

From: Redacted by HELP Committee
To: Redacted by HELP Committee , **Redacted**
Redacted
Subject: RE:Redacted
Sent: Thu 26 Feb 2009 17:55:57

Redacted

In reviewing the activity on your financial aid disbursement and consulting with the Central office, you should end up being able to keep the financial aid where you attended classes after the disbursement date. Of course, it has to go through the processes after we receive your drop papers to make a final determination. To re-enter, you will have to complete a re-entry application and application letter. Dropping all classes will trigger an exit letter for the loans and the clock begins to tick to start the payments on school loans. There are some steps to request a deferment if you resume classes again.

Hope this helps,

Kathy

From: Redacted by HELP Committee

Sent: Tuesday, February 24, 2009 2:47 PM

To: **Redacted**

CC: Redacted by HELP Committee

Subject: RE: **Redacted**

Hi **Redacted** .

Redacted by HELP Committee in Financial Aid is checking into it for us. She'll let us know as soon as she has the answer.

You have to be taking at least 6 credit hours in order to get Federal Financial Aid; usually, that means 2 classes.

You have 5 classes left to finish your AAS: Spreadsheets, Microeconomics, Business Law I, Princ of Marketing, and International Business. (That's based upon my tentative evaluation. The official evaluation will need to come from the Registrar's Office.) Since you're this close, I think you should fill out and submit a Graduation Application. It costs \$50, but it gets you the official evaluation and your diploma, upon completion.

Do you use the Student Portal? On the Student Portal under My Documents, and then Useful Forms (I think you have to click on that twice), you'll find the Graduation Application / Undergraduate. I would recommend that you complete that and turn it in to Redacted by HELP Committee (you can mail it, fax it, or scan and e-mail it).

Thank you.

Redacted by HELP Committee

Redacted by HELP Committee

From: **Redacted**

Sent: Tuesday, February 24, 2009 11:05 AM

To: Redacted by HELP Committee

Subject: Re: **Redacted**

Gale,

I guess I am confused. I thought I couldn't drop the class now? If I can drop it without getting a letter grade and I can do it again later I would like to do that. I would like to take the class when I can give my all without all the problems I had this time. My grades are usually better.

Will have to pay for this or will my student loan pay for it? When I am ready to take classes again in the summer will this affect my student loans?

If I am using students loans can I take just one class in the summer or do I have to take 2 in order to get the loans?

Thanks again for putting up with me. I really wish I could be in classes instead of on line but that is life. I have decided to continue my education with NAU and just stick to an Associates in Business Administration. How can I find out all the classes I still need to complete this degree? I think it is about 6 or so classes?

Thanks

Redacted

Thank for and God Bless!

From: Redacted by HELP Committee

To: **Redacted**

Sent: Monday, February 23, 2009 3:18:26 PM

Subject: RE: **Redacted**

Thanks again, **Redacted**. We will leave you in your winter 08/09 term classes, as per your request. This means that you will receive a regular letter grade for the classes.

(The other alternative is to drop the classes if you want to avoid a grade that might be lower than you would normally like.)

Thank you.

Redacted by HELP Committee

Redacted by HELP Committee

From: **Redacted**

Sent: Monday, February 23, 2009 12:34 PM

To: Redacted by HELP Committee

Subject: Re: **Redacted**

Thanks for your help Gale. I did not complete the classes from this term but at this point I am not upset about it. I will just have to take them over again.

Redacted

From: Redacted by HELP Committee

To: **Redacted**

Sent: Friday, February 20, 2009 5:12:34 PM

Subject: RE: **Redacted**

Hello **Redacted** | -

Thank you for your message. I appreciated the opportunity to talk with you via phone just a few moments ago, as well. As per your request, you will remain in your two online courses for winter 08/09 term. You stated you wished to complete them. You also stated that you'll be taking spring 09 term off to revisit your college plans.

I hope that we will be able to serve you in the future and am sorry about the difficulties you've encountered this term.

If you have any questions or if I may be of help to you in any way, don't hesitate to contact me.

Redacted by HELP Committee

Academic Dean

National American University

Rapid City, SD

Redacted by HELP Committee

From: **Redacted**

Sent: Thursday, February 19, 2009 7:01 PM

To: Redacted by HELP Committee

Subject: Re: **Redacted**

Thanks Redacted by for your response. I did get your message on my phone but I work Monday thru Friday 8am to 5pm and we are one hour ahead of you in time. I can never find the time to call the school during hours that everyone is there.

I actually requested from my manager to use the computer at work some during the ice storm that is why I show I logged in. I was not able to submit anything during that time but I sent a message to both my instructors. I do not want to extend my classes at this time.

When I asked to drop my classes at the beginning I asked to drop both of them but Redacted by HELP Committee told me it was not possible that if I did I would have to pay for both classes out of my own pocket. She then suggested at that time to write the instructor in micro to ask him for a little bit of consideration till I received my book which I ordered and had mailed to me. He didn't give any consideration to that at all.

When I wrote and asked for consideration while we waited for our electric to come back on once again I got no consideration. I really do feel Mr. Redacted by does not care whether his students pass or fail. In my opinion he is rude in his responses to students on our discussion threads.

I have to admit he is the worst instructor I have had with NAU. I understand he has close to one hundred students in his on line class and I really think this is too much for one instructor and the class should be smaller. I do not feel he knows or understand each of his students enough to know what they need or want out of the class.

I am not taking spring classes as I am not sure what I want to do yet with classes. Thank you for your information though. I had never had anyone tell me where to look to see if a class I signed up for has a book or is e material.

When I usually write NAU I usually use my portal and hit mail my advisor so I assumed I was emailing the right person. If I understand correctly that link is not set up correctly?

When I register for a class I usually write that link mentioned above and ask what class I should register for for that term. I once again assume that person could answer my questions according to my degree.

Redacted by HELP Committee was very helpful in the past as was Redacted by HELP Committee when I attended NAU there in Rapid City. My complaints have just been with the distance learning. I have to also admit I do not feel like I get out of the class what I do when I attend the class so there is another reason I am seriously considering taking classes here locally even though it is a thirty minute drive one way to the college.

Redacted by HELP Committee tried to be helpful but I feel she led me in the wrong direction. If I had the choice I would have dropped the two classes this term to begin with I feel this whole term was started on a bad foot.

Once again THANKS for your words of encouragement and understanding. As you can probably see since I started Distance learning my grade point average has just gone down hill. I do much better in class.

Have a good weekend

Redacted

From: Redacted by HELP Committee

To: **Redacted**

cc: Redacted by HELP Committee

Sent: Wednesday, February 18, 2009 10:37:30 AM

Subject: **Redacted**

Redacted
Hello

Thank you for your message. I am glad you wrote me and I am very disappointed to hear of the difficulties you are having. This is not the kind of situation we want any of our students to have. We want all of our students to have a satisfying learning experience at NAU.

I called your number today and got the answering machine, so I left a message. I would love to talk to you by phone, so please call me; however, if I miss you by phone, I do want to address your concerns.

You mentioned that you requested an incomplete in the Microeconomics class. It looks as though you logged on to both of your online classes each week in January and February. I know you had terrible icestorms in Kentucky. Where were you able to log on to your classes during the icestorm and what problems did you have with completing your coursework for the Microeconomics class during that time due to the icestorm? In the meantime, could you please keep me advised about the status of this if you hear anything from Mr. ^{Redacted by} yourself?

Students may choose to drop a class. My assumption is that you were told if you dropped one class, you might not be eligible for Financial Aid to pay for the other class. The rules for Federal Financial Aid state that students must take at least 6 credit hours per term in order to be eligible. This may have been the reason that you were told you could not drop the class.

Some online classes use "Instructional Materials" for their reading assignments which, as you know, are accessed on the course website. Other online courses use actual textbooks. Your advisor should be able to help you find out if the classes you register for use actual books or Instructional Materials. You can also check for yourself to see if an online course takes a regular textbook by going to <http://bookstore.mbsdirect.net/national.htm> <http://www.mbsdirect.net/> . Select the term you're registering for, click on Continue and then select the classes you're registering for on the next screen. There you'll see whether the class takes a regular textbook or not. If it does take a textbook, you'll see a picture of it and get lots of other details about it. You can close out of the screen at that point and order the books from MBS by phone later using the authorization code you get from your Financial Aid Advisor.

Whenever you register for your classes using the Student Portal, you should call or e-mail your advisor just to confirm that the classes you chose are right for your degree. I know that you have called ^{Redacted by HELP Committee} about registration in the past because she was your Admissions Representative. I want to be sure you know that your academic advisor is ^{Redacted by HELP Committee} She is the coordinator of our Business programs on the Rapid City campus. In the future, please call or e-mail her for help with registration and any other academic advising matter. She can be reached by calling 1-800-843-8892; then ask for ^{Redacted by HELP} . She can also be reached via e-mail at ^{Redacted by HELP Committee} . If you ever have any difficulties reaching anyone you need to speak to at NAU, you can always call me at the same number and just ask for me, or you can e-mail me at ^{Redacted by HELP Committee} (notice the spelling of Folsland; it's got that extra "L" in it that can easily be missed).

I will mail a change of program form to you that will allow you to change from the Associate's to the Bachelor's program. Please sign it and return it to me.

I know this is a lengthy message, but I want you to have the information you need. I also want you to know that we would like to be the university you choose for your career plans and we hope that you will continue with us. We would be happy to help you register for spring courses which start the week of March 9.

Please contact me with any other concerns or questions you may have. Let me know if I may be of help to you in any way.

Thank you.

Redacted by HELP Committee

Academic Dean

National American University

Rapid City, SD

Redacted by HELP Committee

From: **Redacted**

Sent: Tuesday, February 17, 2009 5:07 PM

To: Redacted by HELP Committee

Subject: Re: **Redacted** Hospital form

Thanks Redacted by ,

I do think I want a bachelors instead but right now I am very frustrated with NAU on line classes. I was late getting started in my Micro class due to the fact I was not told I needed a book instead of an ebook and since I do not live close to a campus what so ever I had to have it mailed. I tried to drop classes this time before I ordered the book and was told I couldn't. Then a couple weeks ago we had a ten day power outage due to a winter ice storm so I am behind again. The professor in Micro is not understanding at all. I asked for an extention but never heard back. I worked 5 hours on Sunday trying to catch up. I plan on working all afternoon tomorrow too so hopefully I finish before the end date of Feb 22 and I doubt I pass the final.

I spoke to my husband about this since we will never live by a NAU campus again I am considering changing colleges. I started out there because at the time we lived there in Rapid City due to my husband being military but now that my husband is retired and we moved back home to Kentucky I do not feel I am getting the same treatment and consideration I got while we were there. Online classes are just not all they are cracked up to be.

I will not be taking classes this time even though I jumped ahead of myself with the paperwork for financial assistance at work. I am too frustrated with

NAU right now.

Sorry for being so negative and thanks again for your help,

Redacted

My new number **Redacted**. I thought I updated it all but maybe I didn't.
My new address **Redacted**

From: Redacted by HELP Committee

To **Redacted**

Cc: Redacted by HELP Committee ; Redacted by HELP Committee

Sent: Monday, February 16, 2009 4:11:17 PM

Subject: **Redacted** Hospital form

Hello **Redacted**

We received the Academic Program Evaluation form for you from **Redacted** Hospital. I have completed it and will return it to them. I'll also mail you a copy.

I noticed that the form indicates your Program of Study is a BS in Business Administration. I did complete the form with the requirements for a Bachelor's degree since that is what was indicated on it. Currently, however, you are registered for the AAS in Business Administration. Was this an error? If not, do you want to change from an Associate's to a Bachelor's degree program or do you want to pursue both?

I tried calling you today at the phone number we have for you **Redacted** and the number is disconnected. Do you have a new phone number?

Thank you.

Redacted by HELP Committee

Academic Dean

National American University

Rapid City, SD

Redacted by HELP Committee

This e-mail has been scanned by MCI Managed Email Content Service, using Skeptic(tm) technology powered by MessageLabs. For more information on MCI's Managed Email Content Service, visit <http://www.mci.com>.

This e-mail has been scanned by MCI Managed Email Content Service, using Skeptic(tm) technology powered by MessageLabs. For more information on MCI's Managed Email Content Service, visit <http://www.mci.com> <<http://www.mci.com/>> .

This e-mail has been scanned by MCI Managed Email Content Service, using Skeptic(tm) technology powered by MessageLabs. For more information on MCI's Managed Email Content Service, visit <http://www.mci.com> <<http://www.mci.com/>> .

This e-mail has been scanned by MCI Managed Email Content Service, using Skeptic(tm) technology powered by MessageLabs. For more information on MCI's Managed Email Content Service, visit <http://www.mci.com>.

This e-mail has been scanned by MCI Managed Email Content Service, using Skeptic(tm) technology powered by MessageLabs. For more information on MCI's Managed Email Content Service, visit <http://www.mci.com>.

This e-mail has been scanned by MCI Managed Email Content Service, using Skeptic(tm) technology powered by MessageLabs. For more information on MCI's Managed Email Content Service, visit <http://www.mci.com>.

This e-mail has been scanned by MCI Managed Email Content Service, using Skeptic(tm) technology powered by MessageLabs. For more information on MCI's Managed Email Content Service, visit <http://www.mci.com>.

This e-mail has been scanned by MCI Managed Email Content Service, using Skeptic(tm) technology powered by MessageLabs. For more information on MCI's Managed Email Content Service, visit <http://www.mci.com>.
