

# Withdrawal and Return Information

Student Service Center  
PO Box 4050 Flagstaff, AZ 86011 · 928-523-9501  
[servicecenter@nau.edu](mailto:servicecenter@nau.edu)

**Juggling school, work, family, and other obligations is a challenge. We are here to help you navigate a path to your goal. In some cases, your plans change and you need to withdraw for a term or two. If so, we have listed some steps that will help prepare you to come back when you are ready.**

Department	Withdraw from NAU
<b>Academic Advising</b>	<ul style="list-style-type: none"> <li>• Speak with your assigned adviser (listed in LOUIE).</li> <li>• Review your current progression plan and discuss options including another NAU campus and transferring credits from other institutions to NAU.</li> <li>• Email- <a href="mailto:universityadvising@nau.edu">universityadvising@nau.edu</a> Phone- Website- <a href="http://nau.edu/advising">nau.edu/advising</a></li> </ul>
<b>Veteran Success Center</b>	<ul style="list-style-type: none"> <li>• Before dropping any or all courses - Military Actives, Veterans, and their Dependents should consult the Veteran Success Center first. Dropping any credits can negatively affect Veterans Affairs Benefits.</li> <li>• Email – <a href="mailto:veterans@nau.edu">veterans@nau.edu</a> Phone – 928-523-8387 Website – <a href="http://nau.edu/veterans">nau.edu/veterans</a></li> </ul>
<b>Registrar</b>	<ul style="list-style-type: none"> <li>• If you are enrolled and wish to withdraw from the term prior to the drop with a “W” deadline, you can officially withdraw using the on-line LOUIE system and no paperwork is necessary. Be sure to drop your enrollment from all future terms. If you are planning on or have already turned in a “Withdraw Form” after the Session Deadline, you’ll need a personal statement and supporting documentation for approved extenuating circumstances. If you plan to submit a “Petition to Change the Drop Date”, the same supporting documentation you submitted for the Withdrawal Form after the Deadline can also be submitted with your Petition. Please reach out to the Registrar or Student Service Center for assistance. Processing these withdrawals can take up to 30 business days to receive a decision after all the proper paperwork is received.</li> <li>• Reminder - your account balance must be below \$25 in order to request official transcripts.</li> <li>• Email- <a href="mailto:registrar@nau.edu">registrar@nau.edu</a> Phone- 928-523-5490 Website- <a href="http://nau.edu/registrar">nau.edu/registrar</a></li> </ul>
<b>Financial Aid</b>	<ul style="list-style-type: none"> <li>• If you have been awarded financial aid, withdrawing may affect you financially. A Return to Title IV calculation will be completed to determine how much financial aid you earned. Any unearned aid will result in a balance due to NAU. Please allow up to 45 business days for processing. Financial Aid will email you once the process has been completed.</li> <li>• Withdrawing may affect your Satisfactory Academic Progress (SAP) status.</li> <li>• Visit <a href="http://www.studentaid.ed.gov">www.studentaid.ed.gov</a> and MyStudentData to determine how much you may have taken out in loans and to identify your loan servicers for repayment.</li> <li>• Update your FAFSA with another institution if you plan to attend another college or university.</li> <li>• Email- <a href="mailto:financial.aid@nau.edu">financial.aid@nau.edu</a> Phone- 928-523-4951 Website-<a href="http://nau.edu/finaid">nau.edu/finaid</a></li> </ul>
<b>Student and Departmental Account Services</b>	<ul style="list-style-type: none"> <li>• If you do not plan to be enrolled in the next term and you have a remaining balance due, contact Student Accounts to review if you qualify for a payment arrangement.</li> <li>• Email- <a href="mailto:SDAS@nau.edu">SDAS@nau.edu</a> Phone- 928-523-3122 Website- <a href="http://nau.edu/sdas">nau.edu/sdas</a></li> </ul>
<b>Campus Health</b>	<ul style="list-style-type: none"> <li>• If you need documentation from a NAU Health Care Provider or a copy of your NAU Medical Records you can request online.</li> <li>• If you have a Campus Health Insurance Plan, please contact Campus Health directly for options.</li> <li>• Email - <a href="mailto:campushealth@nau.edu">campushealth@nau.edu</a> Phone- 928-523-2131 Website - <a href="http://nau.edu/campushealth">nau.edu/campushealth</a></li> </ul>
<b>Bookstore</b>	<ul style="list-style-type: none"> <li>• Before leaving NAU, return any rented textbooks to the Flagstaff Mountain Campus location and/or see if you can sell back others.</li> <li>• Email: <a href="mailto:1008txt3@follett.com">1008txt3@follett.com</a> Phone- 928-523-6691 Website- <a href="http://nau.edu/bookstore">nau.edu/bookstore</a></li> </ul>
<b>For Students Attending the Flagstaff Mountain Campus</b>	
<b>Housing and Residence Life</b>	<ul style="list-style-type: none"> <li>• If you’ve been living on campus, you will have 24 hrs to move out after you drop to “0” credits.</li> <li>• Inform your front desk/RA/RHD of the date you will vacate your residence hall.</li> <li>• Set up an appointment to have someone check you out of your room.</li> <li>• Return your key and submit the “Petition to Terminate Housing Contract” at the appointment.</li> </ul>

<b>Housing and Residence Life, cont.</b>	<ul style="list-style-type: none"> <li>You will be charged a prorated rent for your amended housing contract. For example, if you are withdrawing from a spring term, your contract will be changed to a Fall Only contract which has a higher in cost than a year-long contract. The difference in cost between the full-year contract and the Fall-only contract will appear as a Fall charge.</li> <li>Email- <a href="mailto:residence.life@nau.edu">residence.life@nau.edu</a> Phone- 928-523-3978 Website- <a href="http://nau.edu/reslife">nau.edu/reslife</a></li> </ul>
<b>Meal Plan</b>	<ul style="list-style-type: none"> <li>If you have a Meal Plan, it is your responsibility to contact NAU Campus Dining upon withdrawal from the University.</li> <li>Any refunds will be prorated based on the later of the official date of withdrawal or last use of meal plan. A \$10.00 processing fee is assessed on all refunds.</li> <li>This process can take up to 30 business days to reflect on your account.</li> <li>Email- <a href="mailto:nau.dining@nau.edu">nau.dining@nau.edu</a> Phone- 928-523-2372 Website- <a href="http://nau.edu/dining">nau.edu/dining</a></li> </ul>
<b>Parking</b>	<ul style="list-style-type: none"> <li>Please refer to the parking website for current refund guidelines.</li> <li>Email- <a href="mailto:ask.parking@nau.edu">ask.parking@nau.edu</a> Phone- 928-523-6623 Website- <a href="http://www.nau.edu/parking">www.nau.edu/parking</a></li> </ul>
<b>Jacks Card Office</b>	<ul style="list-style-type: none"> <li>If you have used your JacksCard for dining options and have a balance remaining, you may receive a refund for any balance greater than \$25. If the balance less than \$25, you may either forfeit the amount or spend the remaining balance. You can request a refund in-person or over the phone if you have extenuating circumstances.</li> <li>Email- <a href="mailto:jackscard@nau.edu">jackscard@nau.edu</a> Phone- 928-523-1905 Website- <a href="http://nau.edu/jackscard">nau.edu/jackscard</a></li> </ul>

## Return to NAU

*Student Service Center*

PO Box 4050 Flagstaff, AZ 86011 · 1-888-628-2968

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**We'll be glad when you can come back – here are a few things to keep in mind upon your return to NAU.**

<b>Returning Within 3 Terms</b>	<ul style="list-style-type: none"> <li>If you have been unenrolled for fewer than three consecutive terms – review your Advisement Report in LOUIE and <b>simply register for classes</b>.</li> <li>Contact your advisor listed in LOUIE with questions about classes. If you have questions about who to contact – simply reach out to <a href="mailto:universityadvising@nau.edu">universityadvising@nau.edu</a></li> </ul>
<b>Returning After 3 Terms</b>	<ul style="list-style-type: none"> <li>If you have been unenrolled for more than three consecutive terms (ex. Fall, Spring, Fall) and you previously were enrolled in at least one credit-bearing course for which you received a grade (includes grades of “W” and “I”), and you have paid all tuition and fees, you can <b>Apply for Readmission</b>.</li> <li>If you've earned or are finishing a bachelor degree at NAU and want to attend again as a post-baccalaureate undergraduate student after graduating, you can apply for readmission as well without needing to wait the three-term time period. To do so, submit a readmission application on the Registrar's Office forms page. Note: former non-degree seeking students can only be re-admitted as non-degree seeking.</li> <li>Email: <a href="mailto:readmissions@nau.edu">readmissions@nau.edu</a> Phone: 855-628-6333 Website- <a href="http://nau.edu/registrar">nau.edu/registrar</a></li> </ul>
<b>Returning After Suspension</b>	<ul style="list-style-type: none"> <li>If you have been academically suspended you must meet at least one of three criteria for reinstatement and submit an <b>Academic Reinstatement Appeal</b> online. Use the website below for criteria and appeal deadlines</li> <li>Email : <a href="mailto:UACC@nau.edu">UACC@nau.edu</a> Phone: 928-523-6044 Website- <a href="http://nau.edu/advising">nau.edu/advising</a></li> </ul>
<b>Scholarship Reinstatement</b>	<ul style="list-style-type: none"> <li>If you are returning to NAU and were previously the recipient of a scholarship at NAU, you may submit a Scholarship Reinstatement Request when you re-enroll. Submission of this request does not guarantee approval of a scholarship reinstatement.</li> <li>Complete scholarship reinstatement requests takes up to 25 business days and the decision will be emailed to your NAU email.</li> <li>Email: <a href="mailto:scholarships@nau.edu">scholarships@nau.edu</a> Phone: 928-523-4951 Website- <a href="http://nau.edu/finaid">nau.edu/finaid</a></li> </ul>