-any college" students from the time they arrive on campus during orientation until they've made an informed major choice. | Academic Advising Center Building  
Phone: (815) 753-2573  
aac@niu.edu                                                                                           |
| Asian American Center          | The Asian American Center creates an inclusive environment where Asian American students cultivate a strong sense of community at NIU, and where campus and community partners collaborate to raise awareness about the rich cultural heritage of Asian Americans. | Asian American Center  
429 Garden Road  
Phone: (815) 752-1177  
AsianAmericanCenter@niu.edu                                                                             |
| Campus Activities Board        | CAB is a student-run organization devoted to the NIU student body. CAB events are open to all NIU students, and students interested in joining CAB can be involved on many different levels. The mission of the Campus Activities Board is to provide the Northern Illinois University community with cultural, social, educational and entertainment programs that are responsive to the diverse needs of the university community. | Campus Life Building, Suite 160  
Phone: (815) 753-1580  
cab@niu.edu                                                                                           |
| Campus Child Care              | NIU Campus Child Care offers quality care to children ages 3 months - 5 years (along with a summer school-age program for children ages 6-8 years). The teachers provide a developmentally appropriate curriculum within a learning environment. | Campus Child Care  
Phone: (815) 753-0125  
jboyer@niu.edu                                                                                          |
| Campus Recreation              | Campus Recreation provides excellence in recreation, student learning, and diverse opportunities. Facilities include the Student Recreation Center (SRC) and Chick Evans Field House (FH), plus an Adventure Center, outdoor recreation fields, and two swimming pools. | Student Recreation Center  
Phone: (815) 753-0231  
CampusRecreation@niu.edu                                                                               |
| Career Services                | Career Services fosters career development by providing comprehensive services assisting with career exploration and job search skills training. Career Services provides experiential education and job opportunities. | Campus Life Building 220  
Phone: (815) 753-1641  
CareerServices@niu.edu                                                                                   |
| Disability Resource Center     | The mission of the Disability Resource Center (DRC) is to create an accessible, inclusive, sustainable learning environment, where                                                                 | Health Services Building, Fourth Floor  
Phone: (815) 753-1303                                                                                   |
<table>
<thead>
<tr>
<th>Center for Black Studies</th>
<th>disability is recognized as an aspect of diversity that is integral to the campus community and to society.</th>
<th>(Voice/TTY) <a href="mailto:drc@niu.edu">drc@niu.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Center for Black Studies</td>
<td>The Center for Black Studies is an interdisciplinary academic program that offers undergraduate courses related to African and African-American life and history. The Center for Black Studies is also a place where students can go to for advisement, information to academic and professional resources and networking.</td>
<td>Phone: (815) 753-1709 <a href="mailto:CenterBlackStudies@niu.edu">CenterBlackStudies@niu.edu</a></td>
</tr>
<tr>
<td>Center for Latino and Latin American Studies</td>
<td>The Center for Latino and Latin American Studies provides resources and services to faculty and students interested in the Latino experience in the United States and in Latin American Studies.</td>
<td>Phone: (815)753-1531 <a href="mailto:latinostudies@niu.edu">latinostudies@niu.edu</a></td>
</tr>
<tr>
<td>Center for Southeast Asian Studies</td>
<td>Through academic endeavor and public outreach, the Center for Southeast Asian Studies (CSEAS) at NIU is dedicated to increasing the world’s knowledge and understanding of Southeast Asia’s eleven countries: Brunei, Bruma/Myanmar, Cambodia, East Timor, Indonesia, Laos, Malaysia, the Philippines, Singapore, Thailand, and Vietnam.</td>
<td>Phone: (815)753-1771 <a href="mailto:cseas@niu.edu">cseas@niu.edu</a></td>
</tr>
<tr>
<td>Counseling &amp; Consultation Services</td>
<td>The mission of the Counseling and Consultation Services is to support the academic, emotional, social and cultural development of students. Their student-centered programs include counseling, assessment, psychiatric treatment, crisis response, outreach, consultation, training and educational services.</td>
<td>Campus Life Building 200 Phone: (815) 753-1206</td>
</tr>
<tr>
<td>English as a Second Language Center</td>
<td>The ESL Center provides one-on-one tutoring and support for ESL students at NIU. Students can sign up for one-hour sessions in the ESL Center, or by calling and scheduling an appointment. Tutors work with students on conversation, pronunciation, written and verbal communication, and American culture. Tutors are experienced ESL/EFL TAs, Instructors, and Professors from NIU.</td>
<td>Reavis Hall 306B Phone: (815) <a href="mailto:753-6637niu.eslcenter@gmail.com">753-6637niu.eslcenter@gmail.com</a></td>
</tr>
<tr>
<td>Couple and Family Therapy Clinic</td>
<td>The Couple and Family Therapy Clinic of NIU provides a wide range of mental health services for all students and their families.</td>
<td>Wirtz Hall 146 Phone: (815) 753-1684</td>
</tr>
<tr>
<td>Department/Office</td>
<td>Description</td>
<td>Address/Phone/Email</td>
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| Gender and Sexuality Resource Center | In alliance with the vision and mission of Northern Illinois University and the Division of Student Affairs & Enrollment Management, the Gender & Sexuality Resource Center Acknowledges the historical impacts of women and lesbian, gay, bisexual, transgender and/or queer identities. We are a home away from home for all persons, inclusive of sexual and gender identities, and all forms of masculinity and femininity. | 105 Normal Road  
Phone: (815) 753-0320  
gsrc@niu.edu                                                   |
| Graduate School                   | The Graduate School offers more than 100 majors and specializations for students looking to continue their education. Northern Illinois University is accredited by the Higher Learning Commission.                                                                                                                                      | 180 Stadium Drive  
(815) 753-0395  
gradsch@niu.edu                                                 |
| Greek Life                        | Being a part of a sorority or fraternity is a unique experience that will last a lifetime. You will make life-long friendships and enjoy a supportive environment away from home. Becoming a part of NIU’s Greek community will provide you with many leadership, scholarship, and community service opportunities. NIU is home to 42 Greek-lettered organizations, with over 1100 members in our Greek community. | Student Involvement & Leadership Development  
Campus Life Building 150  
Phone: (815) 753-1421  
studentinvolvement@niu.edu                                    |
| Health Services                   | NIU Health Services provides ambulatory medical and psychiatric health care for NIU students to support them in their academic pursuits. Health Services is available to all students, full or part-time, who are registered and have been assessed on-campus tuition and fees. Students may use Health Services whether or not they are enrolled in the NIU Student Health Insurance Plan. | Phone: (815) 753-1311  
healthservices@niu.edu                                         |
| Health Enhancement                | Health Enhancement provides student-centered, relevant health promotion information, materials, and interventions to assist students as they pursue their academic goals.                                                                                                                                     | Evans Field House 139  
Phone: (815) 753-9755  
healthenhancement@niu.edu                                      |
| International Student & Faculty Office | The International Student and Faculty Office (ISFO) advises international students and faculty on ways to succeed academically, socially, and culturally. They work inform students regarding the Federal Regulations pertaining to your status as non-immigrants in the United States (in F, J, or H status). | Williston Hall 406  
Phone: (815) 753-1346  
isfo@niu.edu                                                     |
<table>
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<tr>
<th>Title</th>
<th>Description</th>
<th>Address</th>
<th>Phone/Email</th>
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<tbody>
<tr>
<td><strong>Military Student Services</strong></td>
<td>Military Student Services (MSS) provides resources and is a single point of contact for veteran and military students and their families. MSS aims to centralize university and community resources, facilitate the transition of veteran and military students, and directly support their persistence to graduate from Northern Illinois University.</td>
<td>Campus Life Building 240</td>
<td>(815) 753-0691 <a href="mailto:MSS@niu.edu">MSS@niu.edu</a></td>
</tr>
<tr>
<td><strong>Latino Resource Center</strong></td>
<td>The Latino Resource Center (LRC) is a diversity center under the Division of Student Affairs and Enrollment Management at Northern Illinois University (NIU) designed to serve the Latina/o student population. The LRC offers mentoring programs, leadership programs, peer support groups, and academic advancement programs.</td>
<td>515 Garden Road</td>
<td>(815) 753-1986 <a href="mailto:lrc@niu.edu">lrc@niu.edu</a></td>
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<td><strong>Off-Campus &amp; Non-Traditional Student Services</strong></td>
<td>Off-Campus &amp; Non-Traditional Student Services is here to assist students by attending to the various needs and concerns of off-campus and non-traditional students at NIU. Their primary aim is to create a comfortable place for students to come and relax or get connected with the information or services they need.</td>
<td>Holmes Student Center 023J and 023K</td>
<td>(815) 753-9999 <a href="mailto:ocntss@niu.edu">ocntss@niu.edu</a></td>
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<td><strong>Office of the Bursar</strong></td>
<td>The Office of the Bursar provides services and support to NIU students, commercial customers, and other NIU Departments. The key areas of operation include Student Receivables, Commercial Receivables, Cashiering, Account Counseling, and OneCard ID Services.</td>
<td>Swen Parson Hall 235</td>
<td>(815) 753-1885 <a href="mailto:bursar@niu.edu">bursar@niu.edu</a></td>
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<td><strong>Office of the Ombudsman</strong></td>
<td>The Ombudsperson provides an opportunity for informal discussion of problems outside formal channels. The Ombudsperson listens, discusses, answers questions, provides information, and helps develop options for resolving a situation. The office provides a means of conflict resolution that is non-confrontational, impartial, informal, and confidential.</td>
<td>Holmes Student Center 601</td>
<td>(815) 753-1414 <a href="mailto:ombuds@niu.edu">ombuds@niu.edu</a></td>
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<td><strong>Office of Student Academic Success</strong></td>
<td>The Office of Student Academic Success helps foster interaction among students, faculty and staff and provides academic support to help students attain their academic goals while at NIU.</td>
<td>Academic Advising Center 113</td>
<td>(815) 753-5721 <a href="mailto:osas@niu.edu">osas@niu.edu</a></td>
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<td><strong>Office of Student Engagement &amp; Experiential Learning</strong></td>
<td>The Office of Student Engagement and Experiential Learning (OSEEL) is dedicated to providing opportunities for undergraduates to engage in hands-on learning. Through OSEEL's</td>
<td>Altgeld Hall 100</td>
<td>(815) 753-8154 <a href="mailto:engage@niu.edu">engage@niu.edu</a></td>
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<td><strong>undergraduate research, service projects, themed learning communities, and other high impact practices, NIU students will develop critical thinking, use creativity, and employ multiple communication strategies while applying their skills to real-world problems.</strong></td>
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<td><strong>Parking Services</strong></td>
<td>Parking on campus is strictly enforced. All NIU parking lots require permits for daily parking.</td>
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<td><strong>Psychological Services Center</strong></td>
<td>The Psychological Services Center provides psychological services to the NIU and northern Illinois area communities. It is the primary training center for graduate students in the clinical psychology program at Northern Illinois University.</td>
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<td><strong>Registration and Records</strong></td>
<td>The Office of Registration and Records serves as the primary information resource for students. Registration and records deals with withdrawal from courses, transcripts, some graduation information, and questions about grading information.</td>
<td>Williston 220 (815) 753-0681 <a href="mailto:regrec@niu.edu">regrec@niu.edu</a></td>
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<td><strong>Scholarship Office</strong></td>
<td>The Scholarship Office works in coordination with the Student Financial Aid Office to connect NIU students with various scholarship resources and assists NIU offices and departments with the administration of scholarship funds.</td>
<td>Swen Parson Hall 245K Phone: (815) 53-4829 <a href="mailto:scholarships@niu.edu">scholarships@niu.edu</a></td>
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<td><strong>Speech-Language-Hearing Clinic</strong></td>
<td>The central mission of the Speech-Language-Hearing Clinic is the transmission, expansion, and application of knowledge through teaching, research, and public service. The Clinic is dedicated to providing evidence-based practice in the delivery of quality state of the art services in audiology, speech-language pathology, and rehabilitation counseling to the citizens of northern Illinois and the surrounding areas.</td>
<td>3100 Sycamore Road Phone: (815) 753-1481 <a href="mailto:slhc@niu.edu">slhc@niu.edu</a></td>
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<td><strong>Student-Athlete Academic Support Services</strong></td>
<td>The SAASS Office is responsible for academic monitoring, tracking NCAA academic eligibility and providing tutoring assistance for over 400 Division I student-athletes. SAASS mission is to provide student-athletes with the resources necessary to prepare for the challenges of a diverse society while earning an undergraduate degree.</td>
<td>Yordon Center 110 Phone: (815) 753-1654</td>
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<td>Service Center</td>
<td>Description</td>
<td>Contact Information</td>
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<td>Human Resource Service Center</td>
<td>Human Resource Services provides all student job opportunities on campus, as well as work-study positions.</td>
<td>Swen Parson 110 Phone: (815) 753-6000</td>
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<td>Student Financial Aid</td>
<td>The purpose of financial aid is to assist students to pursue their college education by helping them and their families meet educational expenses. Student Financial Aid can help with FAFSA, deadlines, direct deposit, work study, and other things.</td>
<td>Swen Parson Hall 245 Phone: (815) 753-1395 <a href="mailto:finaid@niu.edu">finaid@niu.edu</a></td>
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<td>Student’s Legal Assistance</td>
<td>The mission of Student’s Legal Assistance is to provide the best legal assistance possible to students at Northern Illinois University. Services are free to current NIU students and can include consultation for cases such as landlord/tenant, criminal misdemeanor, domestic relations, insurance, and employment.</td>
<td>Campus Life Building 120 Phone: (815) 753-1701 <a href="mailto:studentslegal@niu.edu">studentslegal@niu.edu</a></td>
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<td>Student Support Services</td>
<td>Student Support Services is a federally-funded program from the U.S. Department of Education that is designed to assist and support undergraduate students who are first generation, low income, or learning/physically disabled.</td>
<td>Adams Hall 419 Phone: (815) 753-1142</td>
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<td>Tutoring</td>
<td>ACCESS programs provide opportunities for students to build academic skills and promote academic adjustment. ACCESS provides walk-in tutoring services, one-on-one tutoring services, study groups, and supplemental instruction for some courses.</td>
<td>Williston 100 Phone: (815) 753-1141 <a href="mailto:access@niu.edu">access@niu.edu</a></td>
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<td>University Bookstore</td>
<td>The University Bookstore provides the best prices and services to meet student and faculty needs. The bookstore sells and rents textbooks, as well as offers NIU apparel and a variety of gifts.</td>
<td>NIU Bookstore 340 Carroll Avenue Phone: (815) 753-1081</td>
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<td>University Honors Program</td>
<td>The University Honors Program at Northern Illinois University seeks to provide an enriched educational experience for students of high intellectual potential who are committed to the pursuit of knowledge and understanding. Through specialized courses and academic advising, engaged learning opportunities, a customized living-learning community, and extracurricular programming, the University Honors Program strives to facilitate the development of creative and challenging educational encounters.</td>
<td>Campus Life Building 110 Phone: (815) 753-0694 <a href="mailto:honors@niu.edu">honors@niu.edu</a></td>
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| University Libraries | NIU Libraries provide access to over 2 million volumes as well as periodicals, government publications, microforms, recordings, maps, audiovisual materials, and electronic databases. In addition, there are many Reference and Research Department staff members to assist students with department-specific searches. | University Libraries  
Phone: (815) 753-1995  
Lib-Admin@niu.edu |
| University Writing Center | The University Writing Center is a place for all writers at NIU, undergraduates, graduates, staff, and even faculty, to talk about their writing with trained consultants, one-on-one. | Stevenson South, Tower B, Lower Level  
Phone: (815) 753-6636  
Uwc.niu@gmail.com |
I, _________________________________________, accept the role of a Huskie Service Scholars Peer Mentor (Print name) for the 2016-2017 academic year. In doing so, I acknowledge and agree to the following terms and conditions: Responsibilities

1. I will participate in the Huskie Service Scholars program and its entirety throughout the fall 2016 and spring 2017 semesters.
2. I will perform at least 300 hours of community service or civic engagement on campus and in the local community.
3. I will properly record my hours every 2 weeks and submit Service Log to my Site Supervisor.
4. I will volunteer with my campus partner regularly each week at their site/office.
5. I will participate in all trainings, mandatory events (STEM Fest, Hunger and Homelessness Awareness Week, MLK Week, and NIU Cares Day)
6. I will present at the Community Engagement Showcase on April 25, 2017
7. I will attend all required Peer Mentor meetings and understand that each unexcused absence will result in a 5% deduction of tuition waiver, with the third unexcused absence resulting in potential termination from the program.
8. I will meet individually with my Fellows each week to review their progress.
9. I will plan and implement monthly team service events off campus.
10. I will document meetings and service work using HSS Facebook page.
11. I will keep a blog with continual updated posts on service activities.
12. I will assist with developing group service activities and will contribute to the group/team environment and support unit.
13. I will complete both a mid and end-of-program evaluation.
14. I understand that any of the following will result in a 5% deduction of the tuition waiver:
   - failure to submit Service Log,
   - failure to submit monthly reflections
   - unexcused absences from cohort meetings
   - if I am not at 150 hours by January 1, 2017 then I will be put on probation and have until the end of February to reach 200 hours.

Eligibility

- Currently enrolled as a NIU student
- Have been enrolled at NIU for at least one year
- Maintain a cumulative GPA of 2.0 or higher
- Earn a passing grade in a minimum of 12 credit hours each semester of the program
- Remain in good academic standing and judicial university standing at all times
Failure to maintain these eligibility requirements will result in immediate termination from the program, tuition waiver will be revoked and student will not be reinstated into the HSS Program. This tuition waiver award is only available for one year and is not renewable. If a student fails to submit proof of 300 hours of service by June 1st, 2016 the student will be terminated from the program and the full amount of the tuition waiver will be debited to their bursars account. I understand that the $1,200 tuition waiver will be applied to my Bursar’s account. The amount will be equally distributed between the fall and spring semesters.

*If you need an accommodation for this program, please contact the Disability Resource Center as soon as possible. The DRC coordinates accommodations for students with disabilities. It is located on the 4th floor of the Health Services Building, and can be reached at 815-753-1303 (V) or drc@niu.edu. Also, please contact the OSEEL supervisor and HSS Cohort Coordinator, privately as soon as possible so we can discuss your accommodations. The sooner you let us know your needs, the sooner we can assist you in achieving your goals in this program.

By signing below, I am indicating that I understand and agree to the responsibilities of the program stated above. I am also verifying that I fit all eligibility requirements listed above.

______________________________  ______________________
Signature                                      Date