

2019–20

FAMILY HANDBOOK

Prepare your student for a world of learning



MESSAGE FROM THE PRESIDENT

Welcome to the Northern Arizona University family! Whether you are a parent, family member, or friend of a new NAU student, we know you play a critical role in their success. The NAU experience is truly a collaborative adventure, and we look forward to your involvement in this incredible journey.

Your student is joining a dynamic community devoted to making a difference in a complex and demanding world. Our rigorous academic programs will challenge them and help them develop the critical-thinking skills they will use for the rest of their lives. And, that experience doesn't stop in the classroom. Students are encouraged to participate in internships and fieldwork experiences, join student organizations, attend athletic events and arts performances, participate in community service, and more. We offer the tools, resources, and extracurricular opportunities that will help your student thrive throughout their NAU experience.

Lives change at NAU, and it is our privilege to be part of the exhilarating transformation your student will realize over the next four years. I look forward to getting to know your student, and to sharing your pride in their many accomplishments as a Lumberjack.

Sincerely,
Rita Cheng
Rita Hartung Cheng
President

As you and your student begin this journey together, we hope you find this guidebook to be a valuable resource. Inside you will find information to assist with your student's transition to college and help you stay informed and involved.

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PARENT AND FAMILY SERVICES

You'll find an abundance of personal support from professional staff whose role is to help families navigate and engage in university life. Parent and Family Services will connect you with programs and services that ease the transition to NAU and boost student success.

STAY CONNECTED

Newsletter

Subscribe to our free e-newsletter and become a champion for your student's progress, with timely information and relevant advice along the way.

THE BACKPACK is a bi-weekly email geared toward families of NAU students to help them understand the opportunities and challenges students face during their time on campus.

nau.edu/backpack

We are here for you

PARENT AND FAMILY SERVICES

CALL 928-523-6267

ParentandFamilyServices@nau.edu

Family Weekend 2019

October 4–6

Packed with loads of fun and activities, Family Weekend is a great way to experience your student's life as a Lumberjack.

nau.edu/familyweekend

Social media and emergency notifications

Encourage your student to sign up for NAU Alert, which sends text messages in case of an emergency—including weather-related closures. Your student can add additional phone numbers, so you can get the same alerts on your cell phone.

nau.edu/alert

NAUgo

Make sure your Lumberjack downloads NAUgo, a one-stop mobile app for all things NAU that includes: events, advising, transit, email, dining, and more.

GET A PEEK INTO LIFE ON CAMPUS BY FOLLOWING THE UNIVERSITY ON SOCIAL MEDIA.

-  facebook.com/naufalgstaff
-  instagram.com/naufalgstaff
-  pinterest.com/naufalgstaff
-  twitter.com/nau



ACADEMICS

With careful planning and a team committed to the journey, your student will be challenged to learn, grow, and achieve. The faculty and staff at Northern Arizona University will work with you and your student to make the experience exciting, rewarding, and relevant, all the way to graduation.

MAJORS

- Arts and Letters

 - Art Education
 - Comparative Cultural Studies: Art History, Asian Studies, Asian and North African Studies, Comparative Study of Religions, Public Humanities
 - English
 - History
 - Interior Design
 - Modern Languages: French, German
 - Music
 - Music Education K–12: Choral, Instrumental
 - Music Performance: Vocal, Instrumental
 - Philosophy
 - Philosophy, Politics, and Law
 - Secondary Education: English, French, German, History and Social Studies, Spanish
 - Spanish
 - Studio Art
 - Theatre
- Environment, Forestry, and Natural Sciences

 - Astronomy
 - Biology
 - Biomedical Science
 - Chemistry
 - Environmental and Sustainability Studies
 - Environmental Sciences
 - Exercise Science
 - Forestry
 - Geology
 - Mathematics
 - Microbiology
 - Physics
 - Physics and Astronomy
 - Secondary Education: Biology, Chemistry, Earth Science, General Science, Mathematics, Physics
- Engineering, Informatics, and Applied Sciences

 - Applied Computer Science
 - Civil Engineering
 - Computer Engineering
 - Computer Science
 - Construction Management
 - Data Science
 - Electrical Engineering
 - Environmental Engineering
 - Informatics
 - Mechanical Engineering
- Health and Human Services

 - Communication Sciences and Disorders
 - Dental Hygiene
 - Health Sciences: Fitness Wellness, Nutrition and Foods, Physical Education, Public Health
 - Nursing

Several NAU colleges offer degrees in Secondary Education. Specific course requirements are based on the student’s academic area of interest.

 **JACKS PLANNER** provides a “road map” for students to navigate how courses might fit into their degree plan. It helps them explore classes and majors while keeping them on track to graduation. nau.edu/JacksPlanner

Undecided? No problem
Exploratory students have advisors and faculty support to help navigate all the options available to them.

We will help students unlock their interests and talents through small, interactive First-Year Seminar courses that fulfill Liberal Studies requirements and ease the college transition. Our Making Major Decisions course (UC 199) helps students who are uncertain about what to study or are exploring their choices. One option might be a bachelor’s in University Studies—a personalized plan consisting of two minors instead of a major.

Access to records
The federal Family Educational Rights and Privacy Act (FERPA) requires student consent for disclosure of academic records—including to parents. We encourage families to discuss access to student records with FERPA in mind. Students can grant access to their records with a written release.

nau.edu/ferpa

Is your student considering studying abroad? Find information about costs, destinations, safety, and more.

nau.edu/edabroad

In addition to making it easy to get the right books for your classes, the NAU Bookstore also sells computers, school supplies, art materials, room decor, gifts and accessories, NAU apparel, and graduation products.

nau.edu/bookstore

DEGREE REQUIREMENTS

Most bachelor’s degrees require 120 credit hours/units, including:

35 units of Liberal Studies* requirements
25 units ** – distribution requirements


- Aesthetic and Humanistic Inquiry
- Cultural Understanding
- Science and Applied Science
- Social and Political Worlds

***What is Liberal Studies?**
Our general education requirements give students the opportunity to explore a broad range of subjects that complement the expertise they develop in their majors in order to become innovators and engaged citizens, ready for future challenges.
****Some Liberal Studies courses might also fulfill the US Ethnic and Global Diversity requirements.**

7 units – foundation requirements
• English Composition (minimum of 4 units)
• Mathematics (minimum of 3 units)

3 additional units from any Liberal Studies area

85 units of major, minor, certificate, and elective courses
These will be courses in your student’s major and minor, as required. Electives also are taken as needed to bring the total to 120 units.

 Our four-year progression plans help students stay on track to complete their degree on time. nau.edu/progressionplan

Q&A HOW CAN MY STUDENT STAY ON TRACK?

Completing 15 credits each semester will keep your student on track to graduate in four years while maintaining your “Pledge” fixed-tuition rate. And students who earn 15 credits per semester graduate at a higher rate.

SUPPORT SERVICES

Proactively seeking assistance is one of the smartest things students can do to reach their educational goals. Asking for help and using the resources available—such as peer coaching, academic and career advising, and free tutoring—is empowering.



ACADEMIC AND CAREER SUPPORT

Advising

Advisors at the Gateway Student Success Center help first-year students select a major, understand degree requirements, navigate campus resources, and stay on track. Students transition to being advised in their academic college upon the successful completion of their first year.

nau.edu/gateway

Career Development

Through Career Development, your student can get a career jump-start with résumé reviews, job search strategies, career exploration, internship and student employment resources, and more. Students can participate in mock interviews and group workshops, as well as network with potential employers during on-campus recruitment events.

nau.edu/career

First Year Experience

First Year Experience's essential intent is to support educational persistence and facilitate the design of a meaningful life. Through course offerings and programmatic support, FYE seeks to offer students an academic relationship that brings each unique definition of success to life. Additionally, FYE courses and programs explore campus resources and support the first-year transition into the cultures and landscapes of higher education.

nau.edu/fye

Academic Success Centers

With locations on central and south campus, your student can find free, convenient access to:

- one-on-one, drop-in, and online tutoring
- Supplemental Instruction (peer-led review sessions)
- test and exam reviews
- academic peer mentoring
- workshops on time management, test preparation, and stress
- one-on-one study skills development with a Learning Specialist

nau.edu/asc



Cline Library

Offering a wide array of services, collections, and study spaces, Cline Library is open 24 hours a day during the week and until midnight on Friday and Saturday. Students can reserve rooms, check out laptops and cameras, 3D design and print, explore virtual reality, create multi-media projects, and get help with research, writing, and technology.

nau.edu/library

Student Technology Center

Students can receive phone support from IT staff 24/7 or in-person support at our Cline Library location during most library hours. Support includes help with passwords, student email, LOUIE accounts, online coursework, connecting to the campus network, and more.

nau.edu/stc

nau.edu/library/stc-at-cline

Student Support Services

Students who are first in their family to go to college, income-eligible, or have a disability can access layers of support to ensure a successful academic and social transition to college. Services include free individual and group mentoring, staff guidance on academic skills and financial aid, and workshops on time and money management.

nau.edu/ssc

Q&A WHAT CAN STUDENTS DO TO KEEP THEIR GRADES UP?

It's never too late—or too early—to ask for help. Some students sign up for tutoring and review sessions in the first few weeks of class to set themselves up for academic success.

Mentoring programs

Students utilize peer and professional staff to connect to resources and social networks, discover strengths, develop goals, and build academic skills. These programs cater to a variety of students—from Native Americans and student veterans to those who simply want a connection outside of class. Mentors tailor support to assist with each student's unique needs.

nau.edu/mentoring

Student Service Center

A one-stop shop for academic records, financial aid, and student account needs. Students can add or drop classes, make payments, manage forms, and more—all in one central location. Students should start at the SSC for any financial aid questions or needs.

nau.edu/ssc

A COMMITMENT TO UNITY

Northern Arizona University embraces academic excellence, learning, diversity, and inclusion, and provides a welcoming community for students from all backgrounds.

Office of Inclusion: Multicultural and LGBTQIA Student Services

NAU celebrates our students' rich cultures through heritage month celebrations, discussion series, programming, and events. We challenge students to enhance their collegiate experience by incorporating diversity and inclusion into their personal and communal development. The Office of Inclusion supports students as they explore their diverse world through several monthly series, which include our *Have Your Say* forums, REEL Talk film series, Multicultural Chats, and Queer Chats.

nau.edu/inclusion

Office of Indigenous Student Success

NAU enrolls nearly 2,000 Native American, Alaskan Native, and Native Hawaiian students representing more than 120 nations and tribes, making it one of the leading universities serving indigenous people. Through individualized support and programs in a caring, professional environment that respects and values Native/Indigenous culture, your student can build a strong support network and find academic and social success. OISS is housed in the beautiful Native American Cultural Center.

nau.edu/iss

Veteran and Military Services

NAU's commitment to military veterans and to those connected to military service has earned the university five straight years on the annual list of military-friendly schools. NAU also received a *Military Times* 2018 "Best for Vets" rating, and the *Times* ranks The W. A. Franke College of Business among the top 10 "Best for Vets" business schools.

nau.edu/vets

Transfer and Online Connections (TOC)

Transferring from another school can be challenging, and students often face academic, social, and personal adjustments. Through mentoring and events, students are encouraged to get involved, connect with peers, and access campus resources.

nau.edu/toc

First-Generation Programs

Nearly half of NAU freshmen on the Flagstaff campus identify as being the first in their families who will earn a four-year degree. Discover a range of specialized services to help your student receive the support needed to be successful in college.

nau.edu/firstgen

FINANCING YOUR FUTURE

You and your student have taken an important first step toward the future. We are your partners on this journey of a lifetime, and our financial aid and account services professionals will be with you every step of the way.

Q&A WHAT ARE THE IMPORTANT DEADLINES?

Mark your calendar with the important dates below to help make sure your student never misses a deadline.

nau.edu/dates

ACADEMIC CALENDAR

Fall 2019

Aug. 22–23	Residence halls open
Aug. 22	Welcome Week begins
Aug. 26	First day of fall classes
Sept. 2	Labor Day
Sept. 5	Deadline to add/drop classes
Sept. 9	Last day for refund (100%)
Oct. 1	FAFSA becomes available
Oct. 4–6	Family Weekend
Oct. 26	Homecoming
Nov. 11	Veteran's Day
Nov. 15	NAU FAFSA priority filing date for new students
Nov. 28–29	Thanksgiving break
Dec. 13	Residence halls close*
Dec. 13	Winter commencement

* Most residence halls close during Winter Break and reopen on Jan. 11. Continuing residents may leave their belongings in their rooms over break.

Spring 2020

Jan. 11	Residence halls open
Jan. 13	First day of spring classes
Jan. 20	Martin Luther King Jr. Day
Feb. 1	NAU FAFSA priority filing date for returning students
March 16–20	Spring Break
May 8	Residence halls close
May 8–9	Spring commencement

Monitor important dates for future terms:
nau.edu/dates

* The university reserves the right to make changes to the calendar.

Scholarships and financial aid

A university education is a lasting investment that can lead to a bright future. The Office of Scholarships and Financial Aid works hard to help you and your student chart a solid financial course. Scholarships, grants, and student employment can help pay for tuition and other expenses. Plan ahead and apply for scholarships and financial aid—your student might qualify for more assistance than you think.

nau.edu/finaid

Get to know FAFSA

The Free Application for Federal Student Aid is used by colleges and the government to determine what types of financial assistance your student is eligible to receive—including grants, loans, and scholarships. It's vital that your student submit the FAFSA each year as soon as possible after it becomes available Oct. 1. Filing by NAU's Nov. 15 priority date allows for the most potential funding opportunities.

fafsa.gov

Net Price Calculator

Our Net Price Calculator can give you estimates on your financial assistance options.

nau.edu/calculator

Keeping track

As we share the road ahead, remember that university email is the official method for communicating with students. Important messages about billing and financial aid will be sent to your student's official university email account only. Students can also check their LOUIE account for charges, To-Do List items, and financial aid information.



LOUIE is the Lumberjack Online University Information Environment in which students register for courses, check their grades, and manage their campus finances and other official business related to academic life at NAU.

nau.edu/louie

PAYING FOR COLLEGE

KNOW THE FUNDING SOURCES

Scholarships

Scholarships do not need to be repaid. Criteria may include academic achievement, enrollment in a particular degree program, or financial need. There are two applications that provide for many scholarship opportunities at NAU:

- The Office of Scholarships and Financial Aid accepts applications in the early spring term for new and continuing NAU students.
nau.academicworks.com
- The NAU Foundation also awards hundreds of scholarships each year. Encourage your student to apply beginning in December.
nazufoundation.com

Additional scholarships are listed at nau.edu/scholarships. Your student can also research opportunities in their community, as many civic clubs and organizations offer scholarships. Be sure to keep track of the criteria for any scholarships your student receives—it is possible to lose a scholarship!



Grants

Grants are need-based and determined by the FAFSA. They do not have to be repaid as long as financial eligibility and enrollment requirements are met.

nau.edu/finaid/grants

Loans

Federal loans must be repaid. **Need-based (subsidized) loans** are interest-free while students are enrolled in school. These are based on financial need, as determined by information from the FAFSA. **Non-need-based (unsubsidized) loans** accrue interest while students are enrolled in school and do not consider family financial resources for eligibility.

nau.edu/finaid/loans

On-campus student employment

Student employment at NAU is a great way to gain work experience and build transferable skills while earning income to assist with the costs of education. Nearly 4,000 students work on campus. The Federal Work-Study program assists students who meet need-based criteria.

nau.edu/studentemployment



The **Student Service Center** is a one-stop shop where students can add or drop classes, make payments, manage forms, and more! It's also the first stop for all financial aid questions and needs.

nau.edu/ssc

Community jobs

Many students choose to work off campus, a great way to connect with the Flagstaff community. Students can search for opportunities in Handshake and attend semi-annual Part-Time Job Fairs.

nau.joinhandshake.com

Student and Departmental Account Services

Tuition and all other fees are processed through Student and Departmental Account Services. Payments can be made online, by mail, in person, and via third-party billing. Information about tuition deadlines, direct deposit, refunds, and payment plans is available on the department website.

nau.edu/sdas



Managing payments

TUITION PAYMENT PLAN

To help with budgeting, NAU offers a payment plan that divides the tuition bill into four interest-free monthly payments—with no eligibility requirements or credit checks. The plan requires a \$90 enrollment fee per semester. Tuition not paid by the deadline will incur a \$135 deferment fee.

DIRECT DEPOSIT

Direct deposit is the quickest, most reliable way to receive financial aid, refunds, and campus paychecks. Students may sign up using the “Direct Deposit” link in LOUIE.

nau.edu/louie

PAYMENTS

Charges on your student’s account can be paid through LOUIE by credit card or electronic check (eCheck). Just navigate to the “Make a Payment” page, or pay in person (by check or cash only).

AUTHORIZED USER ACCOUNT

Students can use the LOUIE system to authorize access to their accounts for a parent, guardian, or other selected individuals. The authorized user receives a separate user ID and password and can make payments on the student’s account.

LIVING ON CAMPUS

WHAT TO PACK

BEDDING

- ☐ our twin mattresses measure 36"x80"x7"

ELECTRONICS

- ☐ cell phone
- ☐ computer, printer with USB connection, surge protector
- ☐ fan
- ☐ microwave under 700 watts
- ☐ water warmer

ROOM DECOR

- ☐ storage containers
- ☐ posters, pictures, poster putty
- ☐ plants
- ☐ study lamp
- ☐ throw rug (rooms are carpeted, but you might want to add flair)

BATHROOM

- ☐ robe
- ☐ shower shoes/flip flops
- ☐ towels, washcloths
- ☐ shower-caddy, toiletries

CLOTHING/LAUNDRY

- ☐ hangers, shoe rack
- ☐ foldable drying rack
- ☐ laundry bag/basket, detergent
- ☐ sewing kit

SUPPLIES/DOCUMENTS

- ☐ school supplies (pens, binders, highlighters, notebooks, sticky notes, stapler, tape, scissors)
- ☐ personal dishes (plate, bowl, cup, utensils, containers, can opener, storage bags)
- ☐ cleaning supplies (sponge, dish detergent and towel, paper towels, all-purpose cleaner)
- ☐ small first-aid kit, tissues, sanitizer wipes, prescriptions
- ☐ important documents (Social Security card, insurance cards, banking information)



* What NOT to bring

- refrigerator (there is already one in each room)
- hot plate, skillet, toaster/toaster oven, George Foreman grills
- air conditioner, space heater, high-wattage appliances (over 700 watts)
- halogen lamps, candles, incense, scent burners
- lofts, cinder blocks, waterbed
- weapons, swords, paintball guns, BB and airsoft guns
- personal wireless router
- pets (except fish in tanks up to five gallons)

Nearly **90%** of first-year students choose to live on campus, and for good reason. Living on campus isn't just convenient—it sets students up to succeed by putting them in the center of everything they need. And you can help make your student's home away from home as comfortable as possible.

A PLACE TO CONNECT

Residential colleges

Living with other first-year students who share similar majors or career interests in your student's academic college makes it fun for them and helps them make new friends.

Residential colleges feature programs, amenities, and academic resources geared toward your student's area of study:

- residential staff focused on supporting your student's social and academic transition to college
- faculty connections, in-hall tutoring, and college-based study groups
- activities and events tailored to your student's major and career interests
- access to 24/7 computer labs and study areas
- all-inclusive rent including all utilities and high-speed wired and wireless internet
- higher rates of continuing on to sophomore year and graduation

Q&A

HOW SHOULD MY STUDENT PREPARE TO HAVE A ROOMMATE?

View the Roommate Success Guide for advice on how to best prepare to live with a roommate, what to discuss before moving in, and how to establish a great living relationship. There are even tips for parents!

nau.edu/roommate



Community living

Whether sharing a living space with a friend from home or with someone new, good communication is the foundation of every successful roommate relationship.

After moving in, students will create a Roommate Agreement with their roommate(s) to establish expectations about sharing a living space.



As members of a residence hall community, it's important that students understand their rights and responsibilities. Review the Student Code of Conduct and the Standards of Residence, which specify student guidelines and community living expectations.

nau.edu/reslifeconduct



Most students living on campus will be assigned a post office box in the NAU Bookstore building.

nau.edu/postal



LIVING ON CAMPUS

DINING

Whether it's a well-balanced meal at the end of a long day or a quick snack on the way to class, the university has many options to keep your student fed. Gluten-free, vegetarian, vegan, and other dietary needs are accommodated with tasty choices. And if it is comfort food your student seeks, we have that too.

nau.edu/dining

Dining on the go

Use the campus dining website to find dining locations, hours of operation, and options by dietary preference.

m.dining.nau.edu

Meal plans

Most meal plans specify a certain number of weekly meals, but your student will choose when and where to eat. Options include all-you-care-to-eat dining at either the Hot Spot or the DūB, or a "transfer special"—similar to a combo meal—at retail locations such as Einstein Bros. Bagels, Pizza Hut, and Chick-fil-A. Unlimited plans allow your student to dine as often as they like at all-you-care-to-eat options but don't include transfer specials.

All meal plans also include Dining Dollars, which work like a debit account to buy snacks, convenience items, or meals. Dining Dollars are not taxable, so using them in place of cash or credit will save you more than 10 percent.

nau.edu/dining/meal-plans

Meal plans will be billed to students' LOUIE account and may be paid for with financial aid or by using the university payment plan—similar to how tuition and other fees are paid.

HOUSING

Paying for housing

Part of the first semester's rent was paid with the \$175 housing confirmation rent payment. Remaining rent charges will be placed on LOUIE before financial aid is disbursed. Rent is billed automatically in four installments per semester.

Reapplying for housing

In late fall, your student will have the opportunity to reapply to live on campus the following academic year in upper-division residence halls.

nau.edu/reslife

GETTING AROUND CAMPUS

We've made getting around campus easy and convenient with a shuttle system, dedicated bike lanes, and access to free bike rentals and helmets. The League of American Bicyclists named NAU among the most bicycle-friendly campuses in the United States.

Shuttle service

Campus shuttle service is available Monday through Friday throughout the academic year. A city bus route also follows the campus transit spine seven days a week, connecting the downtown business district, the university, and the southwest business district.

AXExpress Shuttle Tracker

Why wait in the cold? Students can track bus arrivals in real time.

naubus.com

Bicycles on campus

We strongly encourage students to register their bikes to eliminate problems if their bike is lost or stolen or if the lock needs to be cut. Registration is free at the University Transit Services office; students can just bring their bike and JacksCard. A quality U lock to secure your student's bicycle on campus is also recommended.

nau.edu/biking



Borrow a bike

No bike? No problem. Your student can check out a Yellow Bike for free with a student ID at locations across campus.

nau.edu/yellowbike

Parking

A car is not necessary, especially for those living on campus or along the Route 10 Mountain Line bus service. Students who wish to bring a car must purchase a permit and will be restricted to one zone during the day. Parking is limited in some areas. For more info and to order your permit visit Manage My Parking at nau.edu/parking.

Motorist assistance program

This free, on-campus service is offered during business hours (subject to staff availability), providing jump starts, vehicle lock-out help, assistance for vehicles stuck in the snow, and air for flat tires.

Call 928-523-9066



SUPPORTING A HEALTHY NAU

Maintaining a safe and healthy learning environment is a priority for Northern Arizona University. Campus Health Services offers a number of dedicated health and wellness resources and services. When students need medical care, mental health services, or preventive education, you can trust they’re in good hands.



CAMPUS HEALTH SERVICES

Campus Health Services is your student’s “one-stop-shop” for all things health and wellness. Students can visit a medical provider, see a therapist, learn to lead a healthy lifestyle, and get their prescriptions filled right on campus.

Medical

As a professional, primary care medical facility, Medical Services provides a wide array of high-quality and affordable medical services, including pre-scheduled and same-day appointments. Our board-certified providers can order on-site laboratory or radiology studies, and can send prescriptions to the in-house pharmacy, all with convenient hours.

nau.edu/medical-services

Counseling

Counseling Services enhances students’ psychological growth, emotional well-being, and learning potential. Services include counseling, crisis services, and educational programming. Counseling Services can help students with topics such as adjustment to college, relationships, depression, and anxiety. Campus Health Services does not bill insurance for counseling appointments. The first appointment is always free.

nau.edu/counseling-services

Health Promotion

Health Promotion provides free preventive programs and education to help students maintain and improve their health.

Some topics covered include:

- stress management
- sexual health
- alcohol and drugs
- nutrition
- wellness workshops
- massage
- healthy relationships
- health screenings

nau.edu/healthpromotion

Fees

All students are eligible to receive healthcare services whether insured or private pay. CHS currently contracts with many insurance companies including Blue Cross/Blue Shield, Aetna, United Healthcare, and Cigna (excluding state Medicaid plans, Medicare, and most HMOs). We advise students to contact their insurance provider for coverage guidelines, including pharmacy services, while away from home.

HEALTH PLAN COST COMPARISON

	Standard fee (no insurance)	LouieCare	Student Health Insurance Plan (SHIP)
Primary care office visit	\$58	\$10	\$15 copay
Tetanus/flu vaccine	\$35/\$35	\$0	\$0
Allergy injection	\$20-\$50	\$10	\$15 copay
Well woman exam	\$25-\$130	\$10	\$0
X-ray	\$50-\$100	\$10/day	\$10 copay/day
In-house labs	\$10-\$300	\$10/day	\$10 copay/day
Counseling services	\$25	\$10	\$15 copay
IUD insertion	\$750-\$950 (depending on product type)	\$750-\$950 (depending on product type)	Covered for approved products



UNIVERSITY HEALTH PLAN OPTIONS

LouieCare

LouieCare is a discount healthcare program for Campus Health Services at NAU. This is not an insurance policy. This plan provides on-campus primary care, a variety of lab tests and procedures, and some immunizations, for \$135 per semester and nominal fees per visit.

Student Health Insurance Plan

This affordable healthcare insurance policy is an option for uninsured students. CHS services are covered without a referral. Specialty and emergency care are covered anywhere in the country with limited out-of-pocket expense. Please see CHS website for eligible services and plan details.

Immunizations

Enrolled students are required to provide proof of two MMR shots after their first birthday. Two meningococcal vaccines are strongly recommended for students. Campus Health Services offers a variety of vaccinations, most of which are covered by insurance.

DISABILITY RESOURCES

Disability Resources works with students, faculty, and staff to promote a universally designed environment and to ensure the university is fully accessible.

The university is proactive in supporting students who have disabilities and provides accommodations for access to educational opportunities.

nau.edu/dr



A CULTURE OF SAFETY AND WELLNESS

Safety and wellness are top priorities at Northern Arizona University, where a variety of dedicated resources, support, and services contribute to a safe living and learning environment.

CAMPUS SAFETY

nau.edu/ready

On-campus police department
Our full-service and accredited campus agency is staffed by sworn police officers who patrol campus 24 hours daily.
nau.edu/police

Emergency blue light phones
More than 160 emergency phones (many with blue lights on poles) are located across campus, at all main residence hall entrances, and in all elevators. A one-touch button connects users directly to the NAUPD dispatch center.

Annual security and fire safety report
The NAU Police Department releases an annual security report that covers NAU police authority, response, how to file a police report or request police assistance, crime prevention, safety escort service, building access and security, weapons, drugs and alcohol policies, and crime statistics for the past three years.
nau.edu/safety



NAU offers safety escorts for individuals traveling on campus.
Call 928-523-3611
nau.edu/SafeWalk

Mobile support
NAU Alert is a free service that sends text messages from the university to your mobile phone in case of emergencies and weather-related closures. Students may add family members to receive the alerts.
nau.edu/naualert

JacksCard access
Students living on campus access their secured residence halls with their student ID card. Lost or stolen cards should be immediately reported to the JacksCard office.
nau.edu/jackscard

HEALTHY INITIATIVES

Sexual health
NAU’s Health Promotion department offers all students online safer sex courses, STI testing, access to supplies such as condoms, and more, all at no cost.

Violence and sexual assault
Whether it’s getting informed, getting involved, or getting help, NAU is committed to preventing violence and sexual assault. Through cooperative reporting procedures, intervention, emergency response plans, prevention education, and sound institutional policies and procedures, we pledge to provide a safe and healthy learning environment.

Alcohol and other drugs
From our My Student Body required course to our Collegiate Recovery Program, NAU is passionately dedicated to the prevention and treatment of alcohol and drug abuse. The Alcohol and Other Drugs Council features student, faculty, and staff representatives from across the university, and the Health Promotion department features dozens of relevant prevention events and resources.

POLICIES AND PROCEDURES


Northern Arizona University’s commitment to a safe and healthy learning environment is reflected in its rigorous policies and procedural expectations of students, faculty, and staff. These policies include:

- Student Code of Conduct
- Safe Working and Learning Environment Policy
- Standards of Residence
- Classroom Disruption Policy
- Personnel Policy
- Tobacco-Free Policy
- Community Advisory Board
- ...and more.





NAU is a TOBACCO-FREE campus.
This includes, but is not limited to: cigarettes, cigars, e-cigarettes, vaporizers, hookahs, and all forms of chewing tobacco.



Did you know?
NAU’s Counseling Services is available 24/7, 365 days a year to support students through a wide variety of experiences, including those that might involve sexual assault, mental health, and alcohol and/or other drugs.



CAMPUS AND COMMUNITY RESOURCES

Title IX Coordinator

The Title IX Coordinator assists students who have experienced gender violence in accessing university resources, obtaining assistance, and understanding the process for filing complaints with police or the Equity and Access Office.

NAU Medical Services

Medical Services provides medical exams that will help identify and treat trauma and illness and test for STDs and pregnancy. Mental health services are also available.

nau.edu/medical-services
HEALTH AND LEARNING CENTER
(Building 25), first floor
Phone: 928-523-2131

NAU Counseling Services

Counseling Services offers confidential individual, group, and couples counseling, all of which are available to all enrolled Northern Arizona University students.

nau.edu/counseling-services
HEALTH AND LEARNING CENTER
(Building 25), first floor
Phone: 928-523-2261

Victim Witness Services of Coconino County

Victim Witness Services of Coconino County provides free 24-hour crisis intervention and advocacy services for victims in a confidential setting.

NAU OFFICE
HEALTH AND LEARNING CENTER
(Building 25), room 1513
Phone: 928-523-2225

Flagstaff Medical Center

Flagstaff Medical Center is the central hub for health and medical care in the northern Arizona region and is located about a mile from campus. 1200 N. Beaver, Flagstaff, AZ 86001
Phone: 928-779-3366

Northern Arizona Care and Services After Assault

NACASA provides 24-hour crisis intervention and advocacy services for victims in a victim-friendly setting. They promote a multi-disciplinary team approach to intervention. 2920 N. Fourth St., Flagstaff, AZ 86001
Phone: 928-522-9460

NAU Police Department

525 Pine Knoll Dr. (Building 98A)
Business: 928-523-3611
Emergency: 928-523-3000 or 911

Flagstaff Police Department

911 E. Sawmill Road, Flagstaff, AZ 86001
Business: 928-779-3646
Dispatch: 928-774-1414
Emergency: 911

Housing and Residence Life

Housing and Residence Life provides crisis intervention through on-call Resident Assistants or Residence Hall Directors. **NORTH HALL** (Building 5)
Phone: 928-523-3978

Office of the Dean of Students

The Office of the Dean of Students practices an open-door, walk-in policy, ensuring all staff will be available to students for consultation on a variety of matters, including disciplinary procedures. This office also collects anonymous reports of sexual assault and other gender violence. **UNIVERSITY UNION** (Building 30), room 104
Phone: 928-523-5181

RECREATION

A full-page background image showing two cyclists riding on a dirt trail. The cyclist in the foreground is wearing a bright green jacket, black pants, and a black helmet, leaning forward on their handlebars. The second cyclist is slightly behind and to the right, wearing a red and black plaid shirt and a black helmet. The background is a blurred forest scene, suggesting motion.

We've made it easy to enjoy a healthy lifestyle with our recreational facilities, sport clubs, and outdoor adventures.

CAMPUS RECREATION

Our innovative facilities and programs offer students spaces to stay healthy, build community, and find adventure. Features include a fully equipped weight room, 38-foot climbing wall, gyms, a variety of group fitness classes, personal training, racquetball courts, and more. We offer a variety of cardio equipment, including an Octagon multipurpose fitness rig.

nau.edu/recreation

nau.edu/fitness

Aquatic and Tennis Complex

Olympic swimmers travel from all over the world for high altitude training at the Aquatic and Tennis Complex, but you don't have to be an elite athlete to take a dip in the pool. Students can take advantage of open swim, aqua fitness, diving and swim lessons, free tennis equipment rental, and more.

nau.edu/wac

Intramural and sport clubs

Sport clubs include more than 35 teams that travel and compete at the intercollegiate level. Intramural sports are held on campus and include a blend of traditional sports as well as unique offerings such as Quidditch and Canoe Battleship.

nau.edu/imsports

nau.edu/sportclubs

Outdoor Adventures

Freshman students can start their year off with a Wilderness Welcome trip, and continue with a wide variety of activities throughout their time at NAU. Your student can mountain bike through Sedona red rocks, raft the Colorado River, learn new climbing techniques, conquer the Challenge Course, and rent outdoor equipment for their own adventures.

nau.edu/outdoors



BEYOND THE CLASSROOM

Northern Arizona University is a vibrant community that hosts a wide range of arts, cultural, and athletic events to enhance and enrich the learning environment. There are also **more than 400 clubs and organizations** that promote leadership, academic, athletic, and social connections. We hope you will encourage your student to take advantage of the many opportunities to engage with our campus and become immersed in the Lumberjack lifestyle.

GET INVOLVED

Did you know that participating in clubs and organizations increases your student’s chances for success? Studies have shown that students who are involved in campus activities are more likely to be academically successful—and it can provide a boost to the personal growth and learning that happens at college. Plus, it’s a great way to meet new people who share the same interests and goals. Remind your student to explore the hundreds of options available through the Office of the Dean of Students
nau.edu/trueblueconnects

GO GLOBAL

Your student can grow, discover, and learn while seeing the world through a different lens by participating in educational exchange programs offered through the Center for International Education. The center offers study abroad opportunities in more than 60 countries around the world for the same price as NAU tuition (or less!). Scholarships are available and financial aid can be applied. If your student would prefer to explore elsewhere in the United States, consider an exchange at one of 200 institutions through the National Student Exchange.
edabroad.nau.edu

LET US ENTERTAIN YOU

NAU is a hub for arts and entertainment—not just in Flagstaff, but for the entire region. Dozens of performances are scheduled each year, and your student can experience live classical music, lectures, film screenings, and art exhibitions at venues across campus—often for free or at discounted prices.
nau.edu/calevents



The Student Union Network also puts on some of the biggest shows and events on campus. Known as SUN Entertainment, this team of student event-planners brings top-name musicians and comedians to the university, as well as late-night student entertainment events such as trivia and casino nights, movies, and more—all designed to keep your student engaged.
nau.edu/sun

BE ‘TRUE BLUE’

With 15 teams competing at the NCAA Division I level as part of the Big Sky Conference, athletics are a vital part of the university and Flagstaff communities. Students can be part of the excitement with free admission to all NAU Athletics home events. And you can show your Lumberjack spirit every Friday, when we wear our favorite NAU gear to be “True Blue” NAU.
nauathletics.com



Visit the university bookstore to stock up on your True Blue gear: nau.edu/bookstore



Show your “LJs” and share your Lumberjack spirit!



Now that you're a member of our Lumberjack family, you know there are many reasons to be bursting with pride that your student is at NAU. Here are a few more:

LUMBERJACKS DOMINATE

Our student-athletes captured the men's Big Sky Conference All-Sports Trophy, which recognizes overall athletic success, for the fourth year in a row. NAU's women's athletics teams took the trophy for the second straight year.

The Lumberjack men's cross country team has won the **NCAA championship for three consecutive years, 2016–19** (only the sixth team in history to do so).

WE'RE BEST FOR VETS

NAU is consistently ranked among the *Military Times'* top schools for military veterans, and has again been designated a "Military Friendly" School by Victoria Media.

The W. A. Franke College of Business ranked among the Top 10 "Best for Vets" business schools in the nation for the fourth year in a row.

NAU: AT THE HEAD OF THE CLASS

The American Institute for Economic Research named Flagstaff the nation's **#3 best college town (#1 in Arizona)**.

Flagstaff is ranked the **7th best place to live** in America by *Outside Magazine*.

90 percent of NAU alumni said if they had to do it all over again, they would **still attend NAU to obtain their degree**.

LUMBERJACKS GIVE BACK

Students gave more than 20,000 hours of volunteer service to charitable organizations in Flagstaff last year.

NAU contributes more than **\$2.6 billion** to the state's economy and supports more than **24,000 jobs**.

The National Science Foundation named NAU one of the **top 100 research universities** without a medical school in the United States.

41 percent of our students **graduate with zero debt**, according to the Institute for College Access and Success.





FLAGSTAFF'S NATURAL BEAUTY

THE SAN FRANCISCO PEAKS

Much of the northern Arizona landscape is a volcanic chaos: frozen lava flows, sprawling deposits of black ash, basalt-walled canyons, and cinder cones by the hundreds. Its most arresting vertical feature—an eroded, extinct volcano that once topped out at 16,000 feet above sea level—dominates the skyline north of Flagstaff. English speakers call this island in the sky the San Francisco Peaks, and to many regional tribes, the peaks are sacred.

NIGHT SKIES

As the world's first International Dark Sky City, Flagstaff has ideal skies for stargazing. Pluto was even discovered right here at Lowell Observatory in 1930. Northern Arizona University astronomers such as David Trilling have kept the tradition alive, playing instrumental roles in NASA-funded projects and research. The university's partnership with the observatory and the nearby Discovery Channel Telescope, the fifth-largest telescope in the world, provide powerful equipment for students and researchers to learn more about the universe.



EAGLES

Newcomers to the university are often surprised to learn that the once-endangered bald eagle is a common local resident. More than 200 eagles visit northern Arizona in winter, and several pairs nest just a few miles east of Flagstaff on the shores of Lower Lake Mary. It's an area of wetland popular among forestry and earth sciences researchers for studying how ecosystems change over time and the long-term impacts those changes have on native plants and animals.

SUNFLOWERS

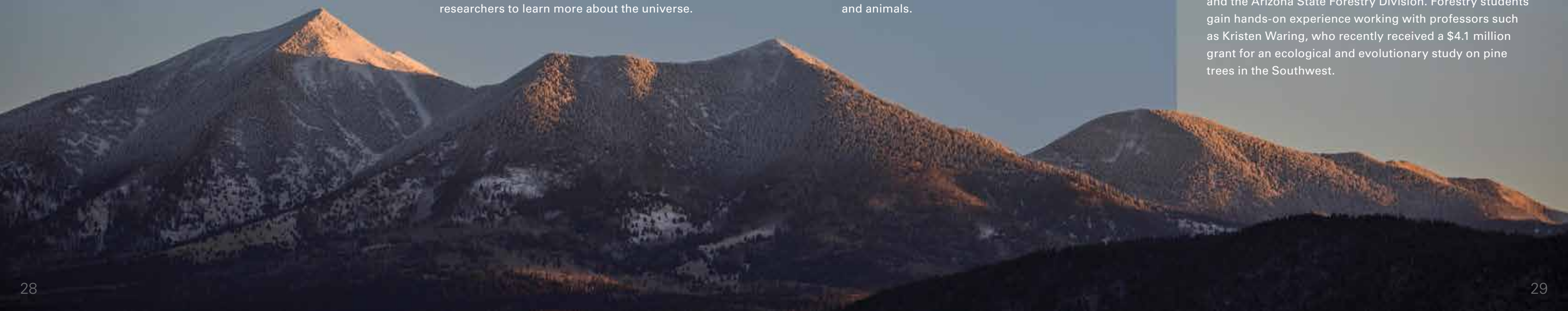
Late-summer monsoons bring vibrant color to Flagstaff's landscape. Hundreds of thousands of prairie sunflowers carpet meadows in and around town, stopping photographers and onlookers alike in their tracks beside the roads. Other wildflowers such as purple mountain lupine and red Indian paintbrush add splashes of color to create the perfect picture.

ASPENS

In autumn, Flagstaff's prolific aspen groves blanket the base of the San Francisco Peaks in their iconic yellow-orange flame. An entire grove of aspens can actually be a single organism, and can often be distinguished during the fall when foliage changes color. The proliferation of this colorful native species makes Flagstaff a living laboratory to research how recent drought years and warmer temperatures might play a role in making trees more vulnerable to pests and pathogens.

PONDEROSA PINE

Flagstaff's location within the largest ponderosa pine forest on the continent provides an ideal research and experiential learning environment. Ponderosa pine is one of the many species found in NAU's 50,000-acre Centennial Forest, a joint venture between the university and the Arizona State Forestry Division. Forestry students gain hands-on experience working with professors such as Kristen Waring, who recently received a \$4.1 million grant for an ecological and evolutionary study on pine trees in the Southwest.





IMPORTANT PHONE NUMBERS

(area code 928)

Academic Success Centers.....	nau.edu/asc
– North.....	523-5524
– South.....	523-7391
Bookstore.....	523-6691 nau.edu/bookstore
Campus Dining.....	523-2372 nau.edu/dining
Campus Health.....	nau.edu/campushealth
– Appointments.....	523-2131
– Billing and Insurance.....	523-6343
Counseling Services.....	523-2261 nau.edu/counseling
Emergency.....	911 or 523-3000 nau.edu/police
First Generation Programs.....	523-6980 nau.edu/firstgen
Gateway Student Success Center.....	523-4772 nau.edu/gateway
Housing and Residence Life.....	523-3978 nau.edu/reslife
JacksCard.....	523-1905 nau.edu/jackscard
Motorist Assistance.....	523-9066
Office of Inclusion.....	523-5656 nau.edu/inclusion
Office of Indigenous Student Success.....	523-8086 nau.edu/iss
Office of the Dean of Students.....	523-5181 nau.edu/studentlife
Parent and Family Services.....	523-6267 nau.edu/parents
Parking and Shuttle Services.....	523-6623 nau.edu/parking
Registrar.....	523-5490 nau.edu/registrar
Scholarships and Financial Aid.....	1-855-628-6333 nau.edu/finaid
Student and Departmental	
Account Services.....	1-866-234-6153 nau.edu/sdas
Student Service Center.....	nau.edu/ssc
Student Support Services.....	523-6980 nau.edu/sss
University Admissions.....	1-888-628-2968 nau.edu/admissions
Unions and Student Activities.....	523-4313 nau.edu/union
University Police Department.....	523-3611 nau.edu/police