

2024-2025 Annual Consumer Information Notice

The Higher Education Opportunity Act requires colleges and universities participating in federal student aid programs to make certain information readily available to consumers on an annual basis.

Information is emailed to students and staff, through various disclosures, at their registered NAU account. This annual notice provides summaries of all required consumer information, along with links to find more detailed information online. For a printed copy of any disclosure, please contact the Student Service Center in the Student Academic Services building, room 103, or via email at servicecenter@nau.edu.

Consumer information disclosures fall into several categories. See below for information on each required topic:

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General Institutional Information

[Career and Job Placement Services](#)

Responsible department: Career Development

NAU Career Development empowers students and alumni to confidently navigate their careers as citizens of an evolving and global world.

[Constitution Day](#)

Responsible departments: Dean of Students

NAU hosts an event on or about September 17th each year in observance of Constitution Day.

[Copyright Infringement Policies and Sanctions, Computer Use, and File Sharing](#)

Responsible department: Information Technology Services (ITS)

Students may not copy, download, or share software, documents, or files protected by copyright using the university's computing resources, unless granted written permission from the copyright holder. Violations of copyright law may result in the university revoking access to computing resources, including computer labs and network connections. Those who violate copyright law are subject to criminal and civil legal action by federal authorities and copyright holders, as well as disciplinary action under the terms of the Student Code of Conduct.

[Cost of Attendance](#)

Responsible department: Office of Scholarships and Financial Aid

A student's cost of attendance (COA) is the total cost of attending NAU for one academic year. It includes direct costs of tuition and fees, room, board (meals), books and supplies, as well as indirect costs of transportation and personal expenses. Students cannot receive funding beyond their COA.

[Educational Programs](#)

Responsible department: Office of Curriculum and Assessment

Students can view information on all academic programs, courses, academic policies, and degree program learning outcomes in the Academic Catalog.

[Facilities and Services for Students with Disabilities](#)

Responsible department: Disability Resources

Disability Resources (DR) leads collaborations with students, faculty, staff, and the campus community to cultivate a universally designed environment, and facilitates the removal of existing barriers for the full inclusion of people with disabilities.

We ensure access through design, services and accommodations at no cost to all Northern Arizona University students and employees with disabilities.

Examples of a few of the services and accommodations provided include:

- Priority registration
- Access to assistive technology devices and software
- Collaboration with the Office of Housing and Residence Life in the provision of housing accommodations
- Distraction reduced testing center
- Time extensions on exams and quizzes
- Print matter in alternate format
- Note-taking
- Communication Access Real-Time Translation (CART)
- Sign Language Interpreting

[Faculty](#)

Responsible department: Office of Strategic Planning, Institutional Research, and Analytics

The Office of Strategic Planning, Institutional Research, and Analytics maintains a variety of reports about campus, including data about faculty. Additional information can be obtained from the [Office of the Provost](#) or through individual academic departments' webpages.

[Institutional Accreditation](#)

Responsible office: Vice President of University Strategy

Universities and colleges in the United States obtain accreditation from non-governmental bodies that are recognized by the U. S. Secretary of Education as being reliable authorities to evaluate the quality of higher education. Northern Arizona University's accreditation through the [Higher Learning Commission](#) extended through academic year 2027-2028.

[Specialized Accredited Programs](#)

Responsible office: Associate Vice Provost, Curriculum and Assessment

Northern Arizona University clearly and accurately displays a listing of all programs that are recognized through specialized accreditation.

[Academic Program Licensure Rates](#)

Responsible office: Vice Provost for NAU Online

Northern Arizona University publicly displays pass rates for licensure exams for academic programs that prepare students to sit for specialized licensure exams.

[Instructional Facilities](#)

Responsible department: Office of Strategic Planning, Institutional Research, and Analytics

The Office of Strategic Planning, Institutional Research, and Analytics maintains a variety of reports about campus, including data about instructional facilities.

[Methods to File Complaints](#)

Responsible departments: State Authorization Compliance, Division of Student Affairs, the Equity and Access Office, and Office for the Resolution of Sexual Misconduct (ORSM): Title IX Institutional Compliance, Prevention & Response

NAU is dedicated to treating all individuals fairly and respectfully. Those wishing to file a formal complaint at NAU have a variety of options. While it is recommended that they contact the appropriate department head(s) directly first, individuals with one of the following complaints may file at any time:

- [Non-Arizona distance education students or student non-instructional complaints](#)
- [Formal student complaints at NAU](#) may be filed with NAU, the Arizona Board of Regents, or the Higher Learning Commission.
- [Complaints of discrimination or harassment](#) may be filed through NAU's Equity and Access Office.
- [Reports or complaints relating to sexual harassment or sex/gender-based discrimination](#) may be filed through NAU's Office for the Resolution of Sexual Misconduct (ORSM): Title IX Institutional Compliance, Prevention & Response.

[Net Price Calculator](#)

Responsible department: Office of Scholarships and Financial Aid

The net price calculator provides estimated net price information (estimated cost of attendance minus estimated grant and scholarship aid) to current and prospective students and their families. Figures are based on what similar students paid in a previous year.

[Privacy of Student Records – Family Educational Rights and Privacy Act \(FERPA\)](#)

Responsible department: Office of the Registrar

The Family Educational Rights and Privacy Act (FERPA) of 1974 grants students the rights to inspect and review their education records, request an amendment to or challenge the accuracy of their records, prevent unauthorized disclosure of their records, contact to the U.S. Department of Education about a FERPA violation, and waive their FERPA rights in writing. FERPA mandates how educational records may be released and to whom, with or without the student's consent.

[State Authorization](#)

Responsible department: State Authorization Compliance

State Authorization is the process of gaining approval from other states to operate within their borders. The purpose of state authorization is consumer protection. Northern Arizona University participates in the National Council for State Authorization Reciprocity Agreements (NC-SARA). NAU is authorized to provide distance education, including online classes, continuing education opportunities, field trip experiences, and "experiential" activities to students located in other states that participate in NC-SARA. As of July 2023, Washington, D.C., Puerto Rico, the U.S. Virgin Islands, and all states except for California are members of NC-SARA. Students located in California can participate in NAU's distance education offerings.

[Student Activities](#)

Responsible department: Campus Services and Activities

Campus Services and Activities offers a wide range of services and facilities to students across campus. Students can participate in campus events or reserve space for their own events. Additional information about clubs and organizations on campus can be found through the [Dean of Students](#).

[Student Diversity](#)

Responsible department: Office of Strategic Planning, Institutional Research, and Analytics

The Office of Strategic Planning, Institutional Research, and Analytics maintains a variety of reports about campus, including data about student diversity.

[Teacher Preparation Program Report](#)

Responsible department: Professional Education Programs

NAU Professional Education Programs (PEP) coordinates the assessment, accreditation, and student teaching for NAU's four colleges offering initial teacher preparation and advanced education programs that prepare graduates to work in P-12 settings.

[Textbook Information](#)

Responsible department: Northern Arizona University Bookstore

Textbooks and course materials required for each course can be found through the NAU Bookstore's website. Students are not required to purchase books and materials through NAU; each required or recommended material is listed with the title, author's name, edition, and ISBN.

[Transfer Articulation Agreements](#)

Responsible department: Vice Provost for Academic and Workforce Alliances

Articulation agreements are formal agreements (or some would call a partnership) between two or

more colleges and universities documenting the transfer policies for a specific academic program or degree in general.

[Transfer Credit Policies](#)

Responsible department: Enrollment Management

To meet the requirements of a particular degree plan, students may use transfer credit from other institutions. Transcripts are reviewed to determine the number of units accepted and how they will apply toward satisfying NAU Liberal Studies, diversity, major, minor and/or certificate requirements. Course equivalencies are established based on the alignment of learning outcomes and when the course was taken.

[Tuition Refund Policy and Requirements for Withdrawal](#)

Responsible department: Student and Departmental Account Services (SDAS)

Students withdrawing or changing their residency classification will receive an appropriate tuition refund after all proper approvals and forms have been processed with the respective departments and Student and Departmental Account Services (SDAS) is notified. Students are encouraged to contact several offices on campus if withdrawing from the university.

[Voter Registration](#)

Responsible department: Associated Students of Northern Arizona University (ASNAU)

Voter registration is a program aimed at facilitating and increasing voter registration among NAU students (both AZ residents and non-residents).

Health and Safety

[Alcohol and Drug Abuse Prevention Programs](#)

Responsible departments: Human Resources and the Health Promotion Office

Northern Arizona University is committed to providing a healthy educational environment, consistent with university policies and free from unlawful acts. As such, the university is taking this opportunity to inform all students, faculty, and staff of the health risks, university policies, university and legal sanctions, and the prevention/intervention programs associated with alcohol and other drug abuse. There are several [resources for students](#) as well as [resources for faculty and staff](#).

[Campus Security Policies, Crime Statistics, and Crime Log](#)

Responsible department: University Police

NAU complies with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, or "Clery Act"—a federal statute requiring all colleges and universities that participate in federal financial aid programs to compile crime statistics from their campuses and provide safety information. The [Annual Security and Fire Safety Report](#) includes Clery reportable crime statistics for the three most recent completed calendar years and disclose procedures, practices, and programs the university uses to keep students and employees safe, including:

- How students and others should report crimes or other emergencies occurring on campus
- Security of and access to campus facilities
- Security awareness and crime prevention programs
- Campus law enforcement and security

- Alcohol and drugs
- Dating violence, domestic violence, sexual assault, and stalking
- Obtaining registered sex offender information

If you would like a free paper copy of the report, please contact the NAU Police Department Records Section at (928) 523-8884 or stop by the department at 525 E Pine Knoll Drive in Flagstaff.

NAU PD maintains a Daily Crime and Fire Log, which lists all the criminal incidents, alleged criminal incidents, and on-campus student housing fires reported to the department during the most recent 60-day period. The [Daily Crime and Fire Log](#) is available both online and in a hard copy version, which is available for public inspection, free of charge, at the NAU Police Department.

[Fire Safety Policies, Fire Statistics, and Fire Log \(On-Campus Student Housing Facilities\)](#)

Responsible department: University Police

NAU releases its Fire Safety Report combined with the Clery Act – required Annual Security Report. The purpose of this report is to disclose fire safety policies and procedures related to on-campus student housing and to disclose statistics for reported fires that occurred in those facilities.

NAU PD maintains a Daily Crime and Fire Log, which lists all the criminal incidents, alleged criminal incidents, and on-campus student housing fires reported to the department during the most recent 60-day period. The [Daily Crime and Fire Log](#) is available both online and in a hard copy version, which is available for public inspection, free of charge, at the NAU Police Department.

[Immunization Policies](#)

Responsible department: Campus Health Services

To safeguard the health of the NAU population, all new and transfer students attending the Flagstaff Mountain campus are required to provide proof of immunity to measles, mumps and rubella (MMR) – for all students born after December 31, 1956. Before a student can register, they are required to show proof of measles, mumps and rubella vaccinations or a lab test showing proof of immunity to the measles, mumps and rubella.

[Information for Crime Victims](#)

Responsible department: Campus Health Services

NAU offers many services on-campus to victims of crime, as well as information about off-campus services.

[Missing Student Notification](#)

Responsible department: Dean of Students

It is the policy of Northern Arizona University to investigate any report of a missing resident student (student who resides in on-campus student housing facilities). If NAUPD or AWCPD determine that a student can be designated a missing person, the Dean of Students or their designee will notify the student's designated contact person no later than 24 hours after the student is determined to be missing. If the student is under 18 years of age and not emancipated, the Dean of Students or their designee will also notify the student's custodial parent or guardian within 24 hours that the student is missing.

Student Financial Assistance

[Arizona Student Loan Code of Conduct](#)

Responsible department: Office of Scholarships and Financial Aid

This code of conduct was developed by the Arizona Attorney General's Office in conjunction with universities and colleges in the State of Arizona. NAU supports and complies with these provisions.

[Assistance Available from Federal, State, Local, and Institutional Programs](#)

Responsible department: Office of Scholarships and Financial Aid

Financial assistance is available from a wide variety of sources. Examples include, but are not limited to: Federal Pell Grant, Federal Direct Loans, Federal Work-Study, University Grant, merit tuition scholarships, private donor scholarships, and private loans. The Office of Scholarships and Financial Aid website has information on all aid types, including eligibility criteria and deadlines, on its website.

[Assistance for Study Abroad](#)

Responsible department: Office of Scholarships and Financial Aid

NAU encourages students to participate in NAU Education Abroad and National Student Exchange opportunities. The Office of Scholarships and Financial Aid will help students find a program that best suits their financial aid options.

[Entrance Loan Counseling for Student Borrowers](#)

Responsible department: Office of Scholarships and Financial Aid

Before receiving a disbursement of a Federal Direct Loan, the Federal Government requires students to complete entrance counseling to ensure that they understand the responsibilities and obligations they are assuming.

[Exit Loan Counseling for Student Borrowers](#)

Responsible department: Office of Scholarships and Financial Aid

Exit counseling provides important information to prepare student to repay their federal student loan(s). Students who have received a subsidized, unsubsidized, or graduate PLUS loan under the Direct Loan Program must complete exit counseling each time they:

- Drop below half-time enrollment
- Graduate
- Withdraw from the university

[Preferred Lender Agreements and Lists](#)

Responsible department: Office of Scholarships and Financial Aid

The Office of Scholarships and Financial Aid does not recommend, promote, or endorse any lenders, nor does it have preferred lender arrangements or lists.

[Withdrawals and Return of Federal Student Aid](#)

Responsible department: Office of Scholarships and Financial Aid

Withdrawing from all classes at NAU will require a recalculation of a student's financial aid. The impact on aid will depend on the type of withdrawal (official or unofficial), the types and amounts of aid, and the date of withdrawal.

Student Outcomes – Student Right-to-Know Act and Equity in Athletics Disclosure Act

[Retention Rate](#)

Responsible department: Office of Strategic Planning, Institutional Research, and Analytics

The Office of Strategic Planning, Institutional Research, and Analytics (SPIRA) maintains a variety of reports about campus, including data about student retention rates.

- [Retention Rates for Pell Grant Recipients](#)

SPIRA maintains a variety of reports about campus, including data about Pell Grant recipients.

[Graduation Rates by Gender, Ethnicity/Race](#)

Responsible department: Office of Strategic Planning, Institutional Research, and Analytics

The Office of Strategic Planning, Institutional Research, and Analytics (SPIRA) maintains a variety of reports about campus, including data about student graduation rates.

- [Graduation Rates for Pell Grant Recipients](#)

SPIRA maintains a variety of reports about campus, including data about Pell Grant recipients.

[Transfer-Out Rates](#)

Responsible department: Office of Strategic Planning, Institutional Research, and Analytics

The Office of Strategic Planning, Institutional Research, and Analytics maintains a variety of reports about campus, including data about transfer-out rates.

[Graduation Rates for Students Receiving Athletics-Related Student Aid](#)

Responsible department: Athletics

NAU Athletics maintains a variety reports about student athletes, including graduation rates.

[Transfer-Out Rates for Students Receiving Athletics-Related Student Aid](#)

Responsible department: Athletics

NAU Athletics maintains a variety reports about student athletes, including transfer-out rates.

[Graduate and Professional Education Placement for Graduates](#)

Responsible department: Office of Strategic Planning, Institutional Research, and Analytics

The Office of Strategic Planning, Institutional Research, and Analytics (SPIRA) maintains a variety of reports about campus, and provides data to state agencies, including data about education placement.

- [Alumni Wages Report](#)

SPIRA maintains a variety of reports about campus, and provides data to state agencies, including data about alumni earnings.

- [Immediate Future Plans of Graduating Seniors](#)

SPIRA is consistently involved in conducting and preparing studies to facilitate institutional planning, decision-support, assessment, evaluation, and quality enhancement.

[Intercollegiate Athletic Program Participation Rates and Financial Support Data](#)

Responsible department: Athletics

NAU Athletics maintains a variety reports about student athletes, including data for the Equity in Athletics Disclosure Act.