Affiliate Overhaul Project

What is changing?

As part of NAU's focus on strategic finance and holistic planning, we have reviewed the Affiliate program and made updates to better align Sponsored Affiliates with the University's primary objectives. These changes include:

- Streamlining and modernizing the Affiliate Types that are offered
- Adopting a more service-based approach to sponsoring Affiliates
- Limiting services for Sponsored Affiliates to the minimum required functions

These adjustments will help keep university licensing costs aligned with the actual services that each Sponsored Affiliate uses.

FAQs

- What if an Affiliate's Sponsor or Contact needs to be changed?
    - When there is a change in an Affiliate's Sponsor or Contact information, the Sponsor or respective department should submit a Sponsored Affiliate Request Form in ServiceNow with a request to make the necessary changes so that the Affiliate Management Team can update the information accordingly. Please note, any replacement Sponsor or Contact needs to meet the eligibility requirements and accept the corresponding responsibility before any changes are made.
- How do I change a current Affiliate to a "Physical Access Only" Affiliate Type?
    - The current Sponsor and Contact should coordinate who will submit a new Sponsored Affiliate Request Form in ServiceNow with a list of affiliates who need to be updated to the Physical Access Only Affiliate Type.
    - For the required attachment, you can use the spreadsheet that was provided to you with notations on what information needs to be changed. Please make sure that you highlight any changes that need to be made.
    - In the "Additional Notes" section of the ServiceNow form, please add the following note so we can prioritize this request.
        - Update the attached list of current Affiliates to the Physical Access Only Affiliate Type.
    - The Priority Deadline to submit this type of request is 12/5/25.
- If an Affiliate is no longer active, how do we get them removed from the list?
    - The current Sponsor and Contact should coordinate who will submit a ticket Sponsored Affiliate Request Form in ServiceNow to the Affiliate Management

team to request that the Affiliate's status expire, which will remove all IT resource access once processed.

- Who is eligible to serve as an Affiliate's Sponsor?
  - A current NAU employee in a position of authority, including academic chairs, department directors, deans or others in a position of equivalent or higher rank may sponsor an Affiliate.
- Who is eligible to serve as an Affiliate's Contact?
  - A current NAU employee who is managing the daily activities of the Affiliate is eligible to serve as an Affiliate's Contact.
- If an Affiliate does not have a Contact listed, how do I update that information?
  - The Affiliate's Sponsor should submit a ticket to the Affiliate Management Team to request an eligible individual be added as a new Contact.
- How do I know what my old Affiliate Type equates to?
  - Review the Affiliate Type Map to see what the old Affiliate Types have been replaced with.

Timeline

- 11/20/25 – Emails sent to Sponsors and Contacts
- 12/5/25 – Priority Deadline to submit any "Physical Access Only" Affiliate Type changes or any Sponsor/Contact changes
- 12/12/25 – Last day to process any Priority Deadline requests for any "Physical Access Only" and Sponsor/Contact changes
- 12/15/25 – All Affiliates will be moved from the current Affiliate Types to the NEW Affiliate Types
- 12/15/25 – All Affiliate requests will be processed with the NEW Affiliate Type codes.