



Dear Northern Arizona University Student,

NAU has many resources to help you become a successful online student. This document lists the most frequently requested resources about taking classes online.

How do I locate textbook information?

Most classes at NAU require at least one textbook, but some may not and the instructors for these classes will make required readings available online. You can use the following search tools to find the texts you may need for your class or classes:

- [LOUIE Student Center](#) – go to My Class Schedule > Buy Books > NAU Bookstore
- [NAU Bookstore Textbook Search Tool](#)
- Contact your instructor(s). You can find contact information in the [Class Detail Search](#).

For assistance, please call the [NAU Bookstore](#) at 800.426.7674. If you are not on the Flagstaff Mountain Campus, you may have your textbooks shipped to you, but remember to allow time for [delivery](#). Also, many classes offered at Arizona community college campuses are served by community college bookstores, and you may check with these stores to see if they carry the materials you need.

How do I access my web class?

NAU is currently in the process of migrating online courses from [Blackboard Vista](#) to [Blackboard Learn](#). By this Fall, the majority of our online courses will be on Bb Learn. We recommend that you review [Access My Web Classes](#) to find the delivery method for your course or courses.

Whatever the delivery method, be sure to log in the first day your class is available from [Vista.nau.edu](#), or [Bblearn.nau.edu](#). Please keep in mind you will not be able to access the class until the first day of instruction. To see when your class begins, visit the [academic calendar](#).

You will need your NAU User ID and password to access Vista and Bb Learn.

Throughout the semester, keep in mind that Vista and Bb Learn will be unavailable every Thursday from 2am to 6pm (AZ Standard Time) for regular maintenance. Be sure to plan your coursework accordingly.

For technical assistance, please contact the [Student Technology Center](#) at 888.520.7215 or StudentComputing@nau.edu.

When is homework due? How do I take tests?

Some classes allow you to work at your own pace, but most will have specific due dates for assignments and specific exam times throughout the session. Your instructor may use the Vista calendar to document due dates and other important information. All details should be outlined in the syllabus.

In most cases, tests and quizzes on [Vista](#) and [Bb Learn](#) will be listed under assessments on the class homepage. You may click on the quiz or test and follow the instructions as defined by the instructor.

For first-time users, we recommend utilizing the Technology Information and Proficiency Skills (TIPS) course available on the Bb Learn homepage. This course is free, not graded, and available at any time.

If my computer is not available, does NAU offer computer access to students?

At each of our campuses there are computers available for student use. Access to these computers is limited to the campus hours of operation. Specific hours are listed on each [campus](#) information page. Additionally, each location will have wireless connectivity for those students with laptops.

If you are planning to take online classes, having access to the right equipment is essential. Find out if your computer is [powerful and fast enough](#) to allow you to keep up with discussions and assignments.

What should I look for in my NAU email account?

Student email is NAU's official form of communication. Throughout the semester, we will send important information to your NAU email address, such as critical deadlines, enrollment appointments, and invoices. As a student, it is your responsibility to check your NAU email on a regular basis. [MyNAU](#) provides you access to your NAU email account. For password and other email assistance, please visit [Email Management Options](#).

How do I use the resources at Cline Library?

NAU's [Cline Library](#) offers a comprehensive online selection of academic resources. The [Ask a Librarian](#) tool allows you to get in touch with a specialist via chat, email, text messaging and more. You can contact Cline Library at 800.247.3380 or 928.523.6805.

Do I qualify for the World Wide University (WWU) reduced tuition rate?

If you are an NAU Extended Campuses student, you may qualify for reduced tuition rates based on the types of classes in which you are enrolled, the state in which you live, and your residency status. You can find details on our [Special Tuition Plans](#) on the [NAU Extended Campuses](#) website.

Please contact the Extended Campuses Student Service Center for further assistance. We wish you the best for your online success.

Northern Arizona University
Extended Campuses
800.426.8315
Extended.Campuses@nau.edu
Nau.edu/extended
Statewide. Online. Flagstaff.