

**Policy Title:** Missing Student Notification Policy  
**Policy Number:** ROFM.1700.06  
**Policy Owner:** Vice President for Administrative Affairs  
**Responsible Office:** Residential Operations and Facilities Management (ROFM)  
**Revision Date:** 10/06/2025



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## 1. Purpose and Scope

North American University (NAU) is committed to creating and maintaining an environment that promotes the safety and well-being of its students. This policy establishes the procedures to identify and assist enrolled NAU students residing in on-campus housing who have been reported missing for more than 24 hours.

This policy is enacted in compliance with the Higher Education Opportunity Act of 2008 and applies to all NAU students residing in university-operated housing.

## 2. Policy

- All on-campus residents will be informed that they may designate a confidential contact person to be notified no later than 24 hours after they are determined missing.
- ROFM will provide each on-campus resident with a method to register this confidential contact information.
- Residents under the age of 18, who are not emancipated, must register a custodial parent or guardian as their emergency contact.
- Any individual who suspects that an on-campus resident has been missing for more than 24 hours should immediately notify the ROFM Department.
- If an investigation by ROFM concludes that a student has been missing for more than 24 hours, the designated confidential contact will be notified.
- If no emergency contact is designated, ROFM will conduct an investigation consistent with guidelines provided by the Texas Department of Public Safety Bureau of Information Analysis Missing Person Clearing House Unidentified Person/DNA Unit.

## 3. Procedures

To ensure a coordinated and timely response when a student residing in on-campus housing is reported missing, the following procedures shall be followed by the Department of Residential Operations and Facilities Management (ROFM), Campus Security, and other relevant university officials:

- A. Initial Report:** Any missing student report received by a university employee must be referred immediately to ROFM.
- B. Investigation:** ROFM will investigate the circumstances surrounding the student's absence. This may include contacting roommates, checking access logs, reviewing class attendance, and coordinating with Campus Security.

C. **24-Hour Determination:** If the student has not been located within 24 hours of the initial report, ROFM will:

- i. Notify the student's designated confidential contact.
- ii. If under 18 and not emancipated, notify the custodial parent or guardian.
- iii. Coordinate with local law enforcement as appropriate.

D. **Documentation:** All reports and investigative actions will be documented and maintained by ROFM.

#### 4. Who Should Read This Policy

- ☐ On-Campus Residents
- ☐ Residential Advisors and Housing Staff
- ☐ ROFM Staff
- ☐ Campus Security
- ☐ Student Affairs Office

#### 5. Related Documents and References

- ☐ [Higher Education Opportunity Act of 2008](#)
- ☐ [NAU Emergency Response Guidebook](#)
- ☐ [Student Handbook](#)
- ☐ [Residence Handbook](#)

#### 6. History

- ☐ Creation date: 10/06/2025

#### 7. Policy Approval

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Policy Writer	Date
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Assoc. Dean for Institutional Effectiveness & Planning	Date
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Director of Residential Operations and Facilities Mgmt.	Date
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Vice President for Administrative Affairs	Date