Get to Know NAU: Important contacts
Building names in alpha order

Center for International Education
nau.edu/cie
Blome, Building #2
928-523-2409

Cline Library
library.nau.edu
Cline, Building #28
928-523-2173

Counseling Services
nau.edu/counseling-services
Building #25
928-523-2261

Housing and Residence Life
nau.edu/residence-life
North Hall, Building #5
928-523-3978

International Pavilion
nau.edu/cie/international-house
Building #50A
928/523-6111

JacksCard Office
nau.edu/jackscard
University Union, Building #30
928-523-1905

Jobs4Jacks
nau.edu/career/jobs-for-jacks/
Bury Hall, Building #8
928-523-4772

Medical Services
nau.edu/medical-services
Health and Learning Center, Building #25
928-523-2131

NAU Athletics
nauathletics.com
Health and Learning Center, Building #25
928-523-5353

NAU Police Department
nau.edu/campus-safety
Police Department, Building #98A
Emergencies: 928-523-3000
Non-emergency: 928-523-3611

NAU Outdoors
nau.edu/campus-recreation/outdoors
Health and Learning Center, Building #25
928-523-3229

Parking and Transportation Services
nau.edu/parking-shuttle-services
Centennial Building, Building #91
928-523-6623

Program in Intensive English
nau.edu/cal/pie
South Beaver, Building #L10
928-523-7503

Registrar
nau.edu/registrar
Gammage, Building #1
928-523-2109

Student Accounts
nau.edu/sdas
Gammage, Building #1
886-234-6153

Student Learning Center
nau.edu/ssi/student-learning-centers
Union Fieldhouse, Room #252
928-523-5524

Student Life
nau.edu/student-life
University Union, Building #30
928-523-6116

Student Organizations
nau.edu/student-life/student-organizations
University Union, Building #30
928-523-5181

Student Technology Center
nau.edu/its/students
STC, Building #61
928-523-9294

University Union
nau.edu/student-unions
Building #30
928-523-4313

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Building #30
928-523-4313
Hello Lumberjacks! New to NAU Glossary

- **Blome**: The Center for International Education (CIE) building. This building is #2 on the map and has white pillars.
- **Beaver Street School**: The Program in Intensive English (PIE) building. This building is close to the Liberal Arts building.
- **Central Campus**: Central Campus is where most of the NAU Campus is. Central campus starts at Tormey Avenue, by Riles and the Communications building, and extends to University Drive. Central campus has the HLC, the Bookstore, the Union, and many academic buildings.
- **Downtown Flagstaff/ Downtown Flag**: Downtown Flagstaff is the area surrounding Route 66. Downtown starts approximately at Beaver St. and San Francisco St. and goes until about Butler St. and Humphreys St.
- **The East Side**: The East Side of Flagstaff is where many residential areas in Flagstaff are, as well as the Flagstaff Mall.
- **First Friday/Art Walk**: First Friday, or the Art Walk, is an event in Downtown Flagstaff that happens on the first Friday of every month. During the event, stores downtown will show art from local artists. Some stores even have free food and live music!
- **Fourth Street**: Fourth Street is a street on the east side of Flagstaff. Many people will use Fourth Street to help give directions.
- **Gammage**: The Gammage building is where the Registrar is located. The Gammage Building is Building #1, and it is right next door to the CIE.
- **HLC**: The Health and Learning Center. This building is #25 on the map. It is located close to PIE and is a large, new building.
- **North Campus**: North Campus goes approximately from the north-most tip of campus (Blome, Old Main) to the intersection at Tormey Avenue, by the Geology building. North Campus has many administrative buildings.
- **South Campus**: South Campus starts approximately at University Drive and includes everything on the south end of campus. South Campus has the duBois Center, the Engineering building, and other academic buildings.
- **The West Side**: The West Side of Flagstaff includes NAU, the Target shopping center, and Downtown Flagstaff.
New to NAU: What You Need to Know

- Keep your JacksCard with you at all times
  Your JacksCard is your NAU student ID. You need your JacksCard to pay for meals using your meal plan, check out books from Cline, use the health center, use campus busses, and pick up documents from the CIE. For more information, see page 5.

- Complete your online orientation on BBLearn
  BBLearn is a website where many of your classes will post assignments. Many classes may have you use BBLearn to turn in assignments. After Orientation, you need to complete your Online Orientation on BBLearn! Completion is mandatory! For more information, see page 8.

- Start using iNAU
  iNAU is a website where you can fill out forms for different ISSS services. You can request letters to sponsors, request travel signatures, request to change your major, and other services on iNAU. For more information, see page 11.

- Get to know the United States and Flagstaff!
  A big part of studying in the United States is getting to know the culture. For more information on Flagstaff, United States, and Campus culture, see page 13. For more information on making friends in the United States, see pages 14 and 15.

- Know how to get around campus and Flagstaff
  NAU and Flagstaff have many resources for transportation, such as bikes you can rent and busses you can ride for free. For more information, see page 19.

- Activate your LOUIE account and NAU student email
  Your LOUIE account is how you manage your finances, classes, and other information. Your NAU student email is how you will receive emails from professors and campus resources, like the CIE. Remember to check your NAU student email every day!
What is your JacksCard?

FACTS ABOUT YOUR NAU STUDENT IDENTIFICATION CARD:

The JacksCard combines many features all on one card:

- Identification
- Cline Library privileges
- Building Access
- Meal Plans, JacksDebit Express (JDE) and Dining Dollars
- Student Health Facilities
- Charge privileges at University Bookstore
- Admission to athletic events
- University Transit
- Access to Student Legal Services
- Gym, Recreation Center

Remember:

- Do NOT punch any holes.
  If any holes are punched in the JacksCard, the card will no longer work, and the cardholder will be charged the $25 replacement fee.
- Do not bend.
- Do not use as an ice scraper or scraping tool.
Orientation
Sessions and information

ACADEMIC ADVISING
Advising appointments for undergraduate degree-seeking students for course registration. A location and time will be sent to you NAU email address.

ALEKS MATH PLACEMENT
The ALEKS Math Placement will determine which level of math you will be enrolled in.

BANKING OPEN HOUSE
Local banks will be available for accounts, questions and assistance. Please bring your passport and NAU ID if you would like to open a bank account!

CAMPUS DINING & MEAL PLANS
Presentation from Dining Services on meal options and dining on campus.

CLINE LIBRARY TOUR
Meet with Cline Library librarians and learn about the resources and services available at NAU.

ENGLISH PLACEMENT EXAM
Mandatory for all students in the Program in Intensive English (PIE). The placement exam on January 12, check-in at 7:30 AM is required for enrollment.

GETTING A JOB AT NAU
Learn about your employment options at NAU as an F-1 or J-1 student.

GRADUATE STUDENT SESSION
Information session specific to international graduate students at NAU.

IMMIGRATION DOCUMENT CHECK-IN
Bring your CIE name badge and have a PDF of your passport, Electronic I-94 admission number, visa with entry stamp, you’re your I-20 or DS-2018, saved to the USB. See page 11 for details.

ONLINE SERVICES: USING LOUIE, MYNAU, BBLEARN, & INAU
Demonstration of the NAU student information system, LOUIE, BBLearn and using MyNAU.

LEGAL ISSUES IN THE UNITED STATES
NAU Police Department will discuss laws and regulations in the United States and answer student questions.
LIFE IN THE U.S.: STUDENT PANEL
Current international students will discuss life in the United States, including U.S. culture and adjusting to culture shock.

LOCAL SHOPPING TRIP
Walk to local shopping centers with current NAU students and learn about buying things and tipping in the U.S.

NAU HEALTH SERVICES AND YOUR NAU HEALTH INSURANCE
Campus Health Services will discuss your NAU insurance and medical services available.

ORIENTATION SESSION: ACADEMIC SUCCESS
CIE advisors will have tips and resources on how to be the best student you can be while studying in the U.S. The session will also cover academic integrity issues.

ORIENTATION CHECK-IN
Mandatory for all new and returning international students. Bring passport for identification to receive the required CIE name badge. The CIE name badge needs to be worn to all sessions.

ORIENTATION SESSION: IMMIGRATION
CIE advisors will have important information regarding your immigration status and regulations to know while you study in the U.S.

ORIENTATION SESSION: LIVING IN THE U.S.
CIE advisors will discuss important topics relating to living in the U.S. such as healthy living, U.S. law, and U.S. social norms.

PIZZA PARTY
Eat some free pizza while you meet members of NAU’s International Club!

SMALL GROUP LUNCHES & DINNERS
Sign-up during the Sweets & Treats Resource Fair for an opportunity to meet current US students and new international students.

SPONSORED STUDENT SESSION
Mandatory for all Saudi Arabia, Kuwait, United Arab Emirates and Oman Cultural Missions sponsored students on program requirements and responsibilities.

WELCOME TRIP TO RED ROCK INSEDONA
All day tour with charter bus to the Sedona Red Rock. Online registration required and small fee to be charge to LOUIE account.

SWEETS & TREATS RESOURCE FAIR
Companies and vendors from on and off campus will be available for students to rent housing, activate cellphones, learn about campus student resources and much much more!

TRANSPORTATION & BIKE SAFETY
Learn about how you can rent a yellow bike at NAU! In addition, important information on bike safety and regulations in the United States will be presented.

See orientation schedule for date, time and location
Complete the Online Orientation requirement with Bb Learn

The Online Orientation is a required Bb Learn course for all new and returning international students. There are 5 modules, including the Welcome Quiz. These all must be completed in order to remove the Online Orientation Hold in LOUIE.

1. Immigration Information: Reviews the rules of J1 and F1 students and teaches you how to maintain your status.

2. Academic Success: Presents information and tools for students to be academically successful at NAU, and in the American system.

3. Living in the United States: Offers tips for students to adapt to the life in the USA, including housing, legal issues, friendships, etc.

4. Using LOUIE and MyNAU.

Information on the Orientation Hold in LOUIE and other ISSS holds: all international students new and returning to NAU will have an Orientation Hold on their LOUIE account placed after the initial course registration period. The BBLearn course must be completed successfully in order to release the hold and be eligible for all future course registration activity. The BBLearn course will be available for all new students to access and complete by the end of the third week of classes, and instructions will be provided in direct email from the ISSS office. This hold, like other CIE holds, will also prevent other ISSS benefits until resolved for academic students (undergraduate, graduate, and exchange students).
F-1 and J-1 Regulations

Remember you are responsible for your F-1 or J-1 status!

During Orientation, all international students are required to meet with an advisor during Document Check-In to approve your immigration documents. During the meeting, you will get a brochure that gives information on your F-1 or J-1 status regulations. Make sure you know AND follow your regulations! Failing to do so can result in the termination of your immigration status. For more information, check the brochure you receive or your Orientation USB Lanyard.

Contact International Student and Scholar Services (ISSS) with any questions or concerns regarding immigration regulations. isss@nau.edu
**Physical Address Information**

**Reporting the physical address is an immigration regulation!**

All international students are required to keep their address current and formatted correctly in iNAU at all times. Please use the correct U.S. address format and select the address in iNAU, or your address will be considered inactive or missing. Failure to update your address in iNAU is a violation of status. You also need to make sure your address, email address, and phone number are current and accurate in LOUIE at all times.

**PLEASE REMEMBER THE FOLLOWING:**

1. You must have an active Physical address type in Flagstaff at all times.
2. Your address can include your room or apartment number in address line 2 to give more information.
3. Your address must be formatted correctly (see example below).
4. Your address CANNOT be only a PO Box.

**CORRECT FORMAT:**

- **Line 1:** Number and Street name
- **Line 2:** Apartment or room number
- **City, State, Postal**

**EXAMPLE:**

1234 Maple St
Apt 987
Flagstaff, AZ 86001

Find complete instructions, and a list of all on-campus housing physical addresses, online at the ISSS website: [nau.edu/CIE/International-Student-Scholar-Services/address-changes](nau.edu/CIE/International-Student-Scholar-Services/address-changes)
REQUIRED FOR IMMIGRATION DOCUMENT CHECK-IN SESSIONS

iNAU is the international student information system for submitting online forms, uploading important immigration documents and maintaining your SEVIS status. All requests and forms to ISSS must be completed online through iNAU.

Immigration Document Check-in
In order to complete immigration document check-in, log-in to your iNAU account at inau.nau.edu. To save time, we recommend students upload their immigration documents to iNAU in advance.

1. Passport photo page
2. Visa with entry stamp
3. Sponsored Document with all signatures (DS-2019 or I-20)
4. Electronic I-94 number, accessed at https://i94.cbp.dhs.gov/

Need a travel signature? Log-in to iNAU
Changing your major? Log-in to iNAU
Do you need a SSN approval form? Log-in to iNAU
Transferring to a different school? Log-in to iNAU
Academic Tips for Success:

- A syllabus explains classroom rules and procedures, including dates of assignments, tests, essays, etc. listed on it. Read your syllabi often! Make sure you know when assignments are due in your classes!

- Attendance is very important to course success. Always attend your classes. If you need to miss class because you are ill, email your instructor first to let them know.

- Do not try to negotiate (or ask for a change in) grades with instructors. Grades are a result of achievement and performance in the class, course work and exams.

- Get to know your instructors, and ask for help if you need to. Do not wait until the end of the semester to ask the instructor for help!

- Do not use or talk on a cell phone in class. Do not sleep in class. Only submit your own work, not anyone else’s.
  Use the Student Learning Centers and Cline Library to study! You can find more information at nau.edu/Student-Learning-Centers/

- Talk with the instructor or an ISSS adviser for any academic difficulties or needed assistance as soon as possible.
Adjusting to the United States

FLAGSTAFF CULTURE
- Flagstaff culture is the people of Flagstaff, the things to do in Flagstaff, and the social expectations of Flagstaff.
- People in Flagstaff are very nice and friendly!
- There are many local restaurants and shops in Flagstaff.
- The first Friday of every month, Flagstaff has art, music, and events downtown for free!

AMERICAN CULTURE
- United States culture is the people of the United States, the current events in the United States, and United States pop culture (music, movies, TV, etc.)
- People in the United States are usually very busy and have schedules. Always be early or on-time for appointments.
- Shake hands and make eye contact when you meet someone.
- Be very polite to waiters, receptionists, etc. Remember that tipping is expected in the United States!
- If you’re confused, don’t be afraid to ask someone for help.

CAMPUS CULTURE
- Campus culture is the students, teachers, and staff at NAU, things to do at NAU, and making sure you’re being polite while on campus.
- Watch the speed limit! The NAU speed limit is 15 miles per hour (MPH)
- Get to know your classmates by talking to them before and after class! This is a good, easy way to make friends and practice English. Friends can also help you study difficult subjects.
- NAU is a smoke-free campus! You cannot smoke on campus.
Making **Friends**

Don’t only hang out with students from your home country!

Tips for making friends:

- Start a conversation with a friendly smile. Americans usually think it is rude to talk about things like politics or religion with someone they don’t know very well.
- Americans tend to be friendly to most people. Americans being nice does not mean they think you are friends.
- Accept “no” for an answer. Do not repeat an offer if someone says “no.”
- Many Americans will make jokes about themselves that seem negative. This is considered normal to American students.
- Join a club! NAU has over 300 clubs, including iClub.

nau.collegiatelink.net/
Coming to NAU should not just be about classes. You should also experience a different culture than the one you came from! Try to make American friends and go out to restaurants, stores, and art galleries. Go to campus events like sports games, concerts, etc.

You should also get involved on campus! Join a club or an intramural sport. You can find information on clubs at nau.edu/Student-Life/Student-Organizations.

Join iClub! iClub is NAU’s club for international and American students to meet each other, make friends, and go on trips to nearby places. iClub is a great way to meet new people and try new things while still being around people you might already know.

Find iClub on Facebook, ‘NAU INTERNATIONAL CLUB.’

If you want to find more events in Flagstaff, you can check flaglive.com, or you can go downtown and look! Even in the winter, Flagstaff has many events downtown, especially on the weekends. Flagstaff also has many great places to hike, bike, run, or sightsee. Try going to The Grand Canyon, Sunset Crater, Buffalo Park, or Wupatki National Monument!
All international students are automatically enrolled in the required NAU Major Medical insurance plan once they are enrolled in class. The NAU health insurance will help you pay medical bills, if you are ill, or in the case of a medical emergency. The fee will be applied to LOUIE accounts each semester. If you want more information on the insurance, go to nau.edu/Medical-Services/Major-Medical or call (928) 523-6343. The Medical Center is in the Health and Learning Center on the first floor. The Medical Center can help you with sicknesses like a cold or a flu, getting medical exams and x-rays, and counselling appointments for mental health. Unless you are coming in for an Urgent Care health problem (cold, flu, etc.) you must make an appointment! Always to go nau.edu/campus-health-services/ to check if you have to make an appointment before coming in!
At the Recreation Center the Health and Learning Center, you can work out or exercise as well as play sports with your friends. The recreation center has:

- Free weights (weights you lift without a machine)
- Workout machines (machines with weights to build strength)
- An indoor track to run or jog
- An indoor climbing wall to practice rock climbing
- Basketball, racquetball, and volleyball courts
- Free classes like Yoga, Pilates, Cross Fit, etc.

Outdoor adventures
You can sign up for outings to hike and climb in Northern Arizona with other NAU students. The outings are scheduled and have a fee. Contact Campus Recreation at (928) 523-1733 or at the HLC for more information.

Fitness
NAU offers over 80 group fitness every week classes for free where you can work out with other NAU students. Being more physically healthy has been shown to improve:

- Weight management
- Prevention and treatment of disease
- Classroom performance
- Anxiety and depression
- Cardiovascular (heart) function

Competitive and Recreational Sports
By participating in competitive or recreational sports, you can make friends, meet other NAU students, and work on physical health. There are 30+ sports clubs on campus you can join, including traditional sports such as volleyball and soccer (football), as well as many non-traditional sports like inner-tube water polo!

Wall Aquatic Center
The Wall Aquatic Center has programs for beginning swimmers, divers, and athletic swimmers as well as access to open hours for swimming, diving, and kayaking. The Wall Aquatic Center also has free movies every year that you can watch while floating on an inner tube in the pool.
ALWAYS CHECK WITH YOUR INTERNATIONAL STUDENT ADVISOR REGARDING EMPLOYMENT REGULATIONS. INTERNATIONAL STUDENTS ARE ABLE TO WORK ON-CAMPUS IN STUDENT EMPLOYMENT JOBS (NOT WORK-STUDY JOBS). REMEMBER THAT INTERNATIONAL STUDENTS CANNOT WORK OFF-CAMPUS WITHOUT AUTHORIZATION FROM THE ISSS OFFICE!

- When you apply for a job in the United States, you will usually need a resume and a cover letter. A resume is a summary of where you have worked in the past, skills you have, and professional achievements you have made. A cover letter is an explanation of why you want the job you’re applying for and why you would be a good choice for an employee. You can find more information about resumes and cover letters at nau.edu/career/professional-development-guide/job-search/resumes.

- You might need to be interviewed by an employer before you are hired. During an interview, smile, answer questions honestly, and do not feel rude to say good things about yourself. Be very friendly and polite.

- To find listings for jobs, you can go to nau.edu/career/jobs-for-jacks. You can also visit offices on campus and ask if they are hiring. Sodexo, the company in charge of food on campus, also hires many students every semester! You can find the Sodexo office in the duBois Center (building 64).
While many cities in the United States are big enough to need a car, Flagstaff is small in comparison and has many transit options. NAU is also a relatively small campus with many transit options. Here are some options for transit in Flagstaff and at NAU:

**AMTRAK**
The Amtrak is a train and bus company that travels to many locations nationally. You can find more at amtrak.com/home.

**AZ SHUTTLE**
The AZ Shuttle is a van that goes from Flagstaff to the Phoenix Airport. You can find more information at arizonashuttle.com.

**GREYHOUND**
The Greyhound is a long-distance bus that goes to many locations nationally. You can find more information at greyhound.com.

**YELLOW BIKE PROGRAM**
Rent a free bike for a day! Go to the Union or DuBois center to rent a bike.

**LOUIE LINE**
The LOUIE Line is the free campus bus that goes from the Walkup Skydome to North Campus.

**MOUNTAIN LINE**
The Mountain Line is a public city bus. A one-way ticket is $1.25 and a day pass is $2.50. There are student discounts for semester passes as well. You can find more information, including routes, at mountainline.az.gov.

**ROUTE 10 AND 10-A**
Route 10 and 10-A are the Mountain Line busses on campus, free for students. 10 includes downtown and to the Woodlands Village shopping center. 10-A goes to Franklin Ave. and includes the Aspen Place shopping center.

**SAFE RIDE**
Safe Ride is a free bus that includes stops on campus and in downtown Flagstaff every Thursday-Saturday from 9:00PM-2:00AM.

**IF YOU HAVE A CAR, DRIVE WITH CAUTION!**
Remember:
- Go to the Motor Vehicle Department (MVD) to get a license. You must have your passport, I-20/DS-2019, Visa, AND I-94. Licenses cost $12. More information at azdot.gov/mvd/ or at 1851 S Milton Rd (in front of Target) | Buy car insurance | Watch out for people on bicycles | Pay for parking when needed | Read parking and road signs | Pay attention to the speed limit (15 MPH/25 KMH on campus!) | Obey the traffic laws!
Our Top 10 most popular questions!

1. **Is everything on the schedule mandatory?**
   YES!

2. **What do I need for Immigration Document Check-in?**
   PDF files of your passport photo page, visa with stamp, sponsor document with all signatures (DS-2019 or I-20) and electronic I-94. Scanners are available or you may come with both original documents and PDF files on your USB lanyard. Remember to do your document check-in early at iNAU! Making sure all of your documents are scanned and uploaded will make the process go much, much faster. For more information on iNAU, please see page 11.

3. **How do I access iNAU?**
   Go to www.inau.nau.edu. Please see page 11 for more information.

4. **What is my password?**
   For security reasons, students need to reset the password at nau.edu/password or contact the Student Technology Center for assistance at ask-stc@nau.edu

5. **I want a job, but where can I work?**
   Read page 18 and for more information on jobs for international students.
Our Top 10 most popular questions!

6 Where can I go shopping for my room and food? There are many large shops near campus. Join one of the shopping trips during orientation week to go with a Flagstaff local on Thursday.

7 What do I do if the courses I want are not available? You will need to submit an override form to the Registrar. Contact your academic adviser for assistance. For more information visit nau.edu/registrar.

8 Where do I maintain my physical address and local U.S. phone number? You must maintain your physical address and local U.S. phone number in iNAU. Please see page 11 for more information.

9 What books do I need to buy? Do I need to buy all my books? For questions regarding materials needed and the syllabus for courses, contact the NAU Bookstore or go to the Topic Table during the Lumberjack Stations.

10 What are all the fees in my LOUIE account? All NAU students are required to pay student fees. For more details visit nau.edu/sdas/tuition-fees/.
ORENITATION WEEK EVENTS:

- Dubois Center (#64)
- Center for International Education (#2)
- Cline Library (#28)
- University Union (#30A)
- Gym, Recreation Center (#25)
- South Beaver School (#L10)
- International Pavilion (#50a)
International Student and Scholar Services

Andrew Janusz
International Student/Scholar Adviser
andrew.janusz@nau.edu

Allison Ludlam
International Student/Scholar Adviser
allison.ludlam@nau.edu

Kathy McKeiver
Coordinator: Academic Advising
kathleen.mckeiver@nau.edu

Sean Milton
Assistant Director, Student Services
sean.milton@nau.edu

George Omwandho
Assistant Director, Scholar Services
george.omwandho@nau.edu

Catherine Ribic
Director
catherine.ribic@nau.edu

Center for International Education
Blome (#2)
523 S Knoles Dr
Flagstaff AZ 86011-5598
Email: isss@nau.edu
Phone: 928-523-2409
Website: nau.edu/cie/isss

ISSS Open Office Hours:
Monday-Friday,
11:00am – 3:00pm