User Guide: Checking FERPA status in The Lumberjack Family Hub (CampusESP) portal

Last Updated: 2/3/2023

Overview: This user guide will walk through the process of viewing FERPA release information for a student within The Lumberjack Family Hub (CampusESP). As of March 2023, The Lumberjack Family Hub through CampusESP parent portal will be the system of record for FERPA release management. (https://families.nau.edu/)

Note: Users will need to have completed NAU FERPA training in order to view FERPA release information in CampusESP. For the purposes of these instructions, the term "parent" will be used. However, this applies to **any** person the student wants to grant access to.

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1. Log into The Lumberjack Family Hub (CampusESP) https://families.nau.edu/

   Select login for faculty/staff near the bottom of the page. This will log you in via CAS authentication.

2. In the upper right corner of the portal, click on the profile icon and then click on "Admin"
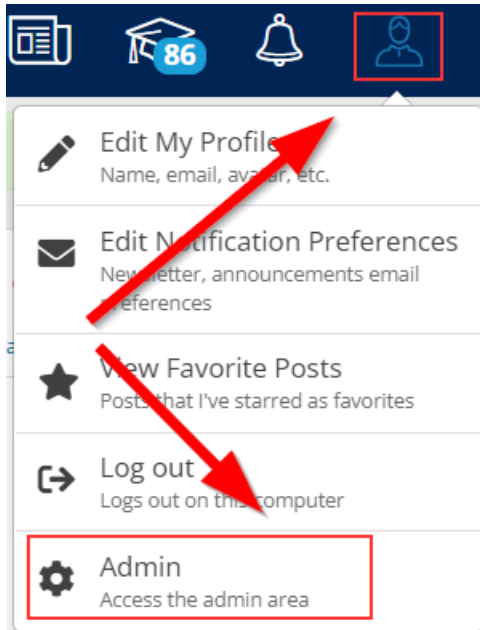
3. Within the Admin section of the portal, click "Users" on the left menu.

 Users icon

4. Under the "Users" menu, click on "Students" to access the student search
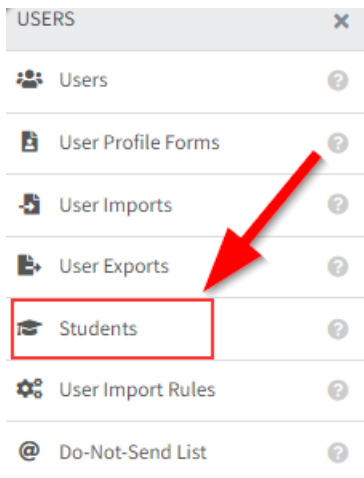
5. Using the Student search field, enter in the student's emplID. Hit Enter to bring back search results, then click on the email address to view the student information.

   Note: You may also search by email address or first and last name.

Students 605▮▮▮▮

Successfully logged in.

Vendor Key	Email	Name	Auth Key	User Id
605▮▮▮▮	▮▮▮@nau.edu	Grace▮	▮▮	

6. Within the details page you must enter a PIN code to see FERPA grant information. This PIN will need to be provided by the family member over the phone. The PIN code is set-up at the time the family member requests a connection to a student. Additionally, the email address of the family member can be entered.

Parent Name

Connection approved 15 days ago

Identity Verification

Parent phone call?
If a parent calls about student record information, please ask for their PIN and enter below...

[Validate]

Parent email?
If a parent emails about student record information, please enter their email address below...

[Validate]

7. If the PIN code or email address entered is correct, then you will see the current FERPA granted information for that student, along with the name of the family member who has been granted FERPA information by the student.

This page will show what information is available to be released to that specific family member.

Active Connections

Connection Name
🧪 Test Connection

Connection approved 3 months ago

FERPA Requests	Status	Granted	Expires
Class Schedule/Enrollment	✔ approved	Nov 16, 2022	
Grade(s) Information	✔ approved	Nov 16, 2022	
Financial Aid Information	✔ approved	Nov 16, 2022	
Account Balance	✔ approved	Nov 16, 2022	
Holds on Account	✔ approved	Nov 16, 2022	
Overall GPA	✔ approved	Nov 16, 2022	

View History

8. The following are examples of the information **a parent or family member** can see within CampusESP.

Grade(s) Information
View student course grades. Final grades will be posted approximately 2 weeks after the end of each semester. (https://in.nau.edu/registrar/important-dates/)

Approved

Schedule

Spring 2023

Subject	Course	Class	Credits	Type	Days	Time	Dates
ANT	206	ANCIENT AMERICANS	3.0	Lecture		-	2023-03-09 - 2023-05-05
SOC	215	RACE AND ETHNIC RELATIONS	3.0	Lecture		-	2023-03-09 - 2023-05-05

More information about the meaning of Credit Hours can be found at: Requirements for Baccalaureate Degrees Policy

Last updated Jan 04, 2023

Spring 2023

Classification:	Freshman
Academic Status:	Half-Time
Degree:	Bachelor of Social Work
Major:	Social Work - Major (BSW)
Minor 1:	Sociology - Minor
College:	College of Social and Behavioral Sciences

To see more about the meaning of Full-Time and Part-Time status, visit: Undergraduate Student Classifications Policy

Last updated Jan 18, 2023

Admitted Next Steps

Spring 2023

Completed?	Action	Additional Instructions
✗	Application Fee	$25 application fee. To make a payment, contact the Student Service Center at 928/523-9501.
✗	Official Transcript	Centrl Arizona College
✓	Official Transcript	GED test scores

Last updated Jan 18, 2023

Financial Aid

Fall 2022

Award	Type	Expected Amount	Paid to Date
Federal Pell Grant	Grant	$3,448.00	$3,448.00
Federal DL Sub Loan - AY	Loan	$1,750.00	$1,732.00
University Grant	Grant	$2,553.00	$2,553.00

Financial Aid Requirements

Financial Aid Year 2023-2024

Req. Met?	Requirement Instructions
✗	**Direct Loan Entrance Interview** You have been offered a Federal Direct Loan. All first-time borrowers are required to successfully complete an online Loan Entrance Counseling session in order to disburse these loan funds. Please complete this requirement at studentaid.gov. The Office of Scholarships and Financial Aid will receive confirmation within 3-5 business days.

If you have any questions around scholarships and financial aid, please contact us at 928-523-4951 or visit our Scholarship and Financial Aid website.

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Unofficial Transcript

Overall GPA:	3.34

Spring 2023

Subject	Course	Class	Units	Midterm Grade	Final Grade
ESE	280	INTRODUCTION TO CHILDREN WITH EXCEPTIONAL NEEDS	3.0		
PRM	220	INTRODUCTION TO PARKS AND RECREATION	3.0		
PE	355	PHYSICAL EDUCATION FOR HIGH SCHOOL STUDENTS	4.0		
PE	345	PHYSICAL EDUCATION FOR MIDDLE SCHOOL STUDENTS	4.0		
CCJ	350	VIOLENT CRIME	3.0		

Holds

Spring 2023

Hold	Type
Meets FinAid AbilitytoBenefit	Graduation
Consent to Release FAFSA Data	Graduation

Your student can view the details of a hold on their account by logging into Louie. https://nau.edu/louie

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Dining and Meal Plan Information

Spring 2023

Plan Name:	F10MealPla
Plan Type:	Spring Meal Plans
Allowance:	10 meals per week and $400 Dining Dollars/semester (FYR)
Plan Name:	MealPlnDD
Plan Type:	Spring Meal Plans
Allowance:	10 meals per week and $400 Dining Dollars/semester (FYR)

More information about meal plans can be found here

To add additional balance to an existing meal plan, please visit here

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Account Balance

Spring 2023

Charge	Amount Due
Fall 2022 Past Balance (Due Now)	$50.00
Freshman Academic 10 Meal Plan (Due Date: 02/15/2023)	$187.00
Freshman Academic 10 Meal Plan (Due Date: 03/15/2023)	$814.00
Housing Rent McConnell (Due Date: 03/15/2023)	$1,030.00

Learn more about how your student can pay their bills on our Student and Departmental Account Services website

Note: Lumberjack Family Hub Data is refreshed once every 24 hours, for most up to date information, please log into the NAU payment system.

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