

2013
STUDENT
SUCCESS
GUIDE



Harold D. Buckingham Graduate School
NATIONAL AMERICAN UNIVERSITY

“Believing in yourself is the first
secret to SUCCESS.”



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IMPORTANT CONTACT INFORMATION

Admissions

877-398-0118
graduateadmissions@national.edu

800-209-0867
graduniversityservices@national.edu

Graduate Advisors

Bookstore

www.nationalamericanbookstore.com

AskALibrarian@national.edu

Librarian

Career Services

naucareerservices@national.edu

877-245-5186

Student Assistance Counseling Program

Financial Services

855-459-3629
dlgradfinancialaid@national.edu

800-548-0602
nausupport@national.edu

Technical Support

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Student Expectations

Course Registration

Please visit with your Graduate Advisor to select courses and ensure course prerequisites have been completed before registering. Course registration can be completed in the Student Portal or with the help of your advisor. If using federal financial aid, ensure that you are enrolled in at least a 4.5 credit hour graduate level course to remain financial aid eligible.

Online Students

Courses are available on your Student Portal under the Distance-Online tab 48 hours prior to the scheduled course start date. You can also get to them directly at online.national.edu.

Rapid City On-Campus Students

Please note the start date of your classes and where classrooms are located at the campus.

Course Materials

Some, not all, graduate courses require a textbook. Your advisor will let you know if a textbook is required. If so, you can purchase your book(s) at the online NAU Bookstore which is found in the Student Portal or go directly to www.nationalamericanbookstore.com. Students are encouraged to explore other options for textbooks, such as purchasing them off the internet or renting them as a way to get the best price.

Orientation

An online orientation will need to be completed prior to the first day of class, regardless if you're taking your classes online or at the Rapid City campus.

NAU Policies

Attendance Policy

National American University's philosophy on attendance is designed to support our mission of



providing education in the career and professional fields. Students are expected to attend all of their classes just as employees are expected to be at work as scheduled in the business world. We also believe that the more a student actively participates in class, the more successful they will be in that class and in their entire degree program.

If you do not attend your course for 14 consecutive days, you will be administratively dropped per the policy.

Posting Attendance

To post attendance in your online courses you are expected to "actively participate" which includes:

- Posting substantial discussions to the Discussion board
- Submitting an assignment to the Dropbox

Students with attendance past the first 60% of the scheduled term, as published in the academic calendar, will not be dropped. Please note that attending a live session does NOT count as attendance.

Discussion Board Posting Requirements

All main posts associated with a given learning plan are due during the first half of the learning plan. Any main post left after this deadline will be assessed a 10% per day late penalty.

Students must post on 3 different days during a learning plan AND those posts cannot all occur during the same

week. For example, students may post on one day in the first week and twice in the second week or vice versa. Students who fail to meet this requirement will be subject to a 10% penalty on any discussion board assignment for which they did not meet the requirement. Following the policy will also help ensure that attendance is always up to date.

Add/Drop Policy

A student may add or drop any course during the first scheduled week of a standard term of enrollment with no penalty. A student who drops individual courses during this week will receive a full refund for the credit hours dropped. No refunds will be made for individual courses attended and then dropped following this period. The academic calendar can be found at <http://www.national.edu/graduate-studies/academic-calendar>.

The university will make a full or partial refund of tuition paid by students who completely withdraw after classes begin.

Satisfactory Academic Progress

Satisfactory Academic Progress (SAP) is a federal regulation that involves federal financial aid. If you use federal financial aid, you need to understand SAP.

SAP is measured using several methods outlined below:

Credits attempted and completed	Minimum CGPA
0-18	2.5
19-22.5	2.6
23-31.5	2.7
32-45.....	2.9
46+	3.0

Completion Rate

Students must successfully complete 66.67% of all credit hours they attempt. (This is why it is so important that you complete your courses successfully.)

Maximum Time Frame

A student must complete their program within a maximum of 150% of the published length of their program measured in credit hours. For instance, a program that requires 54 credits allows you to attempt 81 credits before you reach the maximum time frame.

There are four SAP statuses that a student can be in:

Satisfactory Academic Progress Status

The satisfactory academic progress of each student is evaluated for the purpose of determining federal financial aid eligibility. SAP is evaluated by the Satisfactory Academic Progress Committee at each campus once per quarter.

Good Standing

A student is in good standing status if the student has: (1) successfully completed a minimum of 66.67% of the credit hours attempted; (2) maintained at least the minimum CGPA; and (3) not exceeded the maximum timeframe.

Warning

A student will be placed in warning status if the student’s CGPA falls below the minimum or the student fails to successfully complete at least 66.67% of the credit hours attempted. A student in warning status will be given one quarter to return to good standing status. A student who does not return to good standing status within such time period will be placed in suspension status. Federal



financial aid is available to eligible students in warning status.

Suspension

A student in warning status who does not return to good standing status after one quarter, or who exceeds the maximum time frame, will be placed in suspension status. A student in suspension status is not eligible to receive federal financial aid, but may continue to attend classes if the student makes other payment arrangements. This status continues during periods of non-enrollment. A student may re-establish eligibility for federal financial aid as set forth in the following section entitled Re-Establishing Federal Financial Aid Eligibility.

Probation

A student in probation status has been granted such status by the SAP Committee in accordance with the following section entitled Re-Establishing Federal Financial Aid Eligibility. Federal financial aid is available to eligible students in probation status for one quarter, or longer, if the student meets the terms of an academic plan approved by the SAP Committee. If the student fails to return to good standing within one quarter or fails to meet the conditions of the academic plan, he/ she will be returned to suspension status and will no longer be eligible for federal financial aid.

Students who have been placed in or removed from warning, suspension, or probation status, or who have exceeded the maximum time frame, will receive notification letters stating their academic and financial aid status.

Software Policy

It is important that you have a working computer and reliable internet access. It is also important that you have the necessary software on your computer to be able to complete the required assignments in your courses.

One of the required software program suites that you will use in all of your courses at NAU is Microsoft Office 2010. It is important that you purchase and download this program immediately if you do not currently have it on your computer.

For a free 60 day trial of Microsoft Office 2010 please visit: <http://office.microsoft.com/en-us/try/>.

Note: this option is designed to assist you with the transition period between not having Microsoft Office 2010 and securing the resources to purchase the software. It is not a permanent solution.

To purchase Microsoft Office 2010 (and other discounted software) at the student rate, please visit the Microsoft Student Store: <http://www.microsoftstore.com/store/msstore/cat/cat-egoryID.37826100>.

You can also find low price software for students online at the Academic Superstore: <http://www.academicsuperstore.com/students>.

*To be eligible for your student discount, you must have an email with a .edu extension. You can get this by setting up a student email account through Office 365.

The Importance of a Backup Plan

It is vitally important that you have reliable access to both the internet and a working computer. It is also important to have a backup plan in case your personal computer develops a virus or if you lose internet access. This backup or “contingency” plan allows you to be one step ahead and to avoid frustrating technology mishaps. We encourage you to take some time to develop this plan and to identify additional resources that may be available to you in case of an emergency (friends, family, public library, etc.). Don’t hesitate to contact your Graduate Advisor with questions and help with developing your backup plan.

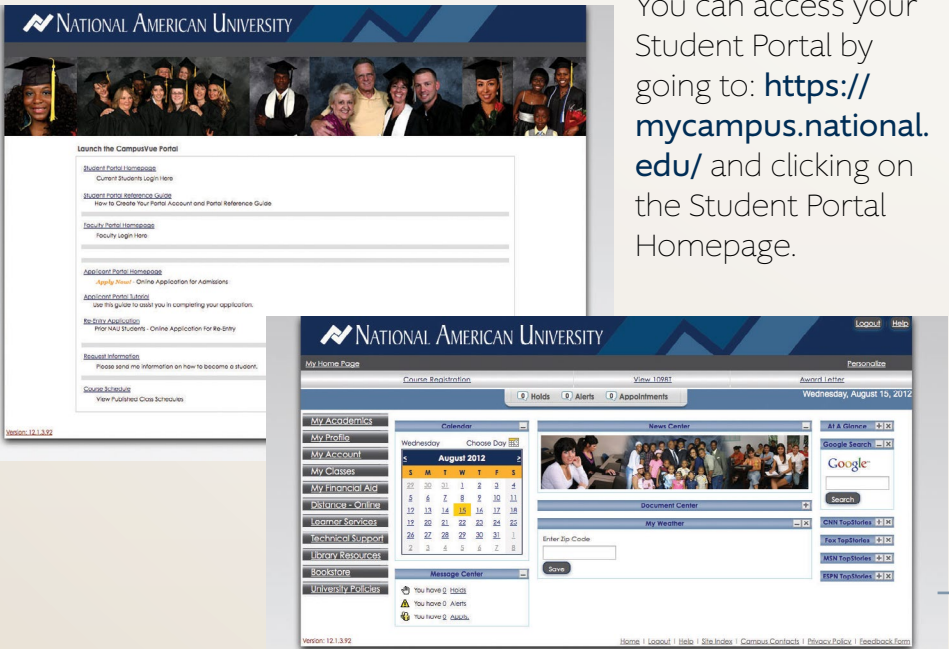
Backup Plan Tips

- 1. Work ahead, early in the week to ensure that you are not scrambling on the final day with questions about the content.
- 2. Have at least two alternative locations identified from which you can access your classes in the event that your internet connection, computer, or electricity fails. There are many locations which offer free Wi-Fi, such as coffee shops, public libraries and Kinko’s. You may have friends or family across town that still have access. Have a backup computer or establish access to a friend’s computer or work with the local library. Most libraries rent computer time or offer it for free. If you live near a campus, feel free to come in and work in the computer lab when classes are not in session.
- 3. If you have an emergency (i.e. hospitalization, car accident, etc.) notify your Graduate Advisor and instructor immediately.

Navigating the System
Student Portal

Your Student Portal homepage is your one-stop-shop for everything you need at National American University. You will find your documents, university policies, access to your award letter, course registration, the bookstore, technical support and online courses all in one place.

You can access your Student Portal by going to: <https://mycampus.national.edu/> and clicking on the Student Portal Homepage.



From here you can access virtually everything academic, including your online courses. To access your online courses, simply click on Distance-Online, then Desire2Learn, and lastly Desire2Learn Login. This will take you to Desire2Learn where your online courses are located.

Desire2Learn (D2L)

Desire2Learn can be accessed through the Student Portal or you can actually access Desire2Learn directly at <https://online.national.edu/>. Simply login using the same credentials as you use to log into the Student Portal.

Once you are logged in, you will find your courses listed on the Desire2Learn homepage. Simply clicking on the course will get you access into the course to complete your work. If Technical Assistance or Tutoring is needed you can also access those services on the D2L home page. If you need help navigating in Desire2Learn, please take a look at the D2L User Guide at http://webapps.national.edu/d2l_tutorials/D2L_User_Guide.pdf.



Your Support Team

There are many great benefits to being an NAU student. The number one benefit is the service you receive from the day you enroll until the day you graduate.

Financial Services Representative (FSR)

Your FSR has set up a financing plan that works best for you. This person will also be contacting you as you progress from one quarter to the next to ensure all paperwork is complete. You can contact your FSR at 1-855-459-3629 or dlgradfinancialaid@national.edu.

Graduate Advisor

Once you begin your courses, you will be assigned a dedicated Graduate Advisor who will be your go-to person for questions about anything from class schedules to ordering your hood and gown. This person can also help you with any of the resources available through NAU. You can contact your Graduate Advisor at 1-800-209-0867 or graduniversityservices@national.edu.

Technical Support

NAU provides a variety of technical support services for both on-ground 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 e-mail during the hours listed below.

FAQ Database

<http://www.national.edu/technical-support>

This site includes a variety of information that will help you resolve most issues.

Telephone

1-800-548-0602

Email

NauSupport@national.edu

Support Hours

Monday through Thursday - 7:00 am to 7:00 pm (MT)

Friday - 7:00 am to 5:00 pm (MT)

Sunday - 4:00 pm to 8:00 pm (MT) by email only

Tutoring

A link to **Smarthinking online tutoring** is available via your D2L classroom. Smarthinking covers the widest range of subjects and provides expert tutoring for all students. Subject areas include Mathematics, Writing, Reading, Science, Business, Nursing and Allied Health, Computers and Technology.

With SMARTHINKING, you can:

- Connect with an e-structor and interact with a live tutor.
- Schedule a personal session with an e-structor of choice.
- Submit your writing for any class to our Online Writing Lab.
- Submit a question and receive a reply from a tutor.

Key features:

• Student-Centered Learning

Online tutoring engages students and provides positive reinforcement. Our tutors guide students, posing probing questions and using parallel examples to promote active learning.

• Technology that Brings Concepts Alive

Proprietary tutoring software facilitates highly interactive tutoring sessions. Using an online whiteboard for live, real-time collaboration, e-structors and students have access to a palette of tools to share text, draw diagrams and post pictures.

• Increased Faculty Support

With SMARTHINKING providing support, faculty can spend valuable class time focusing on problem areas and new topics.





Lutheran Social Services

At some point, every individual experiences difficulty, faces a time of change, or seeks an opportunity to grow.

Whether it is dealing with the loss of a loved one, facing financial challenges, improving family communication, or sorting out a difficult decision, the support of a caring professional therapist can help.

The National American University Student Assistance Counseling Program is available to all NAU students through the telephone, e-mail and internet. Effective, confidential counseling services are provided by licensed professionals employed by Lutheran Social Services (LSS). LSS is a comprehensive family service agency providing guidance, hope and healing for people of all ages, races, faiths and economic levels with professional and confidential services.

Services Provided

- Assessment of Service Needs
- Mental Health/Behavioral Health Counseling
- Drug/ Alcohol Counseling
- Individual Financial Education
- Student Loan Counseling
- Credit Report Consultation
- Crisis Intervention
- Referral to Local Service Providers

LSS mental health/behavioral health counseling specialists have experience in a wide array of issues such as family and relationship conflict, depression, grief, loss, blending families, anger, anxiety and abuse. LSS financial counselors have expertise in student loans, financial budgeting and credit report consultations.

Hours of Service

Monday through Thursday 8 a.m. to 8 p.m., Central Time

Friday 8 a.m. to 5 p.m., Central Time, excluding holidays

Emergency mental health counseling services are available at these times as well as after hours, on weekends and on holidays. Emergency mental health counseling services occur if students are contemplating serious harm to themselves or others.

Access to Services

LSS staff will answer the call during regular business hours, with an answering service taking calls after business hours. Students will be asked to provide some general information including the reason they are seeking counseling services and then will be matched with a counselor who has expertise to serve the student's needs. Counselors may not be immediately available, but they will return the student's call within 24 hours, or during the next working day if the student calls after hours, on a weekend or a holiday. If the student calls after hours with a mental health emergency, an on-call LSS counselor will be contacted. If the case is an emergency, please call 911.

National American University Student Assistance Counseling Program

1-877-245-5186

LSS of SD is accredited by the Council on Accreditation for Children and Family Services.

LSS of SD is a member of the National Foundation for Credit Counseling.

Consumer Credit Counseling Service is accredited by HUD.

Resources

Online Bookstore

All textbooks can be purchased through the NAU Online Bookstore www.nationalamericanbookstore.com a few weeks before the start of the term.

Online Spirit Shop

Show your school pride with NAU apparel and gifts. Visit the online shop at shop.nationalamericanbookstore.com. This is also accessible through the Student Portal.

Online Library

As a National American University student, you have access to a variety of resources from the NAU Online Library. These resources include:

Databases

- Full text articles
- Multiple databases covering a broad range of subjects

Career Support

- Job and Career Accelerator
- Resume & cover letters
- Interviewing tips

Books and E-books

- Over 16,000 eBooks
- Encyclopedias & dictionaries
- One-click access via the Library Catalog

Research and Writing Center

- APA information tips
- Assistance with research papers
- Plagiarism Information

Learning Express

- Entrance test preparation
- Certification & licensure practice exams
- Software tutorials

Other

- Computer & software tutorials
- Library tutorials
- Video clips
- Ask-a-Librarian

You can visit the library by clicking on the NAU Online Library link in the Student Portal or within D2L, or going directly at <http://library.national.edu>. If you have any questions, contact: AskALibrarian@national.edu.

Career Services

NAU wants to ensure that you are ready for the job market when you graduate. Career development is central to the mission and the overall purposes of the university, and the career services staff has the responsibility to assist students and graduates in this important endeavor. You can contact the career services department directly by emailing naucareerservices@national.edu.

Career Center

The Career Center provides you with the ability to prepare for and search the job market. You can access the career center website through the Career Services tab in your Student Portal. On this site you have 24/7 online access to:

- Post your resume
- Search for jobs
- Manage multiple resumes
- Receive assistance with other employment documents
- View regularly updated job postings



Office 365

This powerful resource provides you with free email, online document editing and storage, IM, and web conferencing.

Email & Calendars

Use email through the familiar Outlook experience that you can access from your desktop or from a web browser using Outlook Web App. You get a 25GB mailbox and can send attachments up to 25GB.

Instant Messaging

Connect with others via instant message and let people know your availability with your online status.

File Storage & Sharing

SkyDrive Pro gives you 7GB of personal storage that syncs with your PC for offline access. Easily share documents with others through Office or SharePoint.

Team Sites

Work together on projects or in study groups with team sites that help keep related documents, notes, tasks, and conversations organized together.

Office Web Apps

Create and edit Word, OneNote, PowerPoint and Excel documents from any modern browser.

Security

Cutting-edge security practices with five layers of security and proactive monitoring help keep your data safe.

Privacy

Your data belongs to you. Microsoft does not scan emails or documents for advertising purposes.

NAU Mobile

National American University is proud to introduce **NAU Mobile** – a free smartphone application designed to help



students access classes and information whenever and wherever. Here at NAU, we're always trying to serve and support our students in as many ways as possible. That's why NAU Mobile is designed for students who are on-the-go and need to make the most of every minute. With the application students can now:

- participate in discussion postings
- check grades
- catch the NAU News
- and more!

Students can even touch base with NAU through **Twitter** and **Facebook** as well as explore the NAU Online Library.

Download the free application today by visiting your app store.

Financial Services

NAU has partnered with Higher One, a financial services company, to help you receive money from NAU more quickly. The most common type of money that is disbursed are funds left over from financial aid awards, loans, or grants after tuition has been paid. Students receiving these funds have usually requested this additional support to help with books and living expenses.

Other types of money may include reimbursement for tuition overpayment or a dropped class.

How it works:

Soon after you enroll in classes for the first time, you will receive a green envelope in the mail. This contains your NAU Access Card Debit Mastercard® which you will need to set up your account.

Visit. **NAUAccessCard.com**

Set up. Enter your card number to get started.

Choose. Select the option that best fits you.

You get to choose one of three types of accounts, utilizing the one that will work best for you to manage your money, or you can choose to deposit to your own personal account. Your Higher One account is a full-service checking account and can be used as the bank account for all your banking needs. For example, you can set up direct deposit from your employer into this account. Your NAU Access Card can be used to make purchases wherever Debit Mastercard is accepted. It

is important to note that this card is NOT A CREDIT CARD, but rather a DEBIT CARD linked to the funds that have been deposited into this account. Although you might not currently expect money from NAU, you may receive money back in the future. Making a selection now ensures you'll always have this money without delay.

