Guide to Online Student Resources

Helping students find what they need

NAUgo
Your NAU resource app!
Available for iOS and Android.
Academic & Career Support

**Academic Success Centers**
(928) 523-5524 | nau.edu/onlinetutoring
Offers online tutoring for math and writing, learning strategies, online peer academic coaching, and live online graduate test prep for GRE, GMAT, and LSAT.

**Career Development**
(928) 523-1087 | nau.edu/career
nau.edu/studentemployment | nau.edu/internships
nau.edu/career/online
Provides career advising, workshops/guest lectures, and online career education resources. Serves as a centralized resource for student employment and internships. Oversees online and on-campus recruitment. All services available virtually.

**Cline Library**
(928) 523-2173 or (800) 247-3380
nau.edu/library/onlinestudents
Provides online students with access to a wide variety of services, including research assistance, 3D printing, course reserves, live chat options, access to other Arizona libraries, and document delivery services.

**Disability Resources**
(928) 523-8773 | nau.edu/dr
Provides services and accommodations at no cost to students with disabilities. DR assists with a broad spectrum of disabilities, including but not limited to individuals with physical, medical, sensory, learning, and mental health disabilities. Available virtually.

**Graduate College**
(928) 523-4348 | nau.edu/graduate-college
Students can explore graduate degree programs or seek mentoring or professional development opportunities with the NAU Graduate College.

**Handshake**
nau.edu/handshake
An online portal for on-campus and off-campus job postings, career fairs, and other career events- now with virtual options.

**Office of the Registrar**
(928) 523-5490 | nau.edu/registrar
Assists students with academic records & course enrollment.

**University Writing Commons (UWC)**
(928) 523-7745 | nau.edu/uwc
Provides one-on-one online writing assistance for students at all stages in the writing process across all programs and disciplines.

**University Advising**
(928) 523-4772 | nau.edu/advising
Advisors are available to assist with course selection, degree planning and academic support. Students can find their assigned advisor in LOUIE.

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**Financial Support**

**Childcare Voucher**
(928) 523-5181 | nau.edu/childcare
Student parents may be eligible to receive an award to help with the cost of childcare.

**Course Material Assistance Program**
(928) 523-5181 | nau.edu/cmap
Assists students with limited financial means in obtaining required course materials for classes by providing a $300 credit at the NAU Bookstore. Materials may be mailed.

**Emergency Loan Program**
(928) 523-3122 | nau.edu/sdas/emergency-loans
Emergency loans of up to $300 are available to all students. Must be repaid within 6 weeks of disbursement.

**Lumberjack Emergency Assistance Fund**
(928) 523-5181 | nau.edu/LEAF
Provides funding to assist currently enrolled NAU students facing unforeseen crises or hardships that require immediate one-time financial assistance.

**Office of Scholarships and Financial Aid**
(928) 523-4951 | nau.edu/finaid
Assists students in applying for and managing financial resources for college, including loans, scholarships, and grants. NAU School Code 001082

**Student Service Center**
(928) 523-9501 | nau.edu/student-service-center
A first stop for triaging registration, financial aid, and student account issues. Enrollment Management Coordinators are available on all campuses.
Health & Wellness

Campus Health Services: Counseling Services
(928) 523-2261 I nau.edu/counseling
Provides telehealth counseling, consultation, and referral services for all statewide campuses and in-state online students.

Campus Health Services: Health Promotion
(928) 523-2131 I nau.edu/healthpromotion
Offers programs and resources to help students stay healthy and safe. Topics include nutrition, relationships, sexual health, sexual violence, stress and substance use. Virtual health and wellness events are available.

Crisis Response Network
(877) 756-4090 or text “connect” to 741741 crisisnetwork.org
Available 24/7/365 for anyone experiencing a mental health crisis.

UCAN University Coaching for Activity and Nutrition
(928) 523-2655 I nau.edu/ucan
UCAN health coaches are professionally trained and compassionate NAU students who understand the challenges of college. Virtual sessions are available to support healthy changes.

Support Services

First-Generation Programs
(928) 523-6980 I nau.edu/firstgen
Provides first-generation college students with workshops, events, and engagement opportunities through Zoom and the Suitable app.

Jacks Online Peer Mentoring

Transfer & Online Connections
(928) 523-3113 I nau.edu/jacksonline
All new online students are automatically assigned a peer mentor for their first semester. Mentors are successful online students who will assist with tools like Bb Learn, LOUIE, and support student success in online courses.

Office of Inclusion: Multicultural and LGBTQIA Student Services (IMQ)
(928) 523-5656 I nau.edu/inclusion
Culturally inclusive services, events and support for students of all backgrounds are available through Zoom.

Office of Indigenous Student Success
(928) 523-8086 I nau.edu/iss
Offers guidance and personal cultural support to Indigenous students regarding academics, financial literacy, community connections, and adjusting to college.

Transgender and Gender-Diverse Resources
(928) 523-6971
Students are encouraged to get in touch for resources on Preferred and Legal Name change processes and Trans healthcare.

Veteran & Military Services
(928) 523-8387 I nau.edu/vets
The virtual Veteran Success Center, Vet-Jacks, and the online Veteran transition course are available to online students.

Student Support & Advocacy

Campus Inclusion Team
nau.edu/campus-inclusion-team
The Campus Inclusion Team fosters a campus community that honors diversity, freedom of expression, and inclusiveness through individual support, campus trainings, and resource referrals.

Office of the Dean of Students
(928) 523-5181 I nau.edu/dos
Assists students with support and advocacy, including crisis management, problem solving, campus referrals. The office to go to if you don’t know where to go.

Student Legal Counsel
(928) 523-6943 I nau.edu/legal
The Student Legal Counsel is a service provided by ASNAU to assist NAU students with issues of a legal nature.

Title IX Coordinator
(928) 523-2131 I nau.edu/title-ix
The Title IX Coordinator is a university official invested with independent authority to address and correct discrimination, harassment, and behaviors that constitute sexual misconduct.
**Student Tools**

**Appointment Planner**
nau.edu/appointments
A website where students can schedule appointments with academic advisors, support services, and mentors.

**BbLearn**
nau.edu/its/blackboard-learn
Blackboard Learn is NAU’s Learning Management System for online classes and online resources for in-person classes.

**Jacks Print**
(928) 523-9294  |  nau.edu/jacksprint
Web Print allows students to upload and print files to any ITS printer if available at statewide campuses.

**Student Technology Center**
(888) 520-7215 or (928) 523-9294  
nau.edu/stc
Students can speak directly to a tech via phone or email for technical issues regarding LOUIE, Bb Learn, OpenLMS, and more. Available 24/7.

**Advising & Degree Plans**

**Academic Advising Report**
nau.edu/registrar/academic-advisement-report
A report that assists students in tracking their progress to graduation. It can also be used in conjunction with Jacks Planner. Academic Requirements can be found in LOUIE.

**Jacks Path**
jackspath.nau.edu
A website where students can determine what credits will transfer to NAU from other institutions.

**Jacks Planner**
nau.edu/jacksplanner
An interactive academic planning tool students can utilize to plan course sequencing from term to term.

**Involvement Opportunities**

**Center for International Education**
(928) 523-2409  |  nau.edu/cie
NAU’s hub for all things international: from international student admissions and education abroad to incorporating a global perspective into our academic and social programs.

**NAU Student Organizations**
nau.edu/clubs
Connect with the Lumberjack family and build your leadership skills by joining a NAU student organization.

**Additional Resources**

Visit nau.edu/online/student-resources for more support - including tech help, online advising, and online library resources.

Explore the “Learning Online@NAU” Bb Learn certificate course for online students: nau.edu/bb-self-enroll/347838