



Dear Northern Arizona University Student,

This communication is intended to assist you with online classes at NAU.

### **How do I locate textbook information?**

Most classes at NAU require at least one textbook. You can use the following search tools to find the texts you may need for your class(es):

- [NAU Bookstore Textbook Search Tool](#)
- Class Preview Page on [classes.nau.edu](http://classes.nau.edu)
- Contact your instructor(s). Contact information can be found at [Class Detail Search](#).

For assistance, please call the [NAU Bookstore](#) at 800.426.7674. If you are not on the Flagstaff Mountain campus, remember to allow time for [delivery](#). Also, there is a [detailed list of suggested bookstores](#) located at or near NAU's extended campuses.

### **How do I access my web class?**

Most web classes are offered through [Vista](#); please keep in mind you will not be able to access the class until the first day of instruction. You will need your LOUIE User ID and password to access your online class.

Prior to the first day of instruction, check for class delivery mode at [classes.nau.edu](http://classes.nau.edu). You may either browse through a list of classes or log in to view only the classes in which you are enrolled. If the instructor has designed a web site for the class (not in Vista), the URL should be listed under "Class Web Site."

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

### **When is homework due? How do I take tests?**

Some classes allow you to work at your own pace, while most require assignments with specific due dates 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](#) 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 of Vista, we recommend utilizing the TIPS course listed on your [Vista homepage](#). This course is free, not graded, and is available at any time.

### **Where can I find technical support?**

The [Student Technology Center](#) is available for technical support at 888.520.7215 or [StudentComputing@nau.edu](mailto:StudentComputing@nau.edu).

Computer labs are also available [on campus](#) and at [statewide locations](#).

### **Information about my NAU email account:**

Student email is the NAU official form of communication. Critical deadlines, enrollment appointments, invoices, and other important information will be sent via NAU email. It is the student's responsibility to check on a regular basis. [MyNAU Portal](#) 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 Cline Library](#) offers a comprehensive selection of academic resources. [Ask a Librarian](#) is another valuable resource offered by NAU Cline Library, which provides librarian response to your question within 24 hours. For further service information please 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 Distance Learning 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. Details on the [Special Tuition Plans](#) can be found on the [NAU Extended Campuses](#) website.

Please contact the Extended Campuses Service Center for further assistance.

Best wishes for your online class success,

Northern Arizona University  
Extended Campuses  
800.426.8315  
[nau.edu/extended](http://nau.edu/extended)