



[www.extended.nau.edu](http://www.extended.nau.edu)

# UNDERGRADUATE SURVIVAL GUIDE

Information to help you succeed in  
your NAU Extended Campus program.

Topics Include:

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## **ACADEMIC COMPUTING HELP DESK**

As an extended campus student, you will likely conduct business with NAU and/or take classes online. The Academic Computing Help Desk is your first resource for computing-related problems or services. They can help you set up your email account, access your web class, use the LOUIE system, set your passwords, download software, and much more. For assistance, call at (888) 520-7215.

## **CATALOGS**

You can find the NAU catalogs online at [www.nau.edu/catalogs](http://www.nau.edu/catalogs). These catalogs provide information about the general range of classes offered at NAU; not every class listed in the catalog is offered every semester. Catalogs also answer many other academic questions.

## **CAREER SERVICES**

Career services at NAU are integrated into the Gateway Student Success Center to provide you with more comprehensive academic/career and employment planning.

The employment division of the Gateway Student Success Center provides assistance with career planning, matching majors to career fields, and assisting with the job-search process through résumé critiques, mock interviews, and access to employer interviews on campus. We offer individual and group sessions and a variety of workshops on these topics.

We also conduct events such as the fall and spring career and graduate school days, which are open to all majors. For education majors, we have a spring educational interview festival where you can conduct actual interviews with school districts.

We provide interviewing facilities to accommodate more than three hundred employers who visit each year from corporations, schools, and government agencies, and we schedule appointments for interviews with graduating seniors. We also provide services to alumni at a nominal fee.

We have an extensive self-help resource center that includes daily listings of hundreds of job opportunities, literature about various employers, and a variety of job-hunting and career-planning materials. We also have SIGI3, web-based career exploration software, available twenty-four hours a day at [www.nau.edu/gateway](http://www.nau.edu/gateway) to students with a current LOUIE account.

For more information, contact the Gateway Student Success Center, Employment Division, at (928) 523-4772 or visit our website at [www.nau.edu/gateway](http://www.nau.edu/gateway).

## **COURSE LOADS**

During regular terms, you are considered a full-time student if you carry 12 or more units of credit. However, you must take at least 15 units per term to complete degree programs requiring 120 units within eight terms, unless you take courses during summer or winter.

During summer sessions, the normal load for a five-week session is 6 units of credit. However, you can earn 7 units if no more than two courses are involved.

During winter sessions, the normal load is 3 units of credit. However, you can earn 4 units if courses are 1 unit each or a single course is 4 units.

## **COURSE REPEAT POLICY**

In certain instances, undergraduate students may wish to repeat a course to gain additional knowledge or improve a previous performance. If you wish to repeat a course, be aware that several policies related to grade point average calculation and course repeat rules apply, depending on the grade you initially received. We describe these policies in the following paragraphs. Failure to abide by these policies and rules may result in a course grade being treated differently than you expected or not counted at all.

You may repeat up to 18 units of credit for grade replacement. This means that for the first 18 units in repeated courses, we use the better of your two grades to compute your cumulative grade point average. If you earn grades in repeated courses beyond the 18 units maximum, those grades are averaged with the initial grade(s) you earned.

Whether you want to repeat a course for grade replacement or for grade averaging, please be aware that you only earn credit once for a course that is repeated.

In addition to the 18-unit limit for repeated courses, you may repeat an individual course for grade replacement or grade averaging a maximum of two times.

You may only repeat courses in which you earned a grade of D or F, and you may not repeat any courses in which you earned an A or B. You may repeat, for grade averaging only, a course in which you earned a grade of C if the department or college has received prior approval from NAU's Academic Standards Committee to allow certain students to repeat C grades for purposes of meeting minimum grade point average requirements for an academic plan. Check with the department or college for more information. If you are allowed to repeat a course in which you earned a grade of C for grade averaging purposes, you must get approval from both the department or college and the Registrar's Office before you can enroll to repeat the course.

Please note that the same grading option must be used for the repeat course as was used when you initially took the course. In other words, a course initially taken for a letter grade must be repeated for a letter grade, and a course taken pass-fail must be repeated pass-fail. When repeating a topics course or PES 100, the topic or physical education activity must be the same as when you originally took the course.

You may not repeat courses in research, independent studies, internships, honors, and some topics courses. Because of the changing nature of their content, these courses can only be retaken for additional credit and new grades. However, if you are taking courses in an integrated format (courses with an I after the course number), you may repeat these courses individually).

In addition, you may not repeat a course at another institution to replace a grade earned at NAU. (You may repeat a course at another institution to satisfy a plan requirement if the course is equivalent to an NAU course; however, you won't be given credit for both.)

Finally, you may not repeat courses that NAU has discontinued or canceled nor can you repeat courses after your undergraduate degree has been awarded.

## **DISABILITY RESOURCES**

Our purpose is to promote educational opportunities for NAU students with documented disabilities. We can assist you in working toward graduation and realizing your life goals by providing disability-related accommodations that allow you equal access to the university curriculum and all other opportunities available within NAU.

Accommodations include, but are not limited to, priority course enrollment, interpreting, taped books, test-taking accommodations, tutoring, volunteer note-taking, and bus service.

You can arrange for such accommodations by contacting our office. We advise you to provide documentation to Disability Resources at least eight weeks before you plan to attend NAU so we can make arrangements to meet your individual needs. Failure to do so may result in a delay of services or accommodations.

You may also bring any concerns about noncompliance with the Americans with Disabilities Act to our attention.

If you have a learning disability that may affect your ability to learn, particularly in math or a modern language, please contact us to determine whether you are eligible for either academic adjustments or course substitutions. (Academic adjustments may include extra time on tests, use of a calculator, and tutoring.) We can tell you what documentation to provide so we can determine your eligibility.

For more information, contact Disability Resources at (928) 523-8773, TTY (928) 523-6906 or visit our website at [www.nau.edu/dr](http://www.nau.edu/dr).

## **EMAIL ACCOUNTS**

Northern Arizona University utilizes email to transact business whenever possible to reduce paper waste, save money, and communicate as efficiently as possible. The University considers email an official method of communication regarding business related information. Official messages will only be sent to NAU email accounts.

All admitted students should automatically be set up with an email account. Students should receive a letter from NAU providing their UserID and instructions on how to set a password. If you do not receive this letter or otherwise do not know your UserID, you should be able to get it by doing your own name search from the NAU home page; click on "NAU Directory." Contact the Academic Computing Help Desk toll-free at (888) 520-7215 for assistance.

It is the student's responsibility to read any communications that come through their student email account. You can access your NAU email account through PortalMail at <https://my.nau.edu>.

## **ENROLLMENT APPOINTMENTS**

An "enrollment appointment" is the date on which a student can begin pre-registration for the next semester. When determined, your enrollment appointment will be available in your LOUIE account.

## **ENROLLMENT VERIFICATION**

You may need to show proof that you are enrolled in classes. This is a verification of enrollment and can be used for health insurance agencies, consumer products companies, banks, loan companies, your employer and other entities. It is a free service.

You can print your own Official Enrollment Verification Certificate through a self-service format available 24 hours a day, seven days a week. NAU has authorized the National Student Clearinghouse to act as its agent for verifying student enrollment status. Access the service through [www.nau.edu/registrar](http://www.nau.edu/registrar). Have your student ID and password ready. If you have questions or need help using the verification service, contact the Registrar's Office at (928) 523-2109.

## **FINANCIAL AID**

The Office of Student Financial Aid can provide financial assistance to supplement your contribution toward your college expenses. This assistance may be in the form of grants, loans, employment, or scholarships or some combination of these sources. You can find detailed information at [nau.edu/finaid](http://nau.edu/finaid).

Generally, the total amount of financial aid awarded is based on your financial need as computed by the federally approved financial need analysis system. However, many scholarships are awarded on the basis of academic excellence and/or your participation in various university activities.

The first step in applying for financial aid is to complete the Free Application for Federal Student Aid (FAFSA). The FAFSA is available beginning in January for the following academic year online at [fafsa.ed.gov](http://fafsa.ed.gov), through the Office of Student Financial Aid, and at local high schools and community colleges. We recommend that you submit your FAFSA early. Be aware that estimated income information should not be used to complete the FAFSA.

After your tuition, fees, housing, and other current charges are fully paid, any remaining funds from your financial aid award will automatically be deposited to your checking or savings account if you've signed up for direct deposit through the Office of the Bursar. If you don't submit account information, a check will be mailed to the address listed as your "refund address" in the LOUIE ([nau.edu/LOUIE](http://nau.edu/LOUIE)) student information system.

A local financial aid advisor is available for students who need assistance sorting out their financial aid options. **At the end of this packet you will find a financial aid checklist.** If you need to speak with a financial aid counselor, please call (602) 728-9506 or email [Joi.Grace@nau.edu](mailto:Joi.Grace@nau.edu).

## **GRADES**

Final grades are not recorded until the end of the term, even if your course finishes early. NAU does not mail grades; you can view your grades online via LOUIE. If you need an official grade report please use a request form or contact your local NAU campus. Other NAU information may be mailed to your permanent mailing address. Update your mailing address on LOUIE.

### **Incomplete Grade:**

If you are unable to complete coursework in a scheduled course within the term in which you are enrolled, you may petition your instructor to receive a grade of I.

If your instructor agrees to give you an incomplete, you and the instructor must complete a written agreement, a copy of which is held in your departmental file, indicating the exact work you need to do to finish the course.

This written agreement must also indicate the date by which you must complete this work, and that date cannot be longer than one calendar year from the end of the term in which you were enrolled in that course. By the end of the time agreed to in writing, your instructor must submit a permanent earned grade for the course or the grade remains a permanent incomplete.

This written agreement must also indicate the date by which you must complete the work, and that date cannot be longer than one calendar year from the end of the term in which you were enrolled in the course. For undergraduates, after one calendar year, any grade of I will automatically be converted to a grade of F.

When you complete the coursework, your instructor submits a final grade to the Registrar's Office, and that grade and your credit are then entered on your permanent record.

After the time for making up the incomplete has elapsed, you must re-enroll in the course to receive credit. We do not use incomplete grades in calculating your grade point average.

When you become eligible for graduation, if you have a grade of I in any courses that aren't required for graduation, you may elect to graduate with these I grades as a part of your permanent academic record. In such cases, the I grades cannot be changed after graduation by completing the course requirements nor will the I's revert to F grades.

### **Grade Appeal Process:**

If you wish to contest a grade that has already been recorded, you may file an appeal. Before doing so you will want to review the Policy for Grade Appeal in the Student Handbook. It outlines the steps you will need to take. If you need assistance, contact your local NAU campus or the Extended Campuses Service Center.

## **GRADUATION / COMMENCEMENT**

All students who wish to graduate from NAU must file an application for graduation with the department of your major and pay a graduation application fee to the Bursar's Office. The purpose of this application is to verify that you will meet all degree requirements prior to graduation.

The graduation application process is a lengthy one that involves:

- assembling a packet of material, including transcripts
- meeting with an advisor to determine what major, minor, and other degree requirements remain to be completed
- mapping a course for completing those requirements in a specified period of time

Students must complete this application process and submit your application for graduation during the first term of your senior year (the term before the one in which you expect to complete your degree requirements). Beginning the graduation application process early is in your best interest as it can alert you to any unanticipated requirements with enough time to complete them before or during your final term.

The latest you may submit your application is by the deadline listed at <http://home.nau.edu/registrar/graduation.asp> usually about five weeks into your last term. The purpose of this final deadline is to insure that your name appears in the printed commencement program for the term in which you graduate. We do process applications received after the published deadline; however, your name may not appear in the commencement program.

If you expect to complete your undergraduate degree requirements during a summer session, but you wish to participate in the preceding spring commencement and have your name printed in that commencement program, you must submit your application for graduation and pay the graduation fee by the deadline for the preceding spring term. Your academic transcript will still show that you completed your degree requirements in the summer, but you will be able to participate in the preceding spring commencement and your name will appear in that commencement program. If you complete your requirements in a summer session, your degree will not be posted until the end of the summer term.

If you expect to complete your undergraduate degree requirements during a winter term, but you wish to participate in the preceding fall commencement and have your name printed in that commencement program, you must submit your application for graduation and pay the graduation fee by the deadline for the preceding fall term.

Please be aware that participating in commencement does not guarantee that you will complete degree requirements or receive a diploma. If you fail to submit your application for graduation or pay the graduation fee by the deadline, we may have to schedule you for graduation at a later date.

## **HONORS & DISTINCTION**

Baccalaureate honors designation, on commencement programs, diplomas and transcripts, is meant to recognize outstanding academic achievement by graduating students relative to their peers.

Baccalaureate honors are granted to undergraduate candidates successfully completing 45 or more semester hours of resident work at Northern Arizona University and having an exemplary grade point average with no more than six semester units of failing grades for the entire Northern Arizona University undergraduate record, regardless of whether the failing grades were unrepeated, repeated, replaced or averaged. Although failing grades may be repeated for grade replacement or grade averaging, the original "F" grades are still included for purposes of the policy. (Repeating a course in which an "F" grade was earned does not eliminate the "F" grade from inclusion in determining Baccalaureate Honors.)

Appropriate grade point average thresholds will be specific to each individual college as determined on a percentage basis (top 5%, 10% and 20%). These grade point average thresholds will be recalculated for each academic year using data from the preceding academic year. For example, students graduating in the Fall and Winter 2006 and Spring and Summer 2007 semesters, the thresholds will be calculated using data from the Fall and Winter 2005 and Spring and Summer 2006 semesters. In subsequent years, the same procedure will be used with the data advanced one year.

For each graduation period (i.e., Spring, Summer, Fall, Winter), Summa Cum Laude will be awarded to candidates whose cumulative grade point average meets or exceeds the 5% threshold for their college. Magna Cum Laude will be awarded to candidates whose cumulative grade point average meets or exceeds the 10% threshold for their college (but not the 5% threshold), and Cum Laude to candidates whose cumulative grade point average meets or exceeds the 20% threshold for their college (but not the 10% threshold).

Baccalaureate honors designations by student names in commencement programs are tentative until all final grades are reported.

## **ID CARD**

NAU identification cards, called NAUCards, allow you to take advantage of a number of services, resources, and conveniences on-and-off campus, including:

- Access to most local libraries - ASU and UA
- Access to all Flagstaff Mountain Campus services including Cline Library
- Possible student discounts at establishments in your area

To receive your NAUCard you can fill out and submit the online form or download a form from [www.nau.edu/naucard](http://www.nau.edu/naucard). If you wish to include a picture, please download the form, print it, and include a photocopy of your driver's license along with a photo. The photo should be at least 1 inch wide by 1-1/2 inches tall and have a light background. Your NAUCard will be sent to you in approximately two weeks (or one week using the online form), or after your enrollment is complete and your fees are paid.

## **INSTRUCTOR CONTACT INFORMATION**

Please refer to your course syllabus for detailed instructor contact information. You can also go to [www.extended.nau.edu/faculty](http://www.extended.nau.edu/faculty) and click on "Faculty Search" to search for a faculty member's email address.

## **LATE ENROLLMENT FEES**

If you enroll on or after the first day of instruction during a regular term, you must pay a late course enrollment fee. If you enroll after the first day of instruction during summer session, you must pay a late course enrollment fee. You can find the deadline calendar at [www.extended.nau.edu](http://www.extended.nau.edu).

## **LIBRARY**

NAU Extended Campus students are welcome to use NAU's Cline Library on the main campus. You can use all the online resources available at [www.nau.edu/library](http://www.nau.edu/library). You can also check out materials from Cline Library. The Document Delivery Service will mail library materials to your home. All materials come with postage-paid labels for quick and easy return to the Cline Library.

NAU Extended Campus students are also welcome at ASU and UA libraries, and public and community college libraries throughout the state. A current NAU ID card and/or an enrollment receipt may be required to check out material.

## LOUIE SYSTEM

LOUIE (the Lumberjack's On-line University Information Environment) is a hands-on, online computer system that allows you to enroll in courses, pay fees, view your grades and course schedule, check on financial aid, review your progress toward your degree, and obtain an unofficial transcript. You can access LOUIE at <https://www.nau.edu/louie>.

You can use LOUIE to see your personal student account information (including holds and financial aid), your academic transcript, your term schedule(s), and pertinent and timely information about courses and their availability. After the first term at NAU, most students also use LOUIE to enroll in courses.

To access LOUIE, you use the username and password you received when you were admitted to NAU. This username and password works for most electronic services you access at NAU.

You can get assistance with using LOUIE by calling the Academic Computing Help Desk (888) 520-7215.

## MyNAU

NAU has developed a student website called MyNAU, which allows single sign-on access to a variety of key NAU activities, such as the LOUIE student information system, PortalMail (your NAU email inside MyNAU), your financial aid information, WebCT Vista online courses, Cline Library electronic course resources, important university announcements, and a campus events calendar.

Visit <https://my.nau.edu>, and log in with your NAU user ID and password. Then personalize and customize MyNAU to simplify access to the online services you use the most.

## REGISTERING FOR CLASSES

To register for classes, go to [www.nau.edu/louie](http://www.nau.edu/louie). Log on using your User ID and password, and then follow the menu guides. Call the Student Help Desk at (888) 520-7215 if you need assistance.

**Error Messages in LOUIE:** If you get an error, click directly on the error message and it will give you details. Contact your advisor if you have questions or need assistance.

**Adding or Dropping Classes after the Deadline:** Students cannot use self-service to add classes once the deadline to add has passed, even for classes that have not yet started. If the deadline to add has passed, but the class has not started, students can add the class by calling their local advisor or by calling the Extended Campus Service Center at (800) 426-8315. Students will not be penalized if their class has not yet started.

To add or drop a class after the deadline, students should contact their local advisor for instructions on how to petition to add/drop after the deadline. There is a \$25 processing fee for each petition.

## SCHEDULE OF COURSES

Up-to-date registration information for Extended Campus courses is available online at [www.extended.nau.edu/classes](http://www.extended.nau.edu/classes). Select a term, session, campus, and subject. Click search. To open your search to other nearby campuses, click on the link "Expand to Nearby Campuses."

## STUDENT HANDBOOK

As an NAU student you are responsible for learning and abiding by the university's rules and regulations regarding student behavior. Some of these policies were developed by the Arizona Board of Regents and others were developed by Northern Arizona University. They are published in the Student Handbook, which can be found at <http://home.nau.edu/studentlife/handbook.asp>. You should make an effort to read and understand the policies in the handbook.

## STUDENT IDENTIFICATION NUMBER

If you are a new student at NAU, you will be assigned a random student identification number. If you would rather use your Social Security number, you may make this request online; see the instructions at [www.nau.edu/registrar](http://www.nau.edu/registrar), under Frequently Asked Questions.

Please note that federal law requires that your Social Security number be supplied on any federal financial aid application. The Bursar's Office also needs your Social Security number for tax reporting purposes.

## TASKSTREAM

*A TaskStream subscription is required in many College of Education courses.* Students enrolled in courses at NAU's College of Education may be required to purchase a subscription to TaskStream, a web-based electronic portfolio application. Consult your syllabus or course instructor to determine if TaskStream is required for a particular course.

Please note that, for a limited time, NAU students are eligible for a \$10 discount on their TaskStream subscriptions or renewals. More information about purchasing a TaskStream subscription and enrolling into a TaskStream Program is available in the "Student Resources" section of the portfolio project website (Go to <http://portfolio.coe.nau.edu> and then click on the "Student Resources" link in the left hand menu).

*Students must be enrolled in the appropriate TaskStream program.* In order to access your program portfolio and submit work for evaluation, you will need to self-enroll into the TaskStream program which corresponds to your program of study. Students can locate information about self-enrolling into TaskStream programs in the "Student Resources" section of the portfolio program website (Go to <http://portfolio.coe.nau.edu> and then click on the "Student Resources" link in the left hand menu).

*Students in courses which require TaskStream will upload one signature assignment to their program portfolios, and submit that assignment for evaluation.* Directions for completing the assignment will be provided by your instructor, but are also available in your TaskStream program portfolio. More information such as tutorials, guides, and technical support options are available in the "Student Resources" section of the portfolio program website (Go to <http://portfolio.coe.nau.edu> and then click on the "Student Resources" link in the left hand menu).

*TaskStream can be a useful "tool of the trade" for educators.* NAU's College of Education strives to model real-world educational tools that future teachers can continue to use well into their professional careers. TaskStream provides a comprehensive suite of education-specific "trade tools" that are being utilized throughout our academic programs, all Arizona state teacher preparation programs, and education communities nationwide. TaskStream has unique education-specific features such as the ability to track formative and summative assessment activities, facilitate collaboration on standards-based lesson plans, and provide a simple means of web-publishing standards-based lesson and rubric development.

*There are several options for receiving TaskStream technical support:*

- 1) The "Student Resources" section of NAU's Portfolio Project website provides tutorials and guides which include information about signing up for TaskStream, how to take advantage of the \$10 discount available to NAU students, self-enrolling into TaskStream programs, and other how-to's associated with TaskStream's suite of portfolio and instructional design tools. The "Student Resources" section is also where students can locate their program's self-enrollment codes.
- 2) The "Help" section of TaskStream's website provides comprehensive resources on just about every aspect of using TaskStream. There are several online support options including F.A.Q.'s, downloadable guides, and a web-based technical support system. To access TaskStream's "Help" section, login to your TaskStream account and click on the "Help" link in the left-hand menu.

- 3) TaskStream's Mentoring Services are available to all subscribers to support the use of TaskStream's tools and resources. Students can contact Mentoring Services by phone, email, or by completing a support request form.

Email: [help@taskstream.com](mailto:help@taskstream.com)

Phone: (800) 311-5656

- 4) In addition to the dedicated company support from TaskStream, Chris Geanious is able to assist any student with technical questions they may have about using TaskStream. Chris is usually able to respond to students within one business day, but response times vary depending on scheduling issues. Feel free to contact Chris Geanious via email at [Chris.Geanious@nau.edu](mailto:Chris.Geanious@nau.edu) or by phone at (928) 523-9434.

## TEXTBOOKS

Bookstore locations vary depending on campus location. When searching for classes at [www.extended.nau.edu/classes](http://www.extended.nau.edu/classes), bookstore information can usually be found on the "Class Details" page. Textbooks for web courses are only available through the NAU Bookstore located in Flagstaff. Students can order their web course books online at [www.nau.edu/bookstore](http://www.nau.edu/bookstore).

For undergraduate students taking courses originating from the NAU-Scottsdale campus, textbooks are available at:

Scottsdale Community College Bookstore  
9000 E. Chaparral Rd.  
Student Center  
Scottsdale, AZ 85256  
(480) 423-6554

For undergraduate students taking courses originating from the NAU-Paradise Valley campus, textbooks are available at:

Northern Arizona University Bookstore  
1014 S. Beaver Bldg. 35  
Flagstaff, AZ 86011-9800  
(928) 523-4041

## TRANSCRIPTS

You can request official transcripts of your work at NAU from the Registrar's Office using LOUIE, by mail or by fax. For mail or fax requests, forms are available at [www.nau.edu/registrar](http://www.nau.edu/registrar).

Your request must include your full name, former names, student identification number, date of birth, dates of attendance at NAU, current address and phone number, and your signature. You must also tell us specifically where you want the transcript sent by including a complete address. We cannot accept requests for transcripts from third parties without a written release from you.

Transcripts cost \$10 per copy. We cannot issue transcripts if a hold has been placed on your records. If transcripts are needed immediately, you can pay a \$10 rush fee; Federal Express is also an option for overnight delivery to most areas for an additional fee.

Please be aware that we cannot make copies of transcripts from other institutions that you submit to us as part of your application materials. If you need additional copies, you must request them from the issuing institution. The only exception is for transcripts from other countries; in this case, we keep the original for our files and give you a certified copy.

You can print unofficial transcripts from your LOUIE account, or you can obtain these from your local NAU campus if you have a photo ID. Unofficial transcripts are free of charge.

## TRANSFER CREDIT

To meet the requirements of your particular degree plan, you may be able to use transfer credit that you earned at another institution. Transfer evaluators in the Office of Undergraduate Admissions review your transfer transcript to determine your total number of transfer units and how those units will count toward satisfying NAU's liberal studies requirements; then academic departments evaluate your transfer work to determine how any transfer courses may count toward your major and minor requirements.

From accredited four-year institutions, we accept only college-level courses with grades of P (credit awarded), C, 2.0, or better. We accept credit from regionally accredited four-year institutions on a credit-unit-for-credit-unit basis. Please note that we only transfer credits, not grade point averages.

We accept up to 64 transfer credits from accredited two-year colleges (*this may vary with some extended campus programs*). These credits must carry grades of P (credit awarded), C, 2.0, or better and be from a college-parallel program designed for transfer toward a bachelor's degree.

You may transfer courses from a two-year college as equivalent courses but only at the lower-division credit level.

If you transfer from an Arizona college or university, you may follow the degree requirements in effect at the time you began your college work, provided your attendance has been continuous and you have made normal progress. Please review the requirements of the department in which you plan to enroll for additional information about transferring credits.

Arizona's public community colleges and universities have a common structure for transfer purposes, called the Arizona General Education Curriculum (AGEC). This has replaced an earlier structure, the Transfer General Education Core Curriculum (TGECC), which is also still valid. Certified completion of either a TGECC or AGEC will satisfy NAU's liberal studies requirements. In addition, NAU accepts the California Intersegmental General Education Transfer Curriculum (IGETC) as satisfying our liberal studies requirements; you can earn the IGETC at most community colleges in California.

The Course Equivalency Guide (CEG), which is part of the Arizona Course Applicability System, indicates how the three public universities accept transfer coursework (numbered 100 or above) from Arizona community colleges and Diné College. The CEG is available on the web at <http://az.transfer.org/cas>.

## TUITION

Current tuition rates and payment methods can be found at [www.nau.edu/bursar](http://www.nau.edu/bursar). NAU also offers a Tuition Payment Plan to help you budget for educational expenses. To sign up for the payment plan, go to the Bursar's web site.

### Payment Plan Highlights:

- easy enrollment
- five interest-free consecutive monthly payments (three months for summer)
- availability for fall, spring and summer semesters
- no minimum required for eligibility
- \$70 per semester nonrefundable servicing fee for enrolling before payment deadline (\$50 per semester for summer)
- \$100 per semester nonrefundable servicing fee for automatic enrollment after payment deadline (The automatic payment plan does not occur for summer classes. Tuition not paid in full or on a payment plan by the due date will result in class cancellation.)

## TUTORING

AZTutor is a comprehensive, collaborative academic support program developed and implemented within the three state universities in Arizona. Student tutors from all three schools staff an online support center where you can find help with:

- Writing
- Biology
- Chemistry
- Engineering
- Math
- Physics
- Spanish

To get the most out of your online tutoring session:

- Expect to actively participate in your tutoring session. The tutor's role is to assist you and provide the necessary information for you to complete the assignment, not to complete the assignment for you.
- Have specific questions ready for the tutor. This will not only ensure that you are an active participant, but also create a more effective and efficient session since the tutor can then provide specific responses in a timelier manner.
- Remember that though the session is synchronous (real-time), the tutor may be assisting more than one student at once. Please be patient.
- Before the session, review how to use all applicable software so that your session is as effective and efficient as possible.

To access AZTutor, go to <http://home.nau.edu/edsup/lac> and click on the "Online Tutoring" link.

## VETERAN SERVICES

If you are a veteran, reservist, guardsman, or the eligible dependent of a deceased or disabled (100 %) veteran, you may be eligible to receive assistance from NAU's Office of Veterans Services.


For information about veteran's educational benefits, contact our office at (928) 523-4931. You can also send e-mail to [Veterans.Services@nau.edu](mailto:Veterans.Services@nau.edu) or visit our website at [www.nau.edu/~finaid/Vets/index.html](http://www.nau.edu/~finaid/Vets/index.html).

## WEB COURSES

Online classes are classes delivered through the Internet. When you enroll in an online class you will access it by logging on to the class website. The majority of online classes provide you with established deadlines, requirements, etc. and you 'attend' class at your computer from wherever you are, whenever it works with your schedule. Occasionally, online classes do require that you are logged into the class (for a discussion for example) at a specific time. These requirements should be made clear to all students early in the class.

Being a successful web class student includes having a computer powerful and fast enough to keep up with discussions and assignments, taking responsibility for contacting your instructor, making steady progress through the class, and keeping up with deadlines and requirements. The NAU Extended Campuses New Student Orientation ([www.extended.nau.edu/orientation](http://www.extended.nau.edu/orientation)) provides students new to this learning environment with additional information about what taking classes online entails. Additionally, see <http://extended.nau.edu/OnlineClasses.aspx> for tips for successful online learning.

For more information, contact NAU Extended Campuses at (800) 426-8315, or you can send email to [extended.campuses@nau.edu](mailto:extended.campuses@nau.edu).

To access your web class, log on to LOUIE. View your class schedule, and click on the computer icon  next to your course name. You will be redirected to WebVista, the platform used for NAU web courses.

## WITHDRAWING FROM NAU

Withdrawing from a given term (fall, winter, spring, or summer) at NAU means reducing your course load to zero credit units for that particular term, it does not necessarily involve withdrawing entirely from NAU. In most cases, if you withdraw from one term, you are still eligible to enroll for the next term.

Please be aware that you are not considered to have withdrawn if you drop courses during a term or session in which you also receive credit for other courses.

If you are currently enrolled at NAU and wish to withdraw from a specific term or from NAU entirely, please refer to the table below that outlines the official withdrawal process. You can find the dates for individual terms in the Enrollment Calendar at [www.nau.edu/registrar](http://www.nau.edu/registrar).

If you have questions about NAU's withdrawal process, please contact the Registrar's Office at (928) 523-5490 or (928) 523-5491.

Timeline	Use the following process:
Time of enrollment through the drop with a "W" deadline	Use the LOUIE online system to drop your course(s), reducing your course load to zero units for that specific term. There is no paperwork to complete.
The day after the drop with a "W" deadline through the last day to officially withdrawal from the university	Complete the NAU withdrawal form ( <a href="http://www.nau.edu/registrar">www.nau.edu/registrar</a> , Forms link). No additional documentation is required.
The day after the last day to officially withdraw from the university and each subsequent day:	Complete the NAU withdrawal form ( <a href="http://www.nau.edu/registrar">www.nau.edu/registrar</a> , Forms link) and provide supporting documentation to substantiate your reason for withdrawing after the deadline.

If you are unable to complete the withdrawal process by using the LOUIE online system, you must submit your request to withdraw in writing. If you must make a written request to withdraw, complete the withdrawal form on the Registrar's Office web page ([www.nau.edu/registrar](http://www.nau.edu/registrar), click on "Forms") and mail to the Registrar's Office at P.O. Box 4103, Flagstaff, AZ 86011.

If you complete the withdrawal process before the drop/delete deadline published at [www.nau.edu/registrar](http://www.nau.edu/registrar), your courses are deleted from your transcript. If you withdraw after this deadline, we assign a grade of W, which appears on your transcript for each course. If you fail to complete the withdrawal process before the deadline to withdraw, your instructor assigns an appropriate grade at the end of the course. Withdrawal deadlines for courses shorter than sixteen weeks are established using the same proportion as is used for the sixteen-week fall and spring terms.

If you fail to officially withdraw, you may receive a grade of F in all of your courses and forfeit any or all deposits. Not attending courses for which you are enrolled does not constitute an official withdrawal nor does it constitute an official drop.

Please be aware that if you are currently receiving financial aid or have received aid previously, you may be responsible for paying back money. (If you are unsure about your financial aid status, contact the Office of Student Financial Aid for information.)



**Office of Student Financial Aid**  
**Checklist for Arizona - Extended Campus Students**

**This information is for NAU Arizona Extended Campus Students who have applied for financial aid. We recommend that you print out this page and check off each item as you complete it.**

<p>1. <input type="checkbox"/></p>	<p><b>Be certain you are admitted to NAU as a <i>degree-seeking undergraduate or graduate student</i>.</b></p> <ul style="list-style-type: none"><li>• Visit <a href="http://www.nau.edu/gradcol/">www.nau.edu/gradcol/</a> if you are going to be a graduate student.</li><li>• Visit <a href="http://www.nau.edu/admissions">www.nau.edu/admissions</a> if you are going to be an undergraduate student</li></ul>
<p>2. <input type="checkbox"/></p>	<p><b>Obtain a PIN at <a href="http://www.pin.ed.gov">www.pin.ed.gov</a></b>, if you have not already received one from the federal processor. This will allow you to access, complete &amp; electronically sign your FAFSA or Renewal FAFSA; to view the status and results of your processed FAFSA; to make corrections to your Student Aid Report (SAR); to complete Exit Counseling (required if you drop below part-time, withdraw or graduate)</p> <p><i>You should never give your PIN to anyone. Be sure to keep your PIN in a safe place.</i></p>
<p>3. <input type="checkbox"/></p>	<p><b>Submit a completed FAFSA (Free Application for Federal Student Aid) online at <a href="http://www.fafsa.ed.gov">www.fafsa.ed.gov</a> using information from the requested income tax returns (preferably by February 14)</b></p> <ul style="list-style-type: none"><li>• Students interested in financial aid for the fall 2009, winter 2009, spring 2010 and summer 2010 will need to complete a 2009-2010 FAFSA.</li><li>• Students interested in winter financial aid must also complete a Winter Session Intent Form located at: <a href="http://www4.nau.edu/finaid/summer_winter_aid/winter.html">http://www4.nau.edu/finaid/summer_winter_aid/winter.html</a>. To receive financial aid for winter session, you must have enough spring financial aid to cover both the winter session and all of the spring semester. You must be enrolled in a winter session class prior to submitting the Winter Session Intent Form.</li></ul>
<p>4. <input type="checkbox"/></p>	<p><b>Obtain access to "LOUIE" (NAU's Lumberjack Online University Information Environment at <a href="http://www.nau.edu/louie">www.nau.edu/louie</a> so that you can check your financial aid, award and disbursement status online.</b> You can also use LOUIE to check your current schedule of classes and grade reports, to find class availability when preparing to register and to add or drop classes!</p> <p><b>IMPORTANT:</b> Ensure that ALL steps on your LOUIE <b>To-Do List</b> are complete to avoid service fee charges.*</p>
<p>5. <input type="checkbox"/></p>	<p><b>Obtain and use your NAU e-mail account.</b> This will enable you to receive important notifications from the Office of Student Financial Aid and other NAU offices. If you have questions regarding your NAU account, please contact the Academic Computing Help Desk by emailing <a href="mailto:StudentComputing@nau.edu">StudentComputing@nau.edu</a> or call 1.888.520.7215.</p> <p>If you have a main e-mail account such as yahoo, msn, aol, etc..., that you would rather use, you should ALWAYS forward your NAU e-mails to that account so you do not miss any important messages from our office. We do NOT send junk mail. To forward e-mails, go to: <a href="http://www.nau.edu/its/emailmanager/">http://www.nau.edu/its/emailmanager/</a>. Click on manage email account. Log in then click "Set Forward on Email".</p>

<p>6. <input type="checkbox"/></p>	<p><b>Once your file is complete it will go through a verification process. You may be required to submit further documentation before your financial aid can be awarded.</b> Check your <b>To-Do List on LOUIE</b> to make sure your file is complete and verified to avoid delays in getting your financial aid funds and service fee charges.*</p> <p>NAU also participates in the federal Quality Assurance Program which helps us improve financial aid services and processes. If chosen as a participant, you will be required to provide additional documentation for verification purposes after the disbursement of awards.</p>
<p>7. <input type="checkbox"/></p>	<p><b>Complete Loan Entrance Counseling at <a href="http://www.dl.ed.gov">www.dl.ed.gov</a> if you are a first-time loan borrower to NAU.</b> If you would like a copy of the "Entrance Counseling Guide for Borrowers" to retain for your records, please contact our office and we will mail you one.</p>
<p>8. <input type="checkbox"/></p>	<p><b>Sign Electronic Master Promissory Note.</b> If you have never signed an Electronic Master Promissory Note (EMPN) before and you wish to accept a student loan, you will need to visit <a href="http://www.dlenote.ed.gov">www.dlenote.ed.gov</a> and, using your Federal PIN, sign your EMPN.</p>
<p>9. <input type="checkbox"/></p>	<p><b>Complete your Certification Statement.</b> Log on to LOUIE at <a href="http://www.nau.edu/louie">www.nau.edu/louie</a> and see your To Do List.</p>
<p>10. <input type="checkbox"/></p>	<p><b>Register for <u>all</u> of the hours you indicated on the FAFSA (hours for which you are funded).</b> You can view how many hours for which you are funded by logging on to your LOUIE account, selecting Financial Aid And scrolling down to Term Summary for Aid Year. Your funded hours will be under FA Load.</p> <ul style="list-style-type: none"> <li>• Graduate student – 5 hours = part time, 9 hours = full time</li> <li>• Undergraduate students – 6 hours = part time, 12 hours = full time</li> </ul> <p><b>IMPORTANT!</b> If you indicated on your FAFSA that you will be full-time then you either must register as a full-time student or contact our office at <a href="mailto:Financial.Aid@nau.edu">Financial.Aid@nau.edu</a> or 1.800.426.8315 x4951 or (Phoenix – 602.728.9506, Tucson – 520.879.7910, Yuma – 928.317.6437) to have your class load and financial aid adjusted accordingly to avoid delays in getting your financial aid funds and service fee charges.*</p> <p><b>Reminder:</b> The summer and winter sessions do <b>NOT</b> have an automatic Tuition Payment Plan. If you do not have enough financial aid to cover your summer tuition, your classes will be dropped for non-payment. Visit <a href="http://www.nau.edu/louie">www.nau.edu/louie</a> to see your charges.</p>
<p>11. <input type="checkbox"/></p>	<p><b>Sign up for Direct Deposit on LOUIE.</b> Got to the LOUIE Student Center. Click on Finances. Click on Direct Deposit. You will need your savings or checking account number and the routing number for your United States bank or credit union.</p> <p>If you do not have a direct deposit account, your financial aid refund will be mailed in the form of a check to your 'Refund' address (on LOUIE). Checks are not available for in-person pick up.</p>
<p>12. <input type="checkbox"/></p>	<p>If you have been awarded financial aid or a scholarship, <b>check your LOUIE account</b> to ensure your aid will cover your tuition and fees.</p>
<p>13. <input type="checkbox"/></p>	<p><b>Be prepared to pay your fees by the due date listed on your bill.</b> If your 'awarded financial aid' will not cover all of your fees, you <b>MUST</b> pay the difference by the due date. Visit: <a href="http://home.nau.edu/bursar/ddpm.asp">http://home.nau.edu/bursar/ddpm.asp</a> for tuition due dates and payment methods to avoid service fee charges.*</p>
<p>14. <input type="checkbox"/></p>	<p><b>Keep your 'Refund' and 'Preferred' addresses current via LOUIE.</b></p>

**\*Delays or incompleteness of critical tasks will cause your aid to not disburse. Additionally, you may incur late fees, have your classes dropped, and/or be placed on the Tuition Payment Plan and charged a non-refundable service fee of \$100.**