

Student Policy Manual



Fall 2009

Experiential Learning Center

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Our Mission

The College of Business ELC strives to create unique real world educational experiences for Northern Illinois University students and provide measurable value to external organizations.

***ELC Consultant Responsibilities***

You were chosen to be part of the ELC because of your current knowledge and abilities and the potential we see in you. Over the next 16 weeks, you will be exposed to executives and leaders in business and industry. You will be asked to stretch beyond your comfort zone learning new concepts and behaviors. You will be representing the ELC, the College of Business and NIU to the outside world. It is a privilege to be chosen for an ELC team and an experience that will be exactly what you make of it.

Over the course of the semester, we expect you to:

- Be available during the preset meeting times and give adequate time for outside research and tasks. You can count on 9-12 hours of outside work each week.
- Honor your commitments. Do what you say you will do.
- Be respectful of others opinions and ideas.
- Be open to change. Change is a constant in the corporate world. To be successful in the ELC you must be flexible, adaptable and open minded.
- Communicate with your team, your coach, your sponsor and the ELC staff.
- Meet with your sponsor face-to-face at least three times during the semester.

- Respect the time and knowledge given to you by outside experts. Be polite and present when interacting with those volunteering their assistance.
- Manage your time efficiently. Follow-up in a timely manner and be persistent in asking for the information you need. Discuss issues you don't feel comfortable sharing with your team or coach with the ELC staff.
- Be professional in your behaviors and communications. Since, you are representing the ELC, the College of Business and Northern Illinois University, all mass e-mails or surveys need to be approved by your coach and the ELC staff before distribution.
- Gain approval for any expenditure from the ELC staff and turn in appropriate forms in accordance with the Travel and Reimbursement Policy located on MS SharePoint.
- Hold your final presentation at the project sponsor site if possible. If not, the presentation should be in the ELC. Other locations will need to be approved by the ELC staff.
- Deliver your final written report to the client at the final presentation. If the written report is not complete, reschedule the final client meeting.
- Use MS SharePoint as a communication and knowledge management tool. Upload all meeting agendas, minutes and working documents.
- Project a professional image. Dressing in business casual for team meetings and business professional for client meetings is strongly recommended. Questions about dress should be directed to the project coach.

In most cases team members earn the same team grade. In the event that you can not fulfill these responsibilities, your team, your coach or the ELC director has the authority to issue a different grade and/ or uninvite you to be part of the ELC team.

Experiential Learning Center Rules

You are allowed and encouraged to work in the Center anytime Barsema Hall is open. Only current and past ELC students have the privilege of using the Center and its many resources. The ELC is a highlighted program in the college. The dean and others often gives tours of the Center. Please treat the Center as any other professional work environment by keeping it picked up and by following these rules:

- Keep your key card with you at all times. The first person to access the Center with their key card opens the Center for the day. The front door automatically locks at 4:30 p.m. each weekday. The doors will remain locked on the weekends. The back door is always locked.
- Only current and past ELC students may use the Center and its resources. You may bring visitors to tour the Center but study groups or other class project teams may not use the Center or its resources. Marketing Call Center students should not be using computers in the pods, printers or the conference room unless scheduled in advance. If you encounter anyone using Center resources who is not authorized, please contact a member of the ELC staff.
- Laptops, books, and other resources must remain in the Center. You are responsible for returning laptops, books or other resources to their proper place when finished. If you feel it is necessary to take something out of the Center, contact a member of the ELC Staff for permission.
- No personal calls are to be made using Center phones. Phones are to be used for ELC related business or for emergencies only.
- Keep the kitchen clean. Feel free to use the microwave and store food and drinks in the refrigerator and cabinets. If any items are left on the kitchen counter or in the sink, the items will be thrown away. Be sure to wipe any crumbs off the counter.
- Keep your pod neat. Food and drinks are allowed in the pod areas but any messes, crumbs, or garbage should be taken care of or this privilege will be revoked. We encourage you to bring in pictures, plants, or other items to personalize your team's work area for the semester. However, do not make any holes in the walls or partitions.
- Keep the conference room neat. Only bottled water is allowed in the conference room.
- Finish meetings in the conference room on time. Clean up the table and erase white boards in preparation for the next team.
- Be prepared with an elevator speech. We often have visitors to and tours of the Center. If you are working in your pod, you will be asked to give a 30-second overview of your project to our guests. Your comments should be positive, concise and respect any confidentiality agreements you signed with your sponsor.
- If you are the last person to leave the Center, make sure the laptop cabinet is locked and the lights are turned off.
- Be aware of your surroundings. If you ever have a problem or feel unsafe, please contact the university police for non-emergencies (753-1212). For emergencies, call 911.
- Do not give, lend or share your key card with anyone.
- Key cards must be returned at the end of the semester. Failure to turn in your keycard will result in an incomplete grade.

ELC Policies**Conference Room**

If you wish to use the conference room outside of your regular team meeting, check conference room schedule on MS SharePoint to make sure it is available. Please do not bring food or drink into the conference room. Only bottled water is allowed. When you are finished in the conference room, please do the following:

- Log off conference room computer
- Turn off projector
- Push in all chairs
- Pick up all papers
- Erase the white boards
- Turn off the lights

If you are hosting a client meeting and would like to provide refreshments, please see the ELC staff for approval. At the end of the meeting please follow the above steps. In addition:

- Wipe the tables using the cleaning supplies in the kitchen
- Empty garbage into the kitchen garbage can
- Use the sweeper to remove crumbs from the floor

Team Member Grades

In most cases, team members receive a team grade determined by the faculty coach. This is based on the value provided to the client given the situation and the learning that has taken place. In some cases a student will earn a different grade due to quality and quantity of work contributed, team spirit and dependability. It is up to the team members to discuss specific grading criteria with the team coach. Grades will be turned in to the ELC director. Coaches issuing different grades for individual team members should be prepared to discuss the reasons why a different grade was issued with the individual student.

Client Hospitality

Each team has a \$75 budget for client hospitality. This money can be used for refreshments (bagels, donuts, juice, cookies, pop) during client meetings or meetings that take place over a meal.

If your team chooses to meet with the client over a meal, the university policy on maximum for reimbursement per meal per person will apply. The amount limitations are below. If you choose to go over these amounts, it will be at your expense. Alcohol is not a reimbursable expense.

Breakfast and Lunch

Students & Guests - \$8.25
Faculty & Staff - \$5.50

Dinner

Students & Guests - \$25.50
Faculty & Staff - \$17.00

Please see the ELC director for approval prior to inviting your client to the meal/ meeting.

Laptops

Laptops are available for onsite client meetings and in the ELC. Laptops and laptop accessories are located in the cabinet in the ELC lobby. To access the laptops:

1. Dial the code given at orientation into the lockbox on top of the storage cabinet. The code is also located in the Laptop Policy area in MS SharePoint.
2. Take the two keys out of the lock box and open the cabinet.
3. Fill out the “Onsite or Offsite Laptop Check-Out Form” located in the folder on top of the cabinet. If the laptop is going to leave the ELC facility, you must obtain authorization from your coach or a member of the ELC staff.
4. Take a laptop and any accessories you need.
5. Return the laptop to the storage cabinet.
6. Log the return date in the folder.

* Questions regarding the check-out process should be directed to the ELC lab assistant. Please note that laptops checked out of the center are

ELC Policies Continued**Subject Matter Experts**

Each team is given a \$500 consulting budget for NIU faculty and staff expertise, enough for five hours of consulting at \$100/ hour. If your team feels outside help is needed, contact the ELC director with a complete list of questions/ issues you would like addressed. She will contact the appropriate department chair and secure a subject matter expert (SME) to assist your team. When finished with the subject matter expert, your team must complete the SME compensation form located in MS SharePoint by the end of the semester. If your team seeks outside help, we ask that you be respectful of their time and appreciative of their help. The ELC Coach will be responsible for submitting the compensation form to pay the SME at the end of the semester to the ELC director.

This budget can only be used for subject matter experts and subject matter experts can only be NIU faculty and staff. It can not be used for outside consultants or to purchase miscellaneous items. Student workers can not be used as subject matter experts, regardless of their position.

Marketing Call Center

The computers in the Marketing Call Center (the cube with all the partitions) may be used by any ELC student (past or present) and the assistant coaches at anytime except Tuesdays & Thursdays from 2:00 – 7:00 p.m.

Outside of the reserved times marketing call center students have priority on these computers. If all of the computers are being used and a marketing call center student comes in outside of the reserved hours, you may be asked to move.

To login to the marketing call center computers, use the login “faculty” with no password. To access the internet from these computers you will first need to click on the “Secure connect to NIUnet” icon (it’s a little red husky icon on the desktop). Enter your Z-ID and Novell password and click on Connect. Please contact the ELC lab technician with questions.

Dress

Please project a professional image by dressing in business casual for team meetings and business professional for client meetings. In the ELC this means no jeans, ripped or stained clothing and excessive skin showing.

While working in the ELC outside of team meetings, casual dress is acceptable. Remember, alumni and other business leaders often tour the center unannounced. Please keep your attire neat yet comfortable. Questions about dress should be directed to the ELC staff or your team coach.

Travel & Expense Reimbursement

Each ELC team is expected to meet with their client contact three times throughout the semester. The ELC does reimburse students for mileage within reason. Carpooling is expected.

Each trip must be preapproved in order to be reimbursed. Please complete the Travel Request Form located on MS SharePoint and submit it to Amy one week before the travel is to occur.

The FY10 Travel Voucher must be submitted within two weeks of the travel to receive reimbursement. All travel vouchers must be completed by the end of the semester to receive reimbursement. Please e-mail Amy the travel voucher file.

All other expenses must be approved by the ELC director before items are purchased. Please send the ELC director an e-mail with a description of the item, the purpose and the cost. Once the approved purchase is made, complete the FY10 Check Request, submit it to Amy by e-mail and put the receipt with your name and project in the ‘For Amy’ folder on top of the lap top cabinet.

Project Management Methodology & Important Dates

Phase	Deliverables	Milestone/ Due Date	Format/ Additional Information
Initiation & Conceptualization	Team Charter	Week 2 9/4/2009	Electronic and Hard Copy, Signatures Required
	Communication Plan	Week 2 9/4/2009	Electronic
	Technology Workshop for Technology Liaison	Week 2 9/4/2009	Schedule with Matt
	Team Building at Ronald McDonald House Charities	9/11/2009 9/18/2009 9/25/2009 2-6 p.m.	Teams choose one date to participate
	Business Case	Week 4 9/18/2009	Electronic and Hard Copy, Signatures Required
	Celebrate the Brain Week	Week 4 9/14 - 9/18/2009	
	Secondary Research Workshop	Week 5 TBD	One team member must attend

Phase	Deliverables	Milestone/ Due Date	Format/ Additional Information
Planning	Project Scope Change Log Form	Due as needed	Electronic and Hard Copy, Signatures Required
	Project Plan	Week 4 9/18/2009	Electronic
Execution	Plan Execution	Weeks 5-14	
	Communication Skills Workshop	10/9/2009 4-6 p.m.	
	ELC Recruitment Presentation	10/28/2009	Signed Form to Coach or Assistant Coach
Closure	Knowledge Transfer: Final Presentation & Final Written Report	Week 15 11/30/2009	Electronic and Hard Copy including CD-ROM to Client and ELC Staff
	Final Evaluations	Week 16 12/7/2009	
	End of Semester Party	12/10/2009	

All electronic deliverables must be uploaded to MS SharePoint. Hard copy deliverables must be turned in to the ELC director.

Student Code of Ethics

As a student at Northern Illinois University's College of Business, I understand that it is my duty to behave in a courteous and ethical manner at all times. The attitudes and habits I develop as a student form the core of my professional behavior. As such, I will set an example of the highest caliber for those that work with me.

To promote these behaviors within the student body, I will use the principles of honesty, respect, integrity, and professionalism as my academic and professional guide.

HONESTY:

- Understand the College's policies on academic conduct, and practice them as a part of my life
- Honor my personal obligation to be sincere and forthright by dealing fairly and truthfully with others

RESPECT:

- Embrace the diverse perspectives and accomplishments of others, knowing that it is the personal and cultural variations among people that enrich us individually and as a society
- Take pride in my College and University by protecting our facilities and their surroundings

INTEGRITY:

- Maintain my beliefs and values despite changing circumstances and challenging environments
- Respect my reputation and that of my university by avoiding unethical behaviors and the circumstances that encourage them

PROFESSIONALISM:

- Maintain the highest standards of performance, conduct, and cooperation with my fellow students, faculty, and co-workers
- Perform my duties with due diligence and make a continuous effort towards improvement

*Written by and for NIU College of Business Students
NIU College of Business Student Advisory Board
Unanimously Approved December 6, 2004*

Academic Honesty

Information delivered to the client must be properly sourced. There are several resources available if you have questions about citation requirements. These include:

- Your coach
- MLA and APA handbooks in the ELC library
- The NIU Writing Center

Adherence to Non-disclosure Agreements

Your sponsoring organization may ask you to sign a non-disclosure or confidentiality agreement. It is important that you adhere to this agreement while working on the project as well as after the project has concluded. When discussing your project with an outside party, it is safe to disclose the details presented on the ELC website.

"Most college projects are safe because no one is affected by your work. The ELC project carried more weight because the sponsor paid for it and it really meant something. I learned a lot about myself and the fundamentals of working with a group through this experience."

Michael Levy
Community Branding Project, Village of Forest Park



ELC Team Roles**External Communications Liaison**

Acts as a single point of contact for the sponsoring organization.

Internal Communications Liaison

Acts as a single point of contact for the ELC staff.

Technology Liaison

Consults with ELC lab technician on technology needed to meet the project objectives.

Meeting Leader

Facilitates team meetings, involves all team members in discussions, keeps meetings on track.

Scribe

Takes notes and posts team meeting minutes on MS SharePoint.

ELC Staff

Name	Phone	E-mail	Office
Jane Mall Director	(815) 753-5445	jmall@niu.edu	Barsema Hall Suite 145
Amy Buhrow Outreach Specialist	(815) 753-5764	abuhrow@niu.edu	Barsema Hall Suite 303
Matt Janouskovec Lab Technician	(815) 753-4006	mjanous@niu.edu	Barsema Hall Suite 303
Brian Mackie ELC Technology Advisor	(815) 753-5896	bmackie@niu.edu	Barsema Hall 328T

ELC Resources**Resources available on MS SharePoint:**

- Mentor Database
- Instructions to set up a conference call
- Instructions to change the MS SharePoint Password

Software resources available through the ELC lab technician:

- www.easybib.com
- Captivate
- Breeze
- MapPoint
- Video editing
- Adobe InDesign (Graphic design)
- Photoshop
- SurveyMonkey.com

Office supplies located in the ELC:

- Fax Machine
- Printers – Color and Black & White
- Toshiba Tablet PC's
- Telephones
- Document Camera
- Conference Phone
- Binding Equipment & Supplies
- Laminating Machine
- Symposium Presentation Monitor
- Radical Team Handbooks by John Redding
- Thank you notes
- Voice Recorders
- Digital Camera
- Video Camera

ELC Advisory Board Members

Joe Hula
Follett, Inc.

Kent Foster
Caterpillar, Inc.

Bob Dean

Sarah Griffin
McDonald's Corporation

Scott Ray
Wal-Mart

Chris Millington
McDonald's Corporation

Dr. Geoffrey Gordon
NIU College of Business
Marketing Department

Joe Cullinane
CullinaneMedia

Dr. Luis Flores
NIU College of Business
Management Department

Fred Reid
Dell Corporation

Dr. Denise Schoenbachler
NIU College of Business

Dr. Chuck Downing
NIU College of Business
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and Information Systems
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