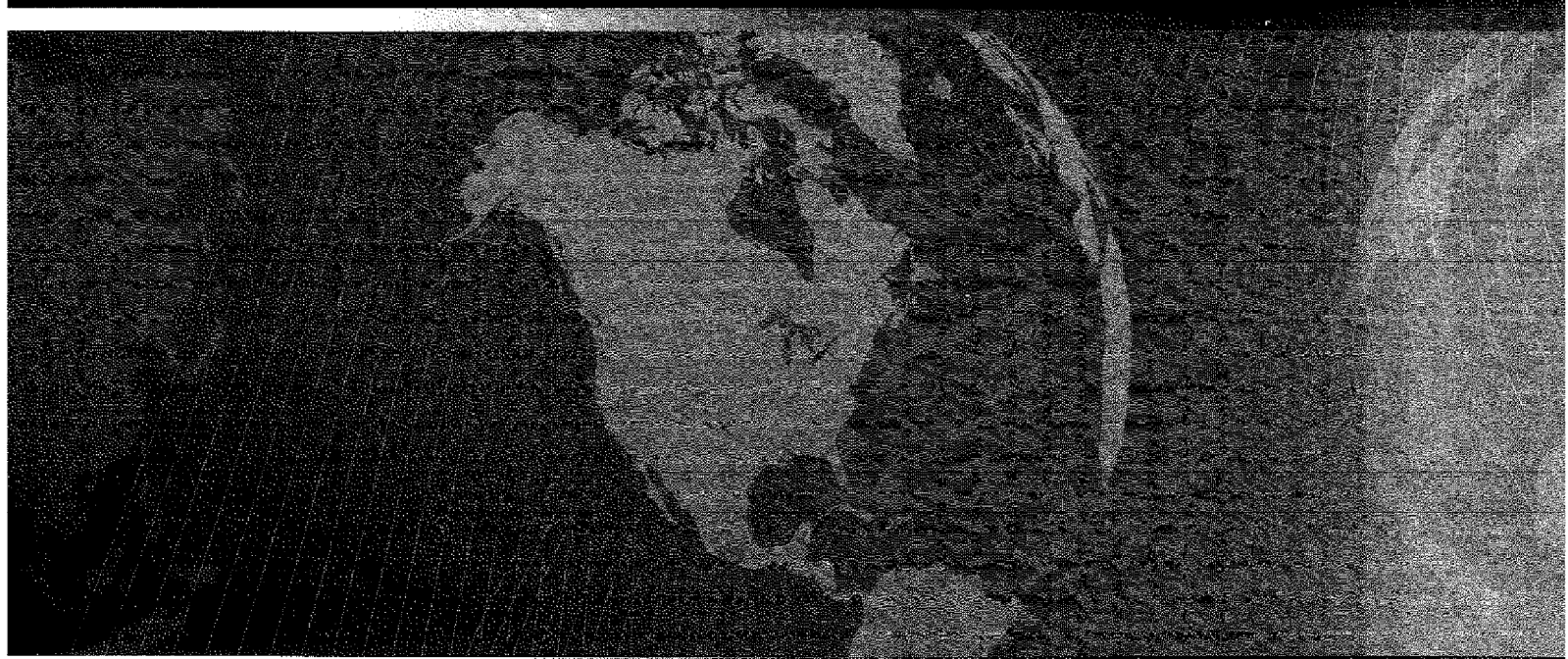
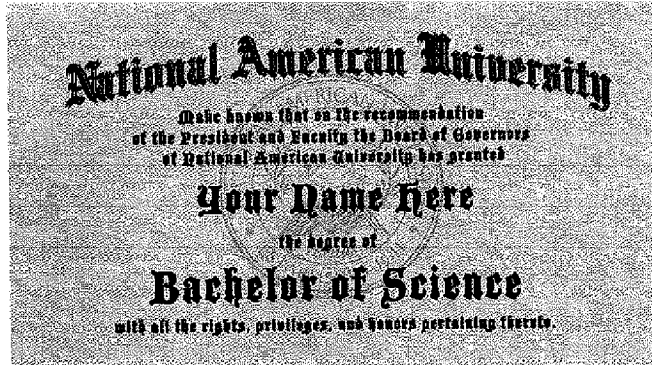


NATIONAL AMERICAN UNIVERSITY

Quality higher education in a caring and supportive learning environment





We did it! You can too!



"A month and a half after completing my MBA, I became a business supervisor in the organization I was currently working for. It was a major advancement for me."

Holly ~ MBA Graduate

"I really enjoyed the online opportunities of flexible times. I was able to be in discussion groups with students from all over the world. I liked not having to travel to a classroom."

Laurie ~ Applied Management Graduate



"My NAU degree helped me land a brand new job. Not only did I get my dream job, I landed a \$20K raise to go with it. This position would not be possible without my degree from NAU."

Chuck ~ Information Technology Graduate

Hot Links

There are just certain numbers and addresses in life that seem to stay in our minds such as home phone numbers, parents' address, and oh, a birthday of that special someone...

A person encounters tens of thousands of words and numbers daily. It's too difficult to retain everything we hear and say. Therefore, we want to help you out by listing some of the most frequently used contact information at NAU to help you get started.

Your Student Portal	https://mycampus.national.edu
Free Application for Federal Student Aid	www.fafsa.ed.gov
PIN	www.pin.edu.gov
Learner Services	800-548-0602 userservices@national.edu
Financial Aid	800-901-5211 dlfinancialaid@national.edu
Student Accounts	800-901-6319 dlstudentaccounts@national.edu
MBS Direct (textbooks)	800-325-3252 http://bookstore.mbsdirect.net/national.edu.htm
NAU IT Support	800-548-0602 nausupport@national.edu

Learn to Succeed

Success starts at the beginning...

Success starts at the beginning... An admissions coordinator will work with you during a one-on-one career planning session to determine the best path for you and guide you through the enrollment process.

94% of student respondents indicated they were satisfied or very satisfied that their admissions coordinator helped them to make an informed decision about enrolling. Fall 2007-Summer 2008 DL New Student Satisfaction Survey

It continues in the classroom... NAU faculty incorporate their real-world expertise into your learning experience to give you the skills you need to be successful in the workforce.

100% of our DL undergraduate business faculty hold at least a master's degree as well as five or more years of relevant work experience. 2007-2008 academic year

94% of our DL graduate faculty hold a doctorate level degree as well as five or more years of relevant work experience. 2007-2008 academic year

Supporting your success... Your dedicated personal learner services advisor will mentor and support you from orientation to graduation...whether its academic advising, tutoring, technical support, or even just encouragement to keep you focused on your goal.

87% overall course completion rate for DL undergraduate courses. 92% overall course completion rate for DL graduate courses. Measured as of fall 2007

Active learning applied to your career... Throughout your program you will be challenged to master and apply critical competencies through innovative and interactive techniques that can be readily applied in the workplace.

91.5% of alumni respondents indicated that their NAU major core coursework prepared them effectively for the workplace. 2008 NAU institutional alumni survey

Your success is our success... We are in the people improvement business. We care about you, we educate you, and we treat you fairly. You will gain career and personal skills, learn to succeed and become a leader.

94% of our students would recommend NAU to others. Fall 2007 DL student satisfaction survey

We are accredited by the Higher Learning Commission and a member of the North Central Association of Colleges and Schools • www.ncahlc.org.

Because You Matter

Preparation

There are many great benefits being an NAU online student ~ with the number one benefit being the service you receive from the day you enroll until the day you graduate. Student satisfaction is our number one priority and that's why we say "because YOU matter."

"The Folks"

- **Admissions Coordinator:** Your admissions coordinator will assist you with applying to the university, selecting an appropriate academic program, choosing your first courses, and making sure you get off to a good start.
- **Enrollment Coordinator:** In coordination with your admissions coordinator, you will also have an enrollment coordinator to guide you with the enrollment process – everything from assisting with financial paperwork, ordering textbooks, and any other "before the quarter begins" items.
- **Learner Services Advisor:** Once you begin your online courses, you will be assigned a dedicated learner services advisor who will be your one-on-one advisor until the day you graduate. Your learner services advisor will provide on-going academic advising and course selection; assistance with the registration process and/or changes to your course schedule; guidance through the online orientation and navigation of the online learning environment; facilitation of online tutoring and academic support resources; and support with career services.

"The Goods"

- **Student support services:** Your success is our success and we can help you reach your goals.
- **Personalized academic advising:** A degree completion portfolio developed just for you.
- **Virtual library:** Everything at your fingertips for all your resource needs.
- **Free online tutoring for many courses:**
 - 24/7 one-on-one online tutoring available
 - Participate in live, drop-in tutorial sessions
 - Ask written questions for personalized response
 - Submit essays for individual critiques
 - All tutors are professionals with master's degrees or higher
 - Did I mention FREE?
- **Single sign-on:** Access your student portal, online courses, and virtual library with one username and password.
- **Technical support:** A team available to assist you with access, navigation, and other IT support questions.
- **Dell discounts:** NAU has partnered with Dell™ to offer you discounts on desktops and notebooks. www.dell.com/national

NATIONAL AMERICAN UNIVERSITY



The Online Experience

Preparation

Register: Before registering for courses via the student portal, please visit with your local campus Academic Dean or advisor to select courses and ensure course prerequisites have been completed. If using federal financial aid, ensure that you are enrolled in at least six credit hours and one 11-week course to remain financial aid eligible. Your online course(s) will be available on your student portal under the Distance-Online tab on the first day of the scheduled course start date.

Financial Arrangements: Please contact your local campus Financial Service Representative to make proper financial arrangements.

Online Orientation: The online orientation is located on your student portal under the Distance-Online tab. The online orientation takes approximately 30 minutes to complete and must be done before beginning your first online course.

Course Materials: Do not wait until the last minute to purchase your textbooks. You can order your books through the MBS Direct online bookstore, 1-800-325-3252. Please see instructions on your student portal under Textbook Info and Distance Textbooks. If your course uses Instructional Materials, these will be available on your student portal one week prior to the course start date.

Commitment

Getting Started Online: Please read all of the information provided under the Start Here section of each course in Online to get important information such as the grading policy, course requirements, and more. You must log in and complete assignments each week and plan to spend about eight hours per week for each course on assigned readings and assignments.

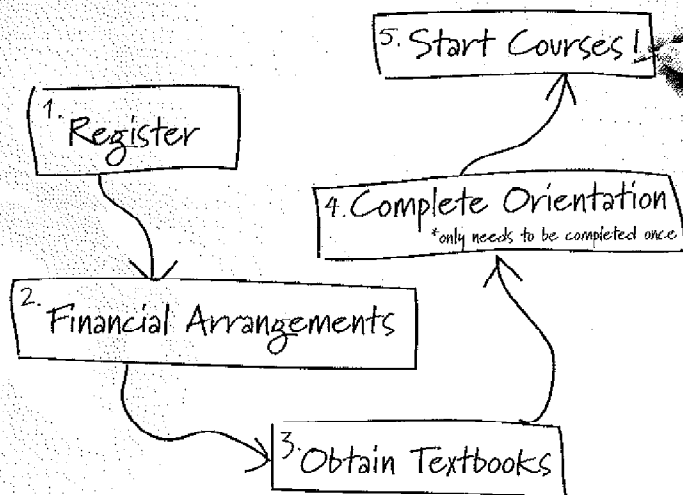
Class Schedule: Remember to check the Class Schedule under the Start Here section for important dates and deadlines. Your course(s) will be available in your student portal under Distance-Blackboard on the start date of the course.

Communication: It is important to communicate with your instructor regarding your progress. You can message your instructor via the Mail function in Blackboard.

Exams: Exams are either proctored or online – this is indicated in each course under the Class Schedule section. Make sure your proctor information is up to date with the distance learning campus. Check with your proctor ahead of time to ensure the exam has been received and to schedule a time to complete the exam within the allotted timeframe.

Attendance: You must log in to each course at least one time per week in order to be considered present. Lack of attendance can result in being administratively dropped from the course, which can negatively impact your federal financial aid and academic success.

Add/Drop Policy: You may add/drop courses during the first scheduled week of a standard term with no penalty. If you are enrolled in a late start course, and want to drop, you must do so during the first scheduled week of the term, not necessarily the first week of the course.



Assistance

Logging in: Usernames and passwords are CaSe sEnSITiVe. Type them in exactly as you create them. You will log in to the student portal to access your online course(s) and the Library Resource Center.

Browser Check: To ensure that your web browser is configured properly, please run the Browser Check located in the upper right hand corner of your Online course list homepage.

Pop-up Blockers: Pop-up blockers can prevent you from properly viewing quizzes and other windows and should be disabled before starting your course. If you are not sure how to disable it, please check the online FAQ database www.nauonline.edu/KB/ or call Technical Support for assistance. (Hint: Sometimes you can bypass the pop-up blocker by holding down the "ctrl" key while clicking on the link you want to open.)

Technical Assistance: NAU provides a variety of technical support services for both campus-based and online students. To resolve your issue as quickly as possible, please use the FAQ database to guide yourself through technical issues, or contact Technical Assistance via telephone or email during the hours listed below.

FAQ Database: www.nauonline.edu/KB/

Telephone: 1-800-548-0602

Hours: Monday – Thursday 7 AM – 8 PM MT
Friday 7 AM – 5 PM MT

Email: nausupport@national.edu

Hours: Monday – Thursday 7 AM – 8 PM MT
Friday 7 AM – 5 PM MT
Sunday 4 PM – 8 PM MT

For additional academic or student support,
please contact your local campus.



NAU Student Portal (<https://mycampus.national.edu>)

Blackboard Online Classroom (<http://learn.national.edu>)

username:

password: