



NORTHERN ARIZONA
UNIVERSITY
Extended Campuses

www.extended.nau.edu

GRADUATE STUDENT 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. 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 to students with a current "dana" 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.

CHANGE OF GRADUATE PLAN

If you decide to change your graduate major, you must complete a Request for Change of Graduate Program form, pay the \$50 application fee, and submit it to the Graduate College. You must also submit all additional materials required by the department. The Graduate College will then send your application to the new department for review. If the change is approved, NAU will notify you in writing.

(Exception: If you are changing your graduate program to M.Ed. Human Relations, instead of submitting a Change of Graduate Program form, you must submit a new online application to the Graduate College.)

COURSE LOADS

For graduate students, we consider 9 units of credit during fall and spring term and the 10-week summer session to be full-time enrollment. The minimum full-time course load is 9 units of credit during fall or spring term, and 16 units is the maximum. You cannot take more than 6 units of credit during any five-week summer session or more than 1 unit per week for pre-session courses.

You can only carry an overload (more than the maximum units explained in the previous paragraph) with the approval of your advisor, the department chair, and the associate dean of the Graduate College. To enroll for an overload, you must submit the appropriate approval form when you enroll. This form is available from the Registrar's Office.

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.

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." Or, you may 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.

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. 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. Current students can also print a verification of enrollment through their LOUIE accounts.

FINANCIAL AID

A limited number of scholarships are available through the Office of Student Financial Aid. Whether you are a new or continuing student, we encourage you to fill out our Scholarship Interest Form, which is available at www.nau.edu/finaid. This is not an application form, but allows the Office of Student Financial Aid to search for additional scholarships for you. This form is in effect throughout your attendance and you can update it at any time.

While there is no deadline for doing so, we recommend you complete or update this form by March each year because most scholarships are awarded in the spring for the following year. Additionally, some departments use the Scholarship Interest Form as their official application for scholarships offered.

Because some scholarships are need-based, you should file a Free Application for Federal Student Aid (FAFSA) as well.

Several types of loans are available, including Perkins, Federal Direct Stafford (subsidized and unsubsidized) and Graduate PLUS.

Federal Direct Stafford Loans are low-interest, need-based and non-need-based loans offered by the federal government. Annual limits for undergraduate students are based on academic grade level, and may not exceed the determined cost of attendance minus other aid or resources to be received.

To accept and receive a student loan, you must complete entrance loan counseling and sign a master promissory note. If you have not signed a master promissory note, you may complete one on-line at dlenote.ed.gov.

If you have questions about these loans, contact the Office of Student Financial Aid at 928-523-4951.

The Federal Perkins Loan is a need-based educational loan with limited availability. The Office of Student Financial Aid determines eligibility and awards the loan as funds become available. For award information, contact the Office of Student Financial Aid. For questions about Perkins loan repayment or general information, please contact the Bursar's Office (928-523-3122).

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.

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 within the term you are enrolled, you may request an incomplete ("I") from the instructor. If the instructor agrees to give an incomplete, you and the instructor must complete a written agreement, including the date by which the work will be completed. A grade of "I" will remain an "I" for graduates if the coursework is not completed within one year. Incomplete grades are not calculated in the grade point average.

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 Campus Service Center.

GRADUATE COURSE REPEAT POLICY

Graduate students do not normally repeat courses. If you receive a grade of D or F in a graduate course, you may repeat the course. If you repeat a course, we use both grades to compute your grade point average; however, you can only use credits earned for repeated courses once to fulfill graduation requirements. If you wish to repeat a course, you must submit the Graduate Course Repeat Enrollment Form, available on the Registrar's office website.

GRADUATE GRADE POINT AVERAGE REQUIREMENTS

If you are working toward a graduate degree, or graduate certificate, you must maintain a 3.0 grade point average for all courses taken and for all courses required in your plan. No more than 6 units of C grades can be counted on a master's degree. No more than 3 units of C grades can be counted on a graduate certificate. A grade below C does not earn graduate credit.

A graduate student with a grade point average below 3.0 is placed on probation. Admission to a program may be denied or revoked for any graduate student who receives unsatisfactory grades. If you have more than 6 units of graduate work with a grade of C or below, you cannot continue in your master's or doctoral plan, regardless of your grade point average. A graduate student with a grade point average below 3.00 is placed on probation.

If you are a graduate non-degree student, you can continue as a graduate student as long as you maintain a cumulative graduate grade point average of 2.5 or better.

GRADUATE TRANSFER CREDIT

If you have been admitted to a graduate program at NAU and have earned resident graduate credit at another institution, you can petition the Graduate College to apply such credit toward your graduate degree.

Transferring credits to a graduate degree program is not done routinely. Before you enroll in one or more courses at another institution with plans to transfer the credits to an academic plan at NAU, you must obtain your advisor's approval.

To be considered for transfer credit, your courses must:

- have been earned at a regionally accredited institution
- have been earned with a grade of A or B (*We will accept a pass grade if the course is graded only on a pass-fail basis.*)
- have been earned within the six-year period required for completing your degree at NAU (master's degree only)
- be applicable to a graduate degree at the institution where the credit was earned
- meet the Arizona Board of Regents' requirement for credit: A minimum of 45 hours of work is required for each unit of credit (*Note: An hour of work is equivalent to 50 minutes of class time, often called a "contact hour," or 60 minutes of independent study work. We require at least 45 contact hours for each 3-credit course, and we assume at least 90 hours of student homework for that course. Ordinarily, a course must cover a one-week period for every unit of credit given.*)
- the number of units you transfer from other institutions cannot exceed twenty-five percent of the total minimum units of credit required for your master's degree or graduate certificate (*A student in the M.Ed. in Secondary Education plan may transfer 12 units in the content area.*)

Master's students must complete the Petition for Transfer Credit form. For doctoral students, the transfer credit should be noted on the plan of study. The Graduate College will finalize the transfer credit at the time of admission to candidacy.

GRADUATION / COMMENCEMENT

All students who wish to graduate from NAU must file an application for graduation with the Graduate College and pay a graduation fee. The purpose of this application is to verify that you have met all degree requirements prior to graduation.

We encourage you to submit your application for graduation during the term before the one in which you expect to complete your degree requirements. The latest you may submit your application is the deadline listed in the current term's schedule of classes, usually about five weeks into the term. The purpose of the deadline is to insure that your name appears in the printed commencement program for the term in which you graduate.

If you expect to complete degree requirements during the 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 for each term, we may have to schedule you for graduation at a later date.

You can get the application form and information about deadlines from your local advisor or from the Graduate College website at www.nau.edu/gradcol.

NAU holds commencement exercises in December and May each year, and degrees are awarded at the end of fall, winter, spring, and summer term.

If you graduate in the summer term, we include you in the spring ceremony and publish your name in the December commencement program. If you graduate in the winter term, we include you in the fall ceremony and publish your name in the December commencement program.

HONORS & DISTINCTION

Graduate students are eligible for special recognition if they have earned a minimum cumulative GPA of 3.9 or above for all courses taken at NAU as a graduate student.

Students graduating with distinction can wear special regalia during the commencement ceremony, including honors cords or stoles. For information about graduation regalia, contact the NAU Bookstore at (800) 426-7674.

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 request a NAUCard you can download a form from <http://home.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. Your NAUCard will be sent to you in approximately 4-6 weeks or after your enrollment is complete and your fees are paid. Each NAUCard costs \$25.

INSTRUCTOR CONTACT INFORMATION

Please refer to your course syllabus for detailed instructor contact information. You can also go to 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.

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. 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 UserID and password you received when you were admitted to NAU. This UserID and password works for most electronic services you access at NAU. *(Note: Your LOUIE UserID and password will be different from the username and password you that created when you submitted your online application to the Graduate College.)*

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 UserID 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. Log on using your UserID 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. Select a campus, term and subject. Click search.

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://www4.nau.edu/stulife/handbook.htm>. 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, 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 that 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 that 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
Phone: (800) 311-5656

- 4) In addition to the dedicated company support from TaskStream, Paul Alley is able to assist any student with technical questions they may have about using TaskStream. Paul is usually able to respond to students within one business day, but response times vary depending on scheduling issues. Feel free to contact Paul Alley via email at Paul.Alley@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, 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.

For graduate students taking courses originating from the NAU-Scottsdale and NAU-Paradise Valley campuses, textbooks are available through the NAU Bookstore: www.nau.edu/bookstore.

TRANSCRIPTS

You can request official transcripts of your work at NAU from the Registrar’s Office by mail or by fax. Request forms are available at 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.

TUITION

Current tuition rates and payment methods can be found at 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:

- Biology
- Chemistry
- Engineering
- Math

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.


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 Campus New Student

Orientation (<http://extended.nau.edu/orientation/index.aspx>) provides students new to this learning environment with additional information about what taking classes online entails.

For more information, contact NAU Extended Campuses at (800) 426-8315, or you can send email to 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.

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 (www.nau.edu/registrar , 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 (www.nau.edu/registrar , 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, 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, 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>Be certain you are admitted to NAU as a <i>degree-seeking undergraduate or graduate student</i>.</p> <ul style="list-style-type: none">• Visit www.nau.edu/gradcol/ if you are going to be a graduate student.• Visit www.nau.edu/admissions if you are going to be an undergraduate student
<p>2. <input type="checkbox"/></p>	<p>Obtain a PIN at www.pin.ed.gov, if you have not already received one from the federal processor. This will allow you to access, complete & 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>Submit a completed FAFSA (Free Application for Federal Student Aid) online at www.fafsa.ed.gov using information from the requested income tax returns (preferably by February 14)</p> <ul style="list-style-type: none">• Students interested in financial aid for the fall 2009, winter 2009, spring 2010 and summer 2010 will need to complete a 2009-2010 FAFSA.• Students interested in winter financial aid must also complete a Winter Session Intent Form located at: http://www4.nau.edu/finaid/summer_winter_aid/winter.html. 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.
<p>4. <input type="checkbox"/></p>	<p>Obtain access to "LOUIE" (NAU's Lumberjack Online University Information Environment at www.nau.edu/louie so that you can check your financial aid, award and disbursement status online. 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>IMPORTANT: Ensure that ALL steps on your LOUIE To-Do List are complete to avoid service fee charges.*</p>
<p>5. <input type="checkbox"/></p>	<p>Obtain and use your NAU e-mail account. 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 StudentComputing@nau.edu 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: http://www.nau.edu/its/emailmanager/. Click on manage email account. Log in then click "Set Forward on Email".</p>

<p>6. <input type="checkbox"/></p>	<p>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. Check your To-Do List on LOUIE 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>Complete Loan Entrance Counseling at www.dl.ed.gov if you are a first-time loan borrower to NAU. 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>Sign Electronic Master Promissory Note. 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 www.dlenote.ed.gov and, using your Federal PIN, sign your EMPN.</p>
<p>9. <input type="checkbox"/></p>	<p>Complete your Certification Statement. Log on to LOUIE at www.nau.edu/louie and see your To Do List.</p>
<p>10. <input type="checkbox"/></p>	<p>Register for <u>all</u> of the hours you indicated on the FAFSA (hours for which you are funded). 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"> • Graduate student – 5 hours = part time, 9 hours = full time • Undergraduate students – 6 hours = part time, 12 hours = full time <p>IMPORTANT! 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 Financial.Aid@nau.edu 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>Reminder: The summer and winter sessions do NOT 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 www.nau.edu/louie to see your charges.</p>
<p>11. <input type="checkbox"/></p>	<p>Sign up for Direct Deposit on LOUIE. 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, check your LOUIE account to ensure your aid will cover your tuition and fees.</p>
<p>13. <input type="checkbox"/></p>	<p>Be prepared to pay your fees by the due date listed on your bill. If your 'awarded financial aid' will not cover all of your fees, you MUST pay the difference by the due date. Visit: http://home.nau.edu/bursar/ddpm.asp for tuition due dates and payment methods to avoid service fee charges.*</p>
<p>14. <input type="checkbox"/></p>	<p>Keep your 'Refund' and 'Preferred' addresses current via LOUIE.</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.**