

Northern Illinois University
M.S.Ed. of Higher Education and Student Affairs Internship
Opportunity

Internship Title: Center For Student Assistance

Institution: **Northern Illinois University**

Location/Office: Peters Campus Life Building Room 150

Internship Period: FALL SPRING SUMMER -x

Credit Hours Required: 120 clock hours for 3 credit hours

Supervisor: **Jeffrey Salmon**

Supervisor's Degree: BA, MA, MsEd, Ed.D candidate

Years of Professional Experience: 10

Internship Description: (Please provide an overview and primary responsibilities of the internship)

A successful intern will help execute the responsibilities of Center for Student Assistance. The CSA is part of the Division of Student Affairs and is expected assist the division and university in a variety of ways that foster the goals of persistence and retention of its students. The CSA is front-serving holistic student resource office. Duties include but are not limited to student advocacy and care support, assisting students navigate campus resources, office summer orientation support efforts, peer academic coaching and mentoring, as well as further development of the office. It is expected that the person in this position will be able to manage CSA responsibilities and perform the necessary duties with some independence. Important characteristics required for this position are self-initiative, ability to multitask, strong customer service skills, equity mindset and good judgment. The Intern will also have specific duties as assigned by the Director. Those duties can include assisting partners such as Students' Legal Assistance, Commuter and Off-Campus Programs, and the Huskie Food Pantry.

Outcomes/ Experiences: (Please list several experiential learning outcomes that will be achieved throughout this internship)

- 1) Conduct an assessment reviewing various universities' CSA type office website and create a report with findings and recommendations.
- 2) Work on completing two new Huskie Food Pantry training videos emphasis – on leadership team roles and completing shift duty checklist.
- 3) Assist with planning one new commuter program for fall 2023 and work with CSA director to plan this year's National First-Gen Celebration (Nov. 8) programming.

Qualifications / Requirements: (Please list desired qualifications and skills for internship)

- Completed a minimum of one semester of academic coursework in NIU HESA program.
- Strong customer service skills.
- Demonstrated commitment to diversity, equity, inclusion, and access.
- Problem solving skills, with the ability to determine needs, address issues, and manage change effectively.
- Ability to work within a team environment, contribute to development of the department, and demonstrate initiative and enthusiasm.
- Excellent verbal and written communication skills are essential.

Hours/Scheduling: (Please provide a typical schedule and time of day internship will occur)

- During the summer, the CSA is open Monday-Friday, 8 a.m. – 4:30 p.m.
- Can be flexible developing weekly work schedule for the summer session.

Application Process (Applicants will submit a cover letter, resume and three references, please provide the contact name, phone number and e-mail address)

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