



NORTH AMERICAN
UNIVERSITY

2020-2021
Policy Manual

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Accreditation and Authorizations

ACCSC

North American University is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC), recognized by the U.S. Department of Education. The ACCSC website is located at www.accsc.org/.

Texas Higher Education Coordinating Board

North American University is approved by Texas Higher Education Coordinating Board (THECB) to grant Bachelor's and Master's degrees.

Commission on English Language Accreditation

The Gulf Language School at North American University is accredited by the Commission on English Language Program Accreditation for the period December 2013 through December 2018 and agrees to uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the U.S. Secretary of Education as a national accrediting agency for English language programs and Institutions in the U.S.

Council for Higher Education Accreditation

North American University is a member of the Council for Higher Education Accreditation. A national advocate and institutional voice for self-regulation of academic quality through accreditation, CHEA is an association of 3,000 degree-granting colleges and universities and recognizes 60 institutional and programmatic accrediting organizations.

International Association of Universities

North American University is proud to be a member to the International Association of Universities (IAU). The IAU brings together institutions and organizations from some 120 countries for reflection and action on common concerns and collaborates with various international, regional and national bodies active in higher education. With more than 600 Member institutions from more than 120 countries, the institutional Members are at the heart of the life and work of the International Association of Universities (IAU).

Education USA

Education USA centers are the U.S. State Department 's network of over 400 advising centers in 170 countries designed to assist local students find the appropriate college or university in the United States.

Fort Bend County Chamber of Commerce

North American University is proud to be a member of the Fort Bend County Chamber of Commerce.

Houston Intercontinental Chamber of Commerce

North American University is proud to be a member of The Houston Intercontinental Chamber of Commerce (HICC).

General

Mission Statement

Mission Statement North American University (NAU) is a private and non-profit institution offering bachelor's and master's degrees. The university is committed to teaching excellence and student-centeredness. NAU strives to provide an environment promoting global cultural competency, personal growth and responsible citizenship.

Core Values and Strategic Goals

Core Values

Learning – Dedication to discovery, construction, discussion and dissemination of knowledge and its real-world applications

Honesty and Integrity – Commitment to truth and consistency in one's actions and communication

Leadership – Courage and commitment to lead with integrity, innovation and openness to new ways of thinking and inquiry.

Teamwork – Pursuit of excellence through consultation and collaboration

Ethical and Professional Conduct – Pursuit of high ethical and professional standards in every endeavor

Human Dignity – Recognition that every human being is unique and valuable and has something of value to contribute to the college environment and society at large.

Strategic Goals

Goal 1: Enhance the Quality of Academic Programs

- Objective 1: Develop and invest in academic programs consistent with the mission and goals of the university.
- Objective 2: Support and develop excellence in faculty
- Objective 3: Attract, nurture, and retain global, diverse, and culturally aware students
- Objective 4: Improve student academic achievement

Goal 2: Strengthen Institutional Effectiveness

- Objective 1: Bridge the institutional effectiveness planning process through interdepartmental collaboration to ensure continuity.
- Objective 2: Achieve institutional and departmental goals through comprehensive campus-wide training program. 19
- Objective 3: Prioritize technological advances to support the institutional mission and accomplish academic and departmental goals.
- Objective 4: Disseminate consistent communication in a timely manner for well-informed decision-making and continuous improvement.

Goal 3: Emphasize Student Centeredness and Promote Global Citizenship

- Objective 1: Provide programs and activities that encourage students to respect and value diverse cultures.

- Objective 2: Cultivate a student-oriented environment that is responsive to student needs and career goals.
- Objective 3: Provide academic services and support to students through their enrollment at the institution.

Goal 4: Engage with Stakeholders

- Objective 1: Promote institutional programs and activities to stakeholders such as students, employers, advisory committees, occupational experts, alumni, media, and community members.
- Objective 2: Seek input from stakeholders on an ongoing basis in the development of institutional plans and programs
- Objective 3: Seek and increase support from the stakeholder about programs, funding, resources
- Objective 4: Provide outreach to stakeholders

Goal 5: Maximize and Make Efficient Use of Resources

- Objective 1: Manage resources entrusted with the University by maintaining the effectiveness and efficiency of personnel, services, and operations
- Objective 2: Encourage use of technology to improve instructions and engage students learning.
- Objective 3: Provide and sustain an online learning infrastructure to meet the needs of students and faculty

NAU BOARD OF TRUSTEES

- Mr. Güner Arslan
- Mr. Ruhi Ozgel
- Mr. Orhan Kucukosman
- Mr. Ahmet Erdem Yavuz
- Mr. Serif Soydan

NAU KEY LEADERSHIP STAFF

NAU President

- Dr. Serif Ali Tekalan

NAU Provost and Vice President for Academic Affairs

- Dr. Faruk Taban

NAU Vice President for Administrative Affairs

- Dr. Kudbettin Aksoy

Committee on Committees

The Committee on Committees establishes university-wide committees for campus policies and determine best practices. The Committee is established by the Executive Committee to ensure all offices and departments maintain a simplified process for how and when Committees should meet as well as how decisions are governed to enhance the mission of the institution.

Executive Committee (NAU Administration Team)

The Executive Committee is made up of Administration and works on behalf of the President. The President may invite other members as he/she desires and the Provost and Vice President for Academic Affairs, and the Vice President for Administrative Affairs may ask others to serve on the Committee depending on agenda items. The focus of the Executive Committee is to work with the President to oversee daily operations.

Scholarship and Grants Committee

The Scholarship and Grants Committee works on behalf of the Vice President for Administrative Affairs and oversees how scholarships and grants are awarded. The Committee also ensures fair and equitable processes when awarding scholarships and grants.

Academic Appeals Committee

The Academic Appeals Committee focuses on reviewing and approving grade appeal requests. The Chair of the Academic Appeals Committee will notify the Registrar of all final decisions regarding grade appeal requests. Students who wish to appeal a grade must submit a Grade Appeal Request Form found on the Registrar's website (registrar@na.edu). At the discretion of the Chair the SGA President may be involved in the overall process.

Curriculum Committee

The Curriculum Committee focuses on ensuring undergraduate and graduate courses are compatible with sound academic practices in a given field. Through this committee Department Chairs, Academic Liaisons, and faculty members collaborate on best practices based on institutional effectiveness planning, student learning outcomes, student satisfaction surveys, and course evaluations.

SAP Appeals Committee

The SAP Appeals Committee makes decisions on students who fail to maintain satisfactory academic progress or who may be dismissed from the institution and seek re-entry. The Committee determines best practices to avoid students falling into SAP status and works with the Student Success Office for At-risk students.

Discipline Committee

The purpose of the Discipline Committee is to hear those cases in which the accused student disputes the facts upon which the charges made by the University are based. Such charges shall be heard and determined by a fair and impartial Committee. The Committee shall consist of a minimum of three members of the University faculty, one student, and one staff member.

Complaint/Grievance Committee

The purpose of the Complaint/Grievance Committee is to hear those cases in which a student has made an informal or formal complaint or grievance against the University. Policy SSO.1100.2 *Student Complaint/Grievance Policy and Procedure* outlines the process for all student complaints or grievances and the Committee uses this policy as it framework when making all decisions.

Faculty Senate

The Faculty Senate serves at the request of the Provost and Vice President for Academic Affairs. The Faculty Senate discusses opportunities and issues related to faculty effectiveness, faculty governance, workload responsibilities as well as the enhancement of the University's mission of academic excellence.

Faculty Search Committee

The Faculty Search Committee works collaboratively with the Provost and Vice President for Academic Affairs, Department Chairs, and Human Resources to acquire faculty members which will enhance the mission of North American University.

Commencement Committee

The Commencement Committee oversees the commencement ceremony for students preparing to graduate. The Committee oversees decisions regarding graduates and all action items leading up to the ceremony.

Health and Wellness Committee

The Health and Wellness Committee implements best practices for an active and healthy NAU community. The Committee develops professional development centered around health and wellness and invites guest speakers who promote good health and mental awareness.

Exceptional Merit Scholarship (EMS) Committee

The Exceptional Merit Scholarship (EMS) Committee works to recruit students from all over the world who have excelled academically and who desire to pursue their academic journey at North American University.

Graduate Programs Committee

The Graduate Program Committee (GPC) oversees all aspects of the Master of Education (M.Ed.) in Educational Leadership program. It is responsible for all matters related to graduate program(s), including review and development graduate courses and programs, the admission and expulsion of graduate students.

Policy Title: Policy on Policies

Policy Number: POL.00

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Office of Institutional Effectiveness and Planning

Revision Date: 09/05/2017

1. Purpose and Scope

This policy on policies establishes consistent definitions, processes and formatting for all university policies, including scope and frequency of oversight. The policy further serves to ensure that all university policies:

- are appropriately reviewed and approved prior to implementation, as well as maintained over time;
- are effectively communicated and easily accessible
- are internally consistent; and
- comply with applicable legal and regulatory standards

Individuals who are responsible for writing, updating and distributing university-wide policies must comply with this policy.

2. Policy

University policies are vital to establish clear and well understood standards for individual conduct, clarify institutional expectations, promote compliance with federal, state and accreditation requirements, and support productivity.

The University uses a standard policy format and a uniform review and approval process for University Policies. University policies shall be kept current, and shall be made available in a timely manner on the NAU policy site.

Definitions

Policy: A University Policy is a written plan or general course of action, having broad application throughout the University. All staff, faculty and students at North American University are expected to comply with University policies. The Faculty Handbook contains additional policies that pertain only to Faculty members which are not included in the NAU policy site (<http://www.na.edu/about/nau-policies/>). Similarly, the Academic Catalog and Student Handbook contains some policies that pertain only to students.

Responsible Office: The “Responsible Office” is the University office or unit responsible for proposing a new policy, reviewing an existing policy and/or answering inquiries about a specified policy. The “Responsible Office” may also be responsible for monitoring the effectiveness and ensuring compliance with a policy.

Policy Owner: The Policy Owner is the larger division under which the Responsible Office reports. In some cases, the Policy Owner and Responsible Office are the same.

Procedure: A procedure is a guideline or series of interrelated steps taken to help implement the policy. University procedures:

- should identify and link to the applicable university policy,

- should be written in a format that is easy to follow, using numbers or bullets to delineate steps to be followed, and
- should be reviewed and updated as necessary.
- should be written in a format that is easy to follow, using numbers or bullets to delineate steps to be followed, and

Standard Operating Procedures: Standard Operating Procedures (SOP's) shall be established by academic or administrative units to facilitate the day-to-day business operations of and within a particular unit. They are distinguished from university policies because they do not directly or substantially affect procedural or substantive rights or duties of units or individuals outside of the adopting unit. Standard Operating Procedures are not subject to this Policy on Policies but should be clearly written and well communicated to those subject to the SOP. SOP's are not posted to the NAU policy website, but are typically housed on the unit's website and/or distributed within the unit as hard copies.

4. Procedures

Policy Development

1. When a new policy is needed, the appropriate Responsible Office drafts the policy in consultation with the Policy Owner and other related offices. Once drafted, the Responsible Office submits the policy to the Office of Institutional Effectiveness & Planning. The policy draft must be accompanied by the policy approval form. The form identifies the responsible office, policy owner, other related offices, and also highlights the rationale for the new policy or for any substantive changes to an existing policy.
2. The Office of Institutional Effectiveness & Planning reviews the draft policy and provides feedback and edits, if any, to the Responsible Office. After changes are incorporated, the Policy Owner shares the draft policy with the Administrators along with the policy approval form. Administrators are expected to communicate the draft policy with the offices they oversee, and sign the form indicating their review and approval. The Policy Owner shall be informed of any concerns or revision requests.
3. Once the review and revisions are finalized, the policy and completed form are submitted to the Office of Compliance, Accreditation, and Institutional Effectiveness for final approval.
4. Following approval, the Office of Institutional Effectiveness & Planning works with UMCR for posting the policy on the University web site and informing the campus regarding the new policy.

Policy Format

To ensure consistency, a standard policy template has been created. Use of the standard policy template facilitates the adoption of clear, concise policies and procedures throughout the University. All policies must conform to the standard policy template. All mandatory sections and applicable optional sections in the template must be included. Policy numbers will be assigned by the Office of Institutional Effectiveness & Planning.

Policy Dissemination

All policies are posted on the University's policy website by the Office of Institutional Effectiveness & Planning. Any electronic republication of, or reference to a policy by any university unit must be by hyperlink to the NAU policy website (<http://www.na.edu/about/nau-policies/>). An email to campus will notify University members of new and currently reviewed policies.

Policy Review and Revisions

Each Responsible Office shall periodically review corresponding policies every two years at a minimum. They shall determine whether a policy is reaffirmed with no changes or only minor edits, or requires revision or rescission because of a change in applicable law or business process. When revisions are necessary to a policy, the Responsible Office should discuss the changes with the Policy Owner and Office of Institutional Effectiveness & Planning. For reaffirmation with no changes or only minor edits, the policy will be submitted to the Office of Institutional Effectiveness & Planning for final approval. For a policy revision;

1. The Responsible Office revises the policy in consultation with the Policy Owner and other related offices. All revisions must be done in track changes mode. Once drafted, the Responsible Office submits the revised policy draft and accompanying policy approval form to the Office of Institutional Effectiveness & Planning.
2. The Office of Institutional Effectiveness & Planning reviews the revised policy draft and provides feedback and edits to the Responsible Office. After changes are incorporated, the Policy Owner shares the draft policy with the Administrators along with the policy approval form.
3. Administrators are expected to communicate the draft revisions with the offices they oversee, and sign the form indicating their review and approval. The Policy Owner shall be informed of any concerns or revision requests.
4. Once the review and revisions, if any, are finalized, the policy and completed form are submitted to the Office of Institutional Effectiveness & Planning Compliance for final publication approval.
5. Following the approval, the Office of Institutional Effectiveness & Planning works with UMCR for posting the revised policy on the University web site and informing the campus regarding the revised policy.

5. Who Should Read This Policy

- Administrators
- Faculty and Staff

6. Related Documents and References

- [North American University Policy Approval Form](#)

BOARD OF TRUSTEES

Policy Title: Board Membership Policy

Policy Number: BOT.01

Policy Owner: Board of Trustees Secretary

Responsible Office: Board of Trustees Office

Effective Date: 12/14/2019

1. Purpose and Scope

The purpose of the Board Membership Policy is to outline the nomination process of Board members and to ensure ongoing compliance with Section 7.A.3 Texas Administrative Code pertaining to Texas Higher Education Coordinating Board (THECB) which states that, “if the institution has a governing board consisting of at least (3) members, and that board focuses on the accomplishment of the institution’s mission and purposes, supports institutional effectiveness and integrity, and protects the interests of its constituents, this standard will be considered met.”

2. Policy

As stipulated in the NAU Bylaws, Article III-Board of Trustees, Section III-Board Size and Compensation, “the number of trustees shall not be less than five (5) nor more than eleven (11). Trustees shall not receive compensation other than reasonable expenses.” North American University will maintain a minimum of five (5) Board members and they shall assure the effective operation of educational programs and services and ensure financial stability so as to effectively carry out the University’s mission.

Terms

The term of office of a trustee shall be four (4) years. Trustees are eligible for re-election for up to three (3) consecutive four-year terms. If a trustee has served three (3) successive four (4) year terms, he or she may be reelected for additional four (4) year terms only after at least one (1) year off the Board as required by the NAU Bylaws in Article III-Board of Trustees, Section IV-Terms.

Election

A person who has been duly nominated by trustee may be elected as a trustee. A biographical summary and such other information it may deem useful of any nominee shall be shared with all board members in advance. Trustees shall be elected by the majority vote of trustees present at such a meeting provided that there is a quorum present. Trustees elected shall serve a term beginning on the first day of the next fiscal year as required by the NAU Bylaws in Article III-Board of Trustees, Section IX-Election.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
 - a. Article III-Board of Trustees, Section III-Board Size and Compensation
- Section 7.A.3 Texas Administrative Code

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Board Meetings Policy
Policy Number: BOT.02
Policy Owner: Board of Trustees Secretary
Responsible Office: Board of Trustees Office
Effective Date: 12/14/2019

1. Purpose and Scope

The purpose of the Board Meetings Policy is to outline how and when Board members meet to support effectiveness of University governance, decision-making, and the mission of the institution. Board meetings are a vital component to the maintenance of strategic, operational and institutional planning and support on-going efforts to enhance the University.

2. Policy

Article III-Board of Trustees, Section V-Regular Meetings, stipulate that, “the Board shall meet quarterly on the second Saturday of the months of March, June, September, and December at the principal office. The Board may decrease or increase the number of meetings by a resolution.” Board members may hold special meetings outside the days indicated above. Special meetings may be called by the Chair of the Board of Trustees as appropriate to scheduling needs.

Annual Meeting

The regular meeting that is held on the second Saturday of June is designated as the Annual Meeting of the Board of Trustees.

Special Meetings

Special meetings of the Board of Trustees may be called by the Chair of the Board of Trustees. He or she shall call a special meeting on the written request of the president of the University or any two trustees. Notices of special meetings shall be sent out by the Chair or the secretary to each board member at least 5 days in advance.

Special Procedures Concerning Meetings- As Stipulated in Article XII-Section I- Meeting by Telephone or other Remote Communications Technology

Subject to the provisions required or permitted by the Texas Open Meeting Acts or notice of meetings, unless otherwise restricted by the articles of incorporation or bylaws, members of the Board of Trustees of the corporation, or members of any committee designated by such board may participate in and hold a meeting of such members, board, or committee by means of: (1) conference telephone or similar communications equipment by which all persons participating in the meeting can hear each other; or (2) another suitable electronic communications system, including videoconferencing technology or the interest, only if: (a) each member entitled to participate in the meeting consents to the meeting being held by means of the system; and (b) the system provides access to the meeting in a manner or using a method by which each member participating in the meeting can communicate concurrently with each other participant.

Participation in a meeting pursuant to this Article shall constitute presence in person at such meeting, except where a person participates in the meeting is not lawfully called or convened.

Notice of Meetings

Written notice of the time and place of all meetings of the Board of Trustees shall be sent to each trustee at least five days before the date of the proposed meeting. All notices must be in writing.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
 - a. Article III-Board of Trustees, Section V-Regular Meetings

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Board Member Self-Evaluation Policy

Policy Number: BOT.03

Policy Owner: Board of Trustees Secretary

Responsible Office: Board of Trustees Office

Effective Date: 12/14/2019

1. Purpose and Scope

The Board Member Self-Evaluation Policy is meant to guide and familiarize board members on the self-evaluation process. The process is collaborative and aimed at enhancing board activities, building comradery, providing meaningful feedback, and monitoring progression.

2. Policy

The Board of Trustees is the governing body and has full power to manage all affairs of the University and will complete a *Board Member Self-Evaluation Tool* annually in an on-going effort to ensure board activities are tied to all strategic and operational planning. The *Board Member Self-Evaluation Tool* consist of five sections, Section I-Board Management Function; Section II-Board Organization and Operations; Section III-Board Leadership; Section IV-Board and CEO Relations; and Section V-Overall Perception and Rating. The Chair of the Board of Trustees will designate the date and time when evaluations are collected in accordance with strategic, institutional, and operational planning timelines.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
- Strategic Plan
- [*Board Member Self-Evaluation Tool*](#)

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Fiduciary Responsibility Policy
Policy Number: BOT.04
Policy Owner: Board of Trustees Secretary
Responsible Office: Board of Trustees Office
Effective Date: 12/14/2019

1. Purpose and Scope

As outlined in Section 7.A.3 Texas Administrative Code pertaining to Texas Higher Education Coordinating Board (THECB) the purpose of the Fiduciary Responsibility Policy is to ensure board members understand their role, responsibilities, and to ensure appropriate safeguards are in place to maintain on-going fiscal integrity over the University.

2. Policy

The Board of Trustees is the governing body and has full power to manage all affairs of the University. As stipulated in the NAU Bylaws, Article V-Officers, Section II-Officers of the Corporation, the officers of the corporation shall be a Chair of the Board of Trustees, a Vice Chair and a Secretary. The Board should act as a collective entity and has a fiduciary responsibility to obtain and maintain financial assets which support the mission of the University.

In relation to finances and fiscal integrity the Board will maintain a Finance Committee as outlined in the NAU Bylaws Article-VI-Committees, Section II-Finance Committee. The Finance Committee shall review and make recommendations to the Board of Trustees regarding overall university budget, the funds and moneys of the University and the disbursement of funds, funding capital projects or other major expenditures. It shall be the duty of this committee to examine and report on an annual audit of the University's financial records and monitor financial condition of the University.

Duties of the Board of Trustees include:

- i. The selection of the president of the University
- ii. The determination of the major goals of the University and the approval of policies and procedures for implementation of such goals.
- iii. The review and approval of the operating and capital budget of the University
- iv. Guiding the fiscal integrity of the institution.
- v. Participating in periodic strategic planning and monitoring progress on outcomes.
- vi. Ensuring that the institution's academic priorities are being met.
- vii. In concert with the senior administration. Engage with the institution's major constituencies on a regular basis.
- viii. Preserving institutional independence to protect the pursuit of truth, the generation of new knowledge, and intellectual inquiry so that they remain unencumbered by special interest (Article III-Board of Trustees, Section-II-Duties).

Trustees shall act in a manner consistent with their fiduciary duty and responsibilities to the University. If they have a conflict of interest, they shall recuse themselves from Board

consideration of the matter giving rise to the conflict of interest as outlined in the NAU Bylaws, Article IV-Code of Conduct, Section-II Conflict of Interest.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
 - a. Article V-Officers, Section II-Officers of the Corporation
- Section 7.A.3 Texas Administrative Code

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Minutes Policy

Policy Number: BOT.05

Policy Owner: Board of Trustees Secretary

Responsible Office: Board of Trustees Office

Effective Date: 12/14/2019

1. Purpose and Scope

The purpose of the Minutes Policy is to outline how the active decision-making collective entity known as the Board of Trustees for North American University collects and distributes minutes of the meetings. The Board minutes are action-oriented and contribute to the overall process of advancing the mission of the University.

2. Policy

Board minutes are action-oriented, records of fact, reflective, and are maintained by the board secretary. As stipulated in the NAU Bylaws, Article V-Officers, Section II-Officers of the Corporation, the secretary shall record and preserve the minutes of the meetings of the Board of Trustees. The secretary shall give all notices as provided in these bylaws or by law. The secretary shall assume responsibility of the Chair in absence of the Chair and the Vice Chair. The secretary shall perform other duties as assigned by the Chair or the Board of Trustees.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
 - a. Article V-Officers, Section II-Officers of the Corporation
- Board Meetings Template

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Voting Policy
Policy Number: BOT.06
Policy Owner: Board of Trustees Secretary
Responsible Office: Board of Trustees Office
Effective Date: 12/14/2019

1. Purpose and Scope

The purpose of the Voting Policy is to outline the voting process for decisions and actions carried out by the Board of Trustees. As stipulated in Article III-Board of Trustees, Section-I General Powers, the Board of Trustees shall assure the effectiveness of University governance, policy formation, communications, and corporative decision making among the various sectors of the University community and act as a collective entity on all decisions.

2. Policy

The Board shall render all decisions based on the available facts to establish effective policies and decisions. The Board through a quorum shall have and exercise the power, rights and privileges that are incident to the proper government, conduct, and management of the University as well as the control of its properties and funds. Each Board member has one vote on all matters and proxy voting is not allowed.

Voting Procedures Outlined in NAU-Bylaws

Election and Voting: NAU Bylaws, Article III-Board of Trustees, Section IX-Election

A person who has been duly nominated by trustee may be elected as a trustee. Trustees shall be elected by the majority vote of trustees present at such a meeting provided that there is a quorum present. Trustees elected shall serve a term beginning on the first day of the next fiscal year.

Quorum: NAU Bylaws, Article III-Board of Trustees, Section X Quorum

A majority of the total number of members of the Board of Trustees eligible to vote shall be necessary to constitute a quorum for transaction of business at any regular or special meeting of the Board of Trustees. Trustees may participate in a meeting of the Board of Trustees by telephone, video or web conference at the discretion of the Chair.

Board Vacancy and Voting: NAU Bylaws, Article III-Board of Trustees, Section XI-Vacancies

When a vacancy occurs in the Board of Trustees whether occasioned by death, resignation, removal or expiration of term of office, the secretary shall request nominations from present trustees. These nominations shall be sent out to all trustees to be voted upon at the next regular board meeting. If a new trustee is elected to fill a vacancy, his or her term starts immediately and he or she serves for the unexpired portion of the particular trustee's term.

Resignation, Termination, and Absences and Voting: NAU Bylaws, Article III-Board of Trustees, Section XII-Resignation, Termination, and Absences

The Board of Trustees may vote to remove a trustee at any time only for appropriate reasons and by employing procedures. Including due process procedures, which provide to the trustee who is subject to a removal action advance notice of the reason(s) giving rise to the removal and an opportunity to respond to the trustees present at the meeting of the board at which the removal action is held. A trustee shall be terminated from the board for four consecutive unexecuted absences for regular Board of Trustees Meeting.

Amendments to the NAU Bylaws and Voting: NAU Bylaws, Article XI-Amendments

The NAU bylaws may be altered, or repealed, and new bylaws may be adopted by a majority vote of the (entire) Board of Trustees at any regular or special meeting as part of the general business of such meeting.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
 - a. Article III-Board of Trustees, Section IX-Election
 - b. Article III-Board of Trustees, Section X Quorum
 - c. Article III-Board of Trustees, Section XI-Vacancies
 - d. Article III-Board of Trustees, Section XII-Resignation, Termination, and Absences
 - e. NAU Bylaws, Article XI-Amendments

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Conflict of Interest Policy
Policy Number: BOT.07
Policy Owner: Board of Trustees Secretary
Responsible Office: Board of Trustees Office
Effective Date: 12/14/2019

1. Purpose and Scope

The purpose of the Conflict of Interest Policy is to ensure the Board is an autonomous collective unit which refrains from making decisions which would interfere, jeopardize, or appear to influence the Board members in any capacity.

2. Policy

Each Board member will be oriented to all responsibilities, duties, ethical conduct and sign a *Personal Financial and Conflict Disclosure Form* after being nominated to the Board of Trustees. Trustees shall act in a manner consistent with their fiduciary duty and responsibilities to the University. If they have a conflict of interest, they shall recuse themselves from Board consideration of the matter giving rise to the conflict of interest.

A trustee shall be deemed to have a potential conflict of interest when he or she is an officer, director, trustee, partner, employee or agent of, or as 5% or greater interest in, an entity involved in a transaction with or affecting the University; or when he or she is aware that his or her spouse or any of their parents, siblings, or descendants is an officer, director, trustee, partner, employee, or agent of, or has a 5% or greater interest in, an entity involved in a transaction with or affecting the University; or when, without regard to the foregoing standard, a trustee believes his or her independence of judgement is or might appear to be impaired by an existing or potential financial or other interest.

Each trustee shall be required to file on upon election, and at such other times as a potential conflict of interest may arise, a Conflict Disclosure Statement disclosing his or her financial interest, or that of an affiliate, in a transaction for the provision of goods and services to the University for compensation or remuneration and affirming that (1) the trustee has read the Conflict of Interest Policy contained in the Bylaws, and (2) the trustee will avoid participating in any University decision involving or affecting such transaction or where for other reasons the trustee's independent judgement could be affected by a conflict of interest.

Each Trustee shall file a Conflict Disclosure Statement providing the secretary of the Board of Trustees with a written list of all business, charitable and other relationships, with a short description of the nature of each, which might be involved in a transaction with or affecting the University. A trustee shall avoid participating in any University decision involving or affecting such transaction or where for other reasons the trustee's independent judgement could be affected by a conflict of interest.

If a trustee is in doubt as to whether to participate in decision or not, the trustee shall raise the issue in advance with the Chair of the Board for determination.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
- [Personal Financial and Conflict Disclosure Statement](#)

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Board Chair Policy
Policy Number: BOT.08
Policy Owner: Board of Trustees Secretary
Responsible Office: Board of Trustees Office
Effective Date: 12/14/2019

1. Purpose and Scope

The purpose of the Board Chair Policy is to designate specific duties of the Chair of the Board of Trustees for North American University and to ensure the Chair maintains cohesiveness when carrying out duties as assigned by the NAU Bylaws.

2. Policy

Article V-Officers, Section II(*i*) state that, the Chair of the Board shall preside at all meetings of the Board, and as the head of the Board, shall represent the Board at the public meetings of the University. The Chair may execute any deeds, mortgages, bonds, contracts, or any other instruments that the Board of Trustees has authorized to be executed. The Chair shall perform other duties prescribed by the Board of Trustees and is responsible for assigning duties to the secretary of the Board, calling special meetings, and advising board members on protentional conflicts of interest.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws,
 - a. Article V-Officers, Section II(*i*)

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Review of Mission Statement Policy

Policy Number: BOT.09

Policy Owner: Board of Trustees Secretary

Responsible Office: Board of Trustees Office

Effective Date: 12/14/2019

1. Purpose and Scope

North American University has a mission statement that expresses the unique position of the university and its commitment to nurturing and fostering student success. The mission statement is the foundation for all operations driven by the University and is clearly defined. The purpose of the Review of Mission Statement Policy is to ensure the Board focuses on the accomplishment of the University's mission and its review of the mission is comprehensive of all programs and services offered. The Board of Trustees as part of its outlined duties in the NAU Bylaws will review the University's mission statement.

2. Policy

As outlined in NAU Bylaws, Article IV-Code of Conduct, Section I-Ethical Conduct, trustees shall strive to support the mission of the University and adhere to the highest ethical standards. The Board of Trustees shall review the mission and purpose of the University in the light of educational, economic, and societal change and choose to revise the mission and educational philosophy as it sees fit with the culmination of ideas from the Executive Committee, Advisory Board, faculty, staff, and students.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws,
 - a. Article IV-Code of Conduct, Section I-Ethical Conduct

5. History

- 04/05/2014
- 12/14/2019

Policy Title: Board Dismissal Policy
Policy Number: BOT.10
Policy Owner: Board of Trustees Secretary
Responsible Office: Board of Trustees Office
Effective Date: 12/14/2019

1. Purpose and Scope

The purpose of the Board Dismissal Policy is to maintain guidelines for board member dismissal, resignation, or death.

2. Policy

As stipulated in NAU Bylaws, Article III-Board of Trustees, Section XII-Resignation, Termination and Absences, the Board of Trustees may vote to remove a trustee at any time only for appropriate reasons and by employing procedures, including due process procedures, which provide to the trustee who is subject to a removal action advance notice of the reason(s) giving rise to the removal and an opportunity to respond to the trustees present at the meeting of the board at which the removal is held. A trustee shall be terminated from the board for four consecutive unexecuted absences for regular Board of Trustees Meeting.

The resignation of a member must be in writing and shall be effective upon the date of the receipt by the secretary or upon the effective date specified therein, whichever date is later. When a vacancy occurs in the Board of Trustees whether occasioned by death, resignation, removal or expiration of term of office, the secretary shall request nominations from present trustees. These nominations shall be sent out to all trustees to be voted upon at the next regular board meeting. If a new trustee is elected to fill a vacancy, his or her term starts immediately and he or she serves for the unexpired portion of the particular trustee's term.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
 - a. Article III-Board of Trustees, Section XII-Resignation, Termination, and Absences

5. History

- 04/05/2019
- 12/14/2019

Policy Title: Separation of Board and President Policy

Policy Number: BOT.11

Policy Owner: Board of Trustees Secretary

Responsible Office: Board of Trustees Office

Effective Date: 12/14/2019

1. Purpose and Scope

The purpose of the Separation of Board and President Policy is to ensure there is a clear delineation of duties and responsibilities between the Board of Trustees and the President. The Board has the responsibility to hire and evaluate the President and the President is the ex-officio member of the Board of Trustees. In any event the president is not able to carry out his or her duties the Board of Trustees as an autonomous collective unit will evaluate the president and make the determination.

2. Policy

As stipulated in the NAU Bylaws the President is the Chief Executive Officer for the University and is charged with responsibility for providing general supervision for all day-to-day affairs of the University. The Board is the governing body of the University and has full power to manage all affairs of the University. Article VII-Directors, Section I-President of the NAU-Bylaws state that, “the president is hired by the Board of Trustees and report to the Board of Trustees and is informally and formally evaluated by the Board. The presiding officer and head of the Board is the Chair.”

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- [President’s Performance Survey Tool](#)

5. History

- 04/05/2019
- 12/14/2019

Policy Title: Evaluation of President Policy
Policy Number: BOT.12
Policy Owner: Board of Trustees Secretary
Responsible Office: Board of Trustees Office
Effective Date: 12/14/2019

1. Purpose and Scope

The Chief Executive Officer (CEO) “shall demonstrate sound aptitude for and experience with curriculum development and assessment, accreditation standards and process as well as relevant state regulations, leadership and development of faculty” as outlined in section [7.A.2.B Texas Administrative Code](#) pertaining to Texas Higher Education Coordinating Board. The CEO/President Policy is meant to familiarize the Chief Executive Officer with his/her evaluation process by the Board of Trustees.

2. Policy

The Chief Executive Officer is the President for North American University and oversees all day-to-day operations of the University. The president shall be informally evaluated annually at the annual meeting of the Board, according to objectives, specific and general development by the President and approved by the Board. The president shall be formally evaluated at least every two years by the Board. Board of Trustees will evaluate the president formally on the basis of five (5) sections: Section I: Leadership Ability; Section II: Faculty and Staff Relations; Section III: External Partnerships; Section IV: Fiscal Responsibilities; and Section V: Overall Performance. In any event the president is not able to carry out his or her duties the Board of Trustees as an autonomous collective unit will evaluate the president and make the determination.

3. Who Should Read This Policy

- Chief Executive Officer
- Board of Trustees

4. Related Documents and References

- [President's Survey Tool](#)
- Section 7.A.2.B Texas Administrative Code
- NAU Bylaws

5. History

- 04/04/2014
- 12/14/2019

Policy Title: Selection of President Policy
Policy Number: BOT.13
Policy Owner: Board of Trustees Secretary
Responsible Office: Board of Trustees Office
Effective Date: 12/14/2019

1. Purpose and Scope

The purpose and scope of the Selection of President Policy is to outline the process for selecting a president for North American University. Selections are determined by the Board of Trustees for the University.

2. Policy

[Article III-Board of Trustees, Section II-Duties\(i\)](#) specify that, “duties of the Board of Trustees include, but not limited to: (i) the selection of the president of the University.” The president shall be elected by the concurring ballot of the majority of the entire Board of Trustees. The executive leadership responsibility and management of the University, including the authority to sign documents on behalf of the Board, is delegated to and vested in the president of the University. The president is hired by the Board of Trustees and reports to the Board.

3. Who Should Read This Policy

- Board of Trustees

4. Related Documents and References

- NAU Bylaws
 - a. [Article III-Board of Trustees, Section II-Duties\(i\)](#)

5. History

- 04/05/2014
- 12/14/2019

PROVOST'S OFFICE POLICIES

Policy Title: Faculty Workload and Responsibilities Policy

Policy Number: PRO.100.2

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 08/24/2020

1. Purpose and Scope

The purpose of the Faculty Workload and Responsibilities Policy is to outline established guidelines and workload responsibilities for all faculty members at North American University. Faculty play a vital role in governance, serving on committees, teaching students, and supporting the mission of the institution. Distance Education faculty members must meet and adhere to the same criteria as ground campus faculty.

2. Policy

A faculty member is determined by the Provost & Vice President for Academic Affairs, respective Department Chair, and Faculty/Search Committee. Faculty are required to teach (5) courses at designated times and must stay for the duration of the class meeting times. Faculty are also required to maintain a minimum of (4) hours per week in office hours. Office hours should be posted on the door and in the event of a class absence, the faculty member is responsible for informing the respective Department Chair and ensuring a replacement is available to cover his/her class.

Before accepting a teaching contract faculty members sign a job acknowledgement letter, faculty contract and are required to sign the faculty handbook page acknowledging receipt of workload and responsibilities.

Duties

Specific duties outlined for full-time faculty members are listed below:

1. Prepare and deliver lectures to students;
2. Compile, administer, and grade examinations and any other assignments;
3. Submit the course syllabus to the department chair by the end of the first week of each semester;
4. Utilize active learning methods and use a variety of instructional strategies to meet the objectives of the course;
5. Submit textbook orders, final course grades and other course related items in a timely manner;
6. Post and maintain office hours for student appointments according to guidelines;
7. Interact with students, peers, and administrative and support staff in an organized, flexible, fair and professional manner;
8. Be aware of and recommend campus services to students as needed, including but not limited to library services, the University website, financial aid, counseling, career counseling, tutoring, and student success services;
9. Serve as faculty academic advisor to students as assigned (full time faculty only)
10. Meet the professional development and training requirements of University;
11. Participate in departmental and institutional meetings, events, and committees;
12. Carry out accreditation-related tasks, including departmental and institutional assessments;
13. Participate in planning and development of departmental procedures and assessments (full time faculty only);

14. Perform other assignments, consistent with Employee's professional abilities, as assigned by the department Chair.

Prospective faculty members are interviewed by the Provost and Vice President for Academic Affairs, Department Chair, and the Faculty Search Committee. Faculty conduct a teaching demonstration before the committee and are assessed based on qualifications, experience, and teaching style. Full-time faculty sign a one-year contract term and adjuncts are hired as needed.

For additional policies and guidelines faculty members are encouraged to read the faculty handbook found on the NAU website.

3. Who Should Read This Policy

- Department Chairs
- Faculty members
- Faculty Search Committee

4. Related Documents and References

- Faculty Handbook
- [Annual Faculty Evaluation Form](#)
- [Full-Time Faculty Employment Agreement](#)

5. History

- Revised Date: 1/20/2019
- Revised Date: 04/20/2020

Policy Title: Full-Time Faculty Policy

Policy Number: PRO.100.3

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 4/20/2020

1. Purpose and Scope

North American University is committed to teaching excellence and being student centered. NAU strives to provide an environment promoting global cultural competency, personal growth and responsible citizenship. The University seeks faculty members who have practical work experience. The purpose of the Full-time Faculty Policy is to define full-time faculty members, outline guidelines, procedures, and hiring criteria.

2. Policy

Full-time faculty members support the mission of the University and contribute to the governance model by providing their experience, qualifications and expertise in their respective field of study. Full-time faculty are hired by the Provost & Vice President for Academic Affairs, respective Department Chair, Faculty Search Committee, and are employees with a specified academic rank holding a teaching appointment for a fixed term. Once approved full-time faculty are required to teach a minimum of five (5) courses in Fall and Spring semesters and two (2) courses in Summer which totally equate to 36 semester-credit-hours. Therefore, a 3 semester-credit-hour course contains at least 45 hours of engaged learning time a semester. Further, full-time faculty must serve on at least one committee per semester, take part in faculty governance, and are evaluated annually to determine strengths and areas of improvement to support the mission of the University.

Faculty members advise students, support the curriculum, and serve on various committees including but not limited: Faculty Senate, Exceptional Merit Scholarship Committee, Curriculum Committee, Scholarship and Grants Committee, Academic Appeals Committee, SAP Appeals Committee, Complaint/Grievance Committee, Disciplinary Hearing Committee, Faculty Search Committee, and the Graduate Programs Committee.

North American University measures all faculty members based on fulfillment of its mission, quality of its degree programs, institutional effectiveness plan, and student learning outcomes, course evaluations, and annual student satisfaction surveys. In some cases, with approval from the Provost and Vice President for Academic Affairs, Department Chair, and the facilitation of the Human Resources Office, a faculty member may be given a reduced workload to work on other special projects as assigned. Conversely, a faculty member may be asked to teach an overload outside of the normal teaching load based on need and for additional compensation (each overload course equates to adjunct faculty pay per teaching assignment).

For additional policies and guidelines faculty members are encouraged to read the faculty handbook found on the NAU website.

3. Who Should Read This Policy

- Faculty members
- Department Chairs
- Faculty Search Committee

4. Related Documents and References

- PRO.100.2 Faculty Workload and Responsibilities Policy
- Faculty Handbook

- Job Description and Acknowledgement Letter
- Annual Faculty Evaluation Form

5. History

- Revised Date: 01/20/2019
- Revised Date: 04/20/2020

Policy Title: Adjunct Faculty Policy

Policy Number: PRO.100.4

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 4/20/2020

1. Purpose and Scope

North American University is committed to teaching excellence and being student centered. NAU strives to provide an environment promoting global cultural competency, personal growth and responsible citizenship. The purpose of the Adjunct Faculty Policy is to define adjunct faculty at North American University and outline responsibilities and guidelines for adjunct faculty. Adjunct faculty are hired and evaluated in the same way as full-time faculty members. Adjunct faculty members are encouraged to take part in faculty governance, serve on committees, and support the mission of the University as their schedules will allow.

2. Policy

An adjunct faculty member is a part-time faculty who may have other employment outside the University. Adjunct faculty are provided a Job Description and Acknowledgement Letter before onboarding and are hired based on needs within each department. Adjunct faculty teaching undergraduate courses must demonstrate on their official transcript of record they have a minimum of 18 semester credit hours or a master's degree at the graduate level for undergraduate courses and four years of practical work experience. For adjunct faculty teaching graduate level courses an earned doctorate or terminal degree in a related field of study is required and four years of practical work experience.

The duration of appointment is one semester only and the contract can be renewed indefinitely on the basis of meeting the requirements outlined in the Job Description and Acknowledgement Letter. In the event of a class absence, the faculty member is responsible for informing the respective Department Chair by email the day before the absence and ensuring a replacement is available to cover his/her class. Chronic low performance will result in faculty not being scheduled for new teaching assignments.

North American University measures all faculty members based on fulfillment of its mission, quality of its degree programs, institutional effectiveness plan, student learning outcomes for each degree program, course evaluations, and annual student satisfaction surveys.

For additional policies and guidelines faculty members are encouraged to read the faculty handbook found on the NAU website.

3. Who Should Read This Policy

- Adjunct Faculty
- Faculty Search Committee

4. Related Documents and References

- Adjunct Faculty Employment Agreement
- Faculty Handbook
- Job Description and Acknowledgement Letter
- Annual Faculty Evaluation Form

5. History

- Revised Date: 01/20/2019
- Revised Date: 04/20/2020

Policy Title: Faculty and Staff Conflict of Interest (COI) Policy

Policy Number: PRO.100.5

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 4/20/2020

1. Purpose and Scope

North American University recognizes the benefits an employee (faculty or staff) may obtain based on his or her expertise and knowledge in a respective field. Further, the University recognizes the benefits outside professional activities can have on the mission of the University and an employee's personal development. The purpose of this policy is to mitigate any Conflict of Interest (COI) which may interfere with an employee's responsibility to his or her workload duties at North American University.

2. Policy

The primary responsibility of a full-time employee (faculty or staff) shall be to North American University. Outside employment, consulting, and professional work opportunities should be avoided which would interfere or hinder the performance and workload responsibilities as stated in the signed Job Description and Acknowledgement Letter. Prior approval is required for an employee who is considering outside employment, consulting, and professional work which is deemed outside of the scope of their everyday job duties and responsibilities.

Conflicts of Interest

Personal matters and financial interests may interfere with employee responsibilities, and as such may pose a conflict of interest. Personal integrity and responsibility of the employee play a key role in preventing conflicts of interest. Employees should be responsible for their conduct outside work and professional activities. The University has a no solicitation policy and does not allow any sales or distribution of merchandise or services on campus by employees.

Conflict of Commitment

A conflict of commitment may arise when an individual is considering the same job duties at two different locations which would hinder or interfere with the employee member's primary job duties. In the event of such circumstances the employee should consult with his or her supervisor when considering outside commitments and mitigate these risks.

Procedures

The employee (faculty or staff) must obtain written consent from the Provost and Vice President for Academic Affairs, Vice President of Administrative Affairs, or the Department Chair before accepting outside employment, consulting, and professional opportunities which are outside of the scope of the work duties and responsibilities and which would pose a conflict of interest. Prior approval is required by the Provost and Vice President for Academic Affairs, Vice President of Administrative Affairs, or the Department Chair for an employee (faculty or staff) who is

Employees (faculty or staff member) who are presented with outside commitment, professional activities, employment or consulting opportunities which could be seen as a (COI) should seek

For additional policies and guidelines faculty members are encouraged to read the faculty handbook found on the NAU website.

3. Who Should Read This Policy

- North American University employee (faculty or staff member)
- Prospective employees
- Faculty Search Committee

4. Related Documents and References

- Job Description of Employee
- [Outside Work Acknowledgement Form](#)

5. Contacts

- Human Resources Office

6. History

- Revision Date: 03/30/2019

Policy Title: Faculty Appointment Policy

Policy Number: PRO.100.6

Policy Owner: Provost's Office

Responsible Office: Provost and Vice President for Academic Affairs

Revision Date: 8/24/2020

1. Purpose and Scope

The purpose of the Faculty Appointment Policy is to outline the process for faculty appointments, rank and promotion and stipulate necessary requirements. North American University recognizes academic excellence, experience, and meritorious contributions to higher education by awarding academic rank to faculty who perform at the highest levels. Academic rank is granted by the Provost and Vice President for Academic Affairs in combination with the Executive Committee based on the institution's faculty personnel policies.

2. Policy

Faculty teaching undergraduate courses must demonstrate on their official transcript of record they have a minimum of 18 semester credit hours or a master's degree at the graduate level and four years of practical work experience. For faculty teaching graduate level courses an earned doctorate or terminal degree in a related field of study is required and four years of practical work experience.

The academic ranks of the University are associate professor, assistant professor, lecturer and instructor. The senior associate professor or assistant professor are granted as a result of outstanding teaching, scholarship and research, leadership, and service work. Faculty who hold senior ranks are exemplary, possess ethical stature, and provide academic and scholarly leadership to developing faculty.

Promotion in Rank

North American University has specified five basic categories upon which academic rank and promotion in rank are based:

- Education and experience,
- Effective classroom teaching,
- Research/scholarship,
- Contributions to the institution and profession, and
- Performance of non-teaching or administrative duties.

General Guidelines

Lecturer/Instructor

- An earned master's degree or eighteen (18) graduate hours in a relevant teaching field awarded by an accredited institution.
- Credentials which indicate the potential for effective classroom teaching, contributions to the institution and profession, and, in appropriate instances, successful performance of non-teaching or administrative duties. Instructors are not required to have specific duties such as student advising, serving on committees.

The first appointment as Lecturer or Instructor shall normally be for one year, although appointment may be for two years. Reappointments, if made, are for one year or two years.

Assistant Professor

Appointments at the rank of assistant professor are for periods of five years. The maximum term of service at the rank of assistant professor may not exceed seven years, not including time on non-academic leave. The Provost and Vice President for Academic Affairs may grant credit toward promotion based on professional experience without academic settings, not exceeding two years. Typically, a review for promotion is initiated at the beginning of the fifth year in rank, with notification of the decision being made by the end of the fifth year. Time on academic leave will count toward a faculty member's time in rank. A request in writing to the chair is required from a faculty member who wants to postpone promotion review due to a non-academic leave.

To be appointed at the rank of Assistant Professor/Associate Professor/Professor, a faculty member shall pursue the following accordingly:

Assistant Professor

- An earned doctorate relevant to the teaching field awarded by an accredited or internationally recognized institution.
- Academic credentials which indicate the potential for effective classroom teaching, research/scholarship, contributions to the institution and profession, and, in appropriate instances, successful performance of non-teaching or administrative duties.

Associate Professor

- An earned doctorate relevant to the teaching field awarded by an accredited or internationally recognized institution of higher education.
- Five (5) years of successful higher education teaching experience in full-time appointment(s). • Five (5) years of experience at the assistant professor rank.
- Demonstrated effective classroom teaching, research/scholarship, contributions to the institution and profession, and, in appropriate instances, successful performance of non-teaching or administrative duties.
- Noteworthy achievement in classroom teaching, research/scholarship, and contributions to the institution and profession, or, in appropriate instances, performance of non-teaching or administrative duties.

Professor

- An earned doctorate relevant to the teaching field awarded by an accredited or internationally recognized institution of higher education.
- Ten (10) years of higher education teaching experience in full-time appointment(s).
- Five (5) years of experience at the associate professor rank.
- Demonstrated record of effective classroom teaching, extensive research/scholarship, extensive contributions to the institution and profession, and, in appropriate instances, exemplary performance of non-teaching or administrative duties.
- Commendable or outstanding achievement on all of the categories: effective classroom teaching, research/scholarship, contributions to the institution and profession, and, in selected instances, performance of non-teaching or administrative duties.

For additional policies and guidelines faculty members are encouraged to read the faculty handbook found on the NAU website.

3. Who Should Read This Policy

- Faculty Members
- Department Chairs
- Faculty Search Committee

4. Related Documents and References

- Faculty Handbook

5. History

- Revision Date: 01/20/2019
- Revision Date: 08/24/2020

Policy Title: Faculty Academic Freedom Policy
Policy Number: PRO.100.7
Policy Owner: Provost and Vice President for Academic Affairs
Responsible Office: Provost's Office
Revision Date: 4/20/2020

1. Purpose and Scope

North American University takes great pride in its faculty members. Faculty are invaluable in shaping students on their academic journey and provide an array of ideologies and perspectives. The purpose of the Faculty Academic Freedom Policy is to ensure faculty engage in meaningful discussions without reservation.

2. Policy

To be effective as a scholar and teacher, the faculty member must be free to pursue knowledge and to teach what he or she believes to be true. North American University faculty members are granted this freedom and conduct research and teaching with integrity and competence. Faculty members have academic freedom while disseminating information to students whether it be in the classroom or outside and must avoid content or material which can incite violence, hate, discrimination. Further, faculty should rely on facts and provide accurate information and make the usual disclaimer that they are not speaking for or on behalf of the University.

For additional policies and guidelines faculty members are encouraged to read the faculty handbook found on the NAU website.

3. Who Should Read This Policy

- Faculty Members

4. Related Documents and References

- Faculty Handbook

5. History

- Revision Date: 01/20/2019

Policy Title: Faculty Senate Policy

Policy Number: PRO.100.8

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 4/20/2020

1. Purpose and Scope

North American University takes great pride in its faculty members. Faculty are invaluable and contribute to the University governance model and contribute to decision-making processes on campus. The Faculty Senate along with the Provost and Vice President for Academic Affairs collaborate to best meet the needs of faculty members. Faculty Senate participates in the formation, implementation, and review of University policies, and provide a means for faculty to act effectively on matters with which it is concerned. The Senate provides recommendations on academic development and functions as a channel of communication between the faculty, student body and the administration. The Senate is considered as an advisory body to the University administration on all matters that may affect the attainment of the University's educational objectives.

2. Policy

The Faculty Senate in collaboration with the Provost and Vice President for Academic Affairs will make decisions on faculty effectiveness, hear faculty grievances, and serve as a voice for faculty members. Faculty members can take part on specific agenda items when the faculty senate meets. Faculty senate members must be nominated or serve a one-year term as an Academic Liaison to be appointed as a Faculty Senate member. Faculty who would like to take matters before the Faculty Senate must contact the Faculty Senate Chair to be placed on the agenda.

Membership

The Faculty Senate shall consist of one member from each academic department, the library, and three at large representatives. The three at large seats will be filled by election of regular full time faculty from across the University. Representation to the Faculty Senate requires that a faculty member be a regular full-time faculty member. Each member is elected for three-year terms and can serve up to two consecutive terms. The at large seats will be elected with one opening each year for three years.

Officers

The officers of the Faculty Senate shall consist of a chair, a vice chair, a secretary, and a parliamentarian. These officers, with the exception of the parliamentarian, shall be elected from the total membership of the Senate at the first Senate meeting of the academic year. The chair of the faculty shall be an ex-officio member of the Senate and shall serve as liaison officer between the Senate and the President. It shall be the responsibility of the chair of the Faculty Senate to appoint a parliamentarian. It shall be the responsibility of the vice chair to serve as the faculty elections officer. It shall be the responsibility of the secretary to prepare detailed records of the deliberations of the Senate.

Voting

All faculty members are voting members of the Faculty Senate. The Provost and Vice President for Academic Affairs is non-voting member of the Senate

Election and Terms

The Senate meets twice a year, on a designated day that falls between the days two weeks before each semester begins and two weeks after. The chair and the vice chair of the Senate both serve for one year. The vice chair presides at meetings in absence of the chair. The parliamentarian makes sure that meetings are conducted properly and in a timely manner.

The vice chair of the Faculty Senate is the senate elections officer and is responsible for coordinating elections. The elections officer notifies each department chair and provides necessary materials and requests that the department chair provides a mechanism for the election of its Faculty Senate representative. Full time faculty members of each department shall vote to elect the Senate representative for their department. All voting shall be by secret ballot. It shall be the responsibility of the department chair to set the date, time, and place of voting; prepare the ballots; supervise the election; provide for the tabulation of votes; notify all nominees of the election results; and report the results of the election to the senate elections officer.

For additional details faculty members are encouraged to read the Faculty Senate bylaws found on the NAU website.

Minutes

Faculty Senate acts as a forum where matters of importance to the University can be discussed by members of all of its faculty. Therefore, full minutes of Senate meetings are distributed to all faculty members.

Responsibilities

- Establish Faculty policies
- Encourage best practices for faculty effectiveness
- Listen to faculty grievances/complaints
- Review ideas presented by the Provost and Vice President for Academic Affairs
- Take part in decision-making processes

Decision-Making

- The Faculty Senate will make decisions by way of majority votes (a minimum of four votes are required to proceed to the Provost and Vice President for Academic Affairs for review).
- The Provost and Vice President for Academic Affairs has the ultimate responsibility to share content with the Executive Committee as he or she sees fits.

3. Who Should Read this Policy

- Faculty
- Academic Liaisons
- Faculty Senate Chair

4. History

- Revision Date: 01/20/2019

Policy Title: Graduate Programs Committee Policy

Policy Number: PRO.100.9

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 4/20/2020

1. Purpose and Scope

North American University seeks students from all over the world to be a part of its graduate programs in fulfillment of its mission in, “teaching excellence and being student centered.” NAU strives to provide an environment promoting global cultural competency, personal growth and responsible citizenship. The purpose of the Graduate Programs Committee Policy is to fuel innovation in curricula, reflect the impact of change on the university, and improve the process of review of new programs, and major changes in existing programs.

2. Policy

The Graduate Programs Committee collaborate and work to improve policies, outcomes, curriculum updates, and best practices for all graduate degree programs. The Committee will use institutional effectiveness planning, satisfaction survey data, employment trends, student learning outcomes, and advising efforts to enhance programs.

Responsibilities

The Graduate Programs Committee (GPC) will focus on efforts in the following areas;

- the review of existing graduate degree programs
- the review of graduate degree programs offered in community outreach
- the definition and review of significant changes to existing graduate degree programs;
- and the review of Program Advisory Committees (PACs) to align program academic standards.

Membership

- Department Chairs (4 chairs: Computer Science, Business Administration, Education, & Criminal Justice)
 - Committee Chair appointed by Provost and Vice President for Academic Affairs
- At large Members (up to 3; Appointed by Provost and Vice President for Academic Affairs)

Decision-Making

- The Committee is a collective unit and final decisions require a majority vote
- The Committee makes decisions on course change requests.
- The Committee makes decisions on deletion of courses.
- The Committee makes decisions on new degree program and tracks in degree programs

3. Who Should Read This Policy

- Faculty
- Department Chairs

5. Related Documents and References

- Academic Catalog

6. History

- Effective Date: 12/03/2013
- Revision Date: 05/28/2019

Policy Title: Faculty Credentialing and Qualifications Policy

Policy Number: PRO.100.10

Policy Owner: Interim Associate Dean, Institutional Effectiveness and Planning Responsible

Responsible Office: Office for Institutional Effectiveness and Planning

Effective Date: 11/14/2018

1. Purpose and Scope

The purpose Faculty Credentialing and Qualifications Policy is to ensure faculty members appointed to work for North American University meet the minimum qualifications and guidelines prior to appointment. This policy will focus on credentialing methods used internally to mitigate any risks in appointing new faculty members to the University.

2. Policy

When determining faculty qualifications and reviewing credentials North American University will always give credit to the candidate who has the highest degree in the respective area. The University will consider knowledge, understanding of job description, and related work experience.

For all cases, the University must acquire official transcripts, verify previous work experience, and obtain documentation posted in the job description. Faculty members must also be willing to abide by guidelines established in the NAU Faculty Handbook prior to any faculty appointment. Any faculty member who is unable to provide verifiable documentation as aforementioned will not receive a faculty appointment contract or teaching assignment(s) for the University.

3. Guidelines

Faculty members seeking employment with North American University who want to teach undergraduate and graduate courses must subscribe to the following qualification and guidelines:

- Faculty appointed to work for NAU must demonstrate a good rapport with cohorts, staff, and students.
- Faculty must be certified in the respective academic program area and have verifiable work in experience.
- Faculty must participate in on-going professional development as outlined in Professional Development Policy HRO.400.2.
- Faculty desiring to teach in a baccalaureate degree program must have a master's degree in the program area or a minimum of 18 hours at the master's degree level in the program area and four years prior work experience prior to appointment.
- Faculty desiring to teach in a master's degree program must have a terminal or earned doctorate degree in the program area or a minimum of 18 hours at the doctoral level in the program area and four years of prior work experience in the program area prior to appointment.
- Faculty desiring to teach general education courses which matriculate into to a baccalaureate degree program are required to have a master's degree in the respective academic program area and prior coursework experience in the designated area.

4. Who Should Read This Policy

- Administrators
- Department Chairs
- Faculty

5. Related Documents and References

- Professional Development Policy HRO.400.2

6. History

- 11/14/2018

ACADEMIC AFFAIRS

Policy Title: Non-degree Seeking Student Policy

Policy Number: ACA.200.1

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost and Vice President for Academic Affairs

Revision Date: 4/20/2020

1. Purpose and Scope

The purpose of this policy is to manage non-degree seeking undergraduate and graduate students taking classes; to encourage students successfully in transferring classes towards a specific degree when they receive adequate grades; and to enforce certain limitation for international students; to apply financial aid and housing requirements.

2. Policy

North American University recognizes non-degree seeking students to register and take classes.

Procedures

Procedures associated with the policy are explained in this section. International applicants with a student visa are not eligible for non-degree admission. Exchange students are required to purchase health-insurance. Students are subject to prerequisites if any, as regular students.

Undergraduate

Exchange students are allowed as non-degree seeking students through several NAU's partnership programs. A student may enroll in university courses through undergraduate non-degree status. A maximum of 15 credits completed as a non-degree seeking student may be used for fulfilling undergraduate degree requirements. Non-degree students are not eligible for federal financial aid. A student disqualified from the University cannot attend as a non-degree student.

Graduate

Individuals holding a bachelor's degree, or its equivalent, from a college or university that grants degrees recognized by the University, may enroll in graduate-level courses to a specific graduate degree program. English proficiency requirements may be waived based on a Department Chair's discretion. Such students may enroll in graduate-level course work as their qualifications and performance permit. It is advisable to contact the department(s) offering courses of interest to ensure that those courses are available to non-degree students. Non-degree students are not eligible for federal financial aid or for any financial assistance offered by the University.

Up to 9 units of graduate credit earned with a minimum of B- in non-degree status may be applied toward a graduate degree program once the student obtains regular admission to a degree program. Depending on the academic level of exchange student, some of classes' prerequisites may be waived after department chairs' written approval. Applications for non-degree status, along with the required application fee, must be submitted to the Admission Office no later than 7 days before classes begin. To avoid late registration penalties, students should be admitted and registered for classes, with accounts paid in full, before the first day of classes. Students are charged the cost per credit for the specific program it falls under.

Required Documentation:

- a. Online application at www.na.edu
- b. Regular Application fee as stated in the Academic Catalog
- c. Valid government-issued photo ID
- d. Official transcript (showing proof of high school graduation for undergraduate-level courses OR showing proof of bachelor's for graduate-level courses)
- e. Enrollment Agreement (completed after the above items have been received)

4. Who Should Read This Policy

- Faculty
- Department Chairs
- Registrar
- Financial Aid
- International Student Office

7. Related Documents and References

- Academic Catalog

8. History

- Revision Date: 08/07/2018

Policy Title: Course Registration Policy

Policy Number: ACA.200.2

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost and Vice President for Academic Affairs

Revision Date: 4/20/2020

1. Purpose and Scope

The Course Registration Policy and its procedures describe the course registration process as well as add/drop guidelines, important dates, and responsibilities of both students and their advisors during the course registration periods.

2. Policy

North American University has designated periods for course registration as well as for adding and dropping courses as listed in the Academic Calendar. Students are strongly encouraged to seek advising for course registration. However, it is the students' responsibility to select and register for classes in accordance with their degree requirements, course pre-requisites, and their expected graduation date.

Add/Drop Courses

Students may add/drop courses during the designated periods published in the academic calendar. Courses dropped during the period to 'drop courses/or withdraw *without* a 'W' grade', do not receive a grade and the course is not recorded on the student's transcript. Courses dropped during the period to 'drop courses/or withdraw *with* a 'W' grade' will receive a W grade for the course which is recorded on the transcript. Students who intend to drop all courses in a semester are considered as withdrawing from the university and must fill out the official withdrawal form. Students cannot withdraw from the university after the last day to drop a course with a "W".

Repeated Courses

A student may repeat a course taken at NAU. If a student repeats a course and has two or more passing grades for that course, the official grade is the last one assigned and the CGPA is adjusted in the semester in which the course was repeated. If a student repeats a course but receives an "F" in his or her final attempt, the official grade for the course is the last passing grade. All repeated course attempts remain on the transcript. Effective July 1, 2011, due to changes in federal regulations, a student may receive federal financial aid (Title IV Funds) for a repeated course only once if the student passes the course previously.

3. Procedures

New Students

Registration advising for freshman students is done by the Registrar's Office. Registration advising for transfer and graduate students are done by the department chairs.

Continuing Students

Continuing students must register for classes online. Students are strongly encouraged to consult with their academic advisor for registration advising before registering for courses. If students have any holds on their account, they need to resolve those holds before advising and course registration.

Registration periods

Registration periods and payment deadlines for each semester are published on the university's Academic Calendar at www.na.edu under "Academics".

1. Who Should Read This Policy

- Students
- Advisors
- Department Chairs
- Business Office
- Registrar's Office

2. Related Documents and References

- Academic Calendar
- Academic Catalog

7. History

- Revision Date: 9/5/2017
- Revision Date: 08/2013
- Date Created: 08/2012

Policy Title: Transfer Credit Policy

Policy Number: ACA.200.3

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost and Vice President for Academic Affairs

Revision Date: 02/16/2018

1. Purpose and Scope

The Transfer Credit Policy regulates the transfer of credits for both undergraduate and graduate students, and ensures consistency and conformity with the State, Federal and accreditation regulations that apply.

2. Policy

North American University allows for the transfer of credits from higher education institutions as well as credits earned by examination. NAU does not accept life experience or vocational coursework for transfer credits. Transfer credits are counted towards the calculation of credit hours attempted, credit hours earned, and the maximum time frame allowed. However, transfer credits are not counted in CGPA calculation at NAU.

Transfer Credit Requirements

1. Only credits earned at accredited institutions are eligible for transfer of credit
 - a. US colleges and universities should be accredited by agencies recognized by the US Department of Education.
 - b. Official transcripts documenting coursework from international institutions of higher education should be evaluated by foreign credential evaluation agencies which are a member of the National Association of Credential Evaluation Services (NACES), American Association of Collegiate Registrars and Admissions Officers (AACRAO), or Association of International Credentials Evaluators (AICE).

Suggested evaluation services include:

- Educational Credential Evaluators: www.ece.org
 - Global Credential Evaluators: www.gcevaluators.com
 - International Education Evaluators: iee-usa.com
 - SDR Educational Consultants: uhd.sdr.credentialconnection.com
 - SpanTran Evaluation Services: www.spantran.com
 - World Education Services: www.wes.org
2. Official transcripts from US institutions are required for the transfer of credit. For coursework completed at international institutions, official transcript evaluations as explained in Item 1 are required for transfer of credit. 'Official' is defined as a transcript or transcript evaluation that comes directly from the issuing institution to NAU via electronic or regular mail. Students must request these institutions to send official copies of their transcripts directly to NAU.
 3. Only credits taken within the past 10 years are eligible for transfer of credit.
 4. Undergraduate students may transfer up to 90 credit hours including credit by examination. A maximum of 66 lower level transfer credits are allowed to apply for a bachelor's degree program.
 5. North American University accepts transfer credits from AP (Advanced Placement) exams; IB (International Baccalaureate) programs; and CLEP (College Level Examination

Program). The maximum number of credit hours the University will grant by examination is thirty (30). Details regarding credit by examination can be found in the Academic Catalog.

6. Undergraduate students may only transfer previously taken courses with a letter grade of “C-” or above. For schools that have a mutual agreement with NAU, if so stated in the agreement, courses with letter grade of “D” may be transferred.
7. Once an undergraduate student has enrolled at NAU, no more than 18 credit hours total will be accepted for transfer credit. Transfer courses may be taken only in summer semesters and should not exceed 6 credit hours per summer.
8. All transferable courses from international institutions of higher education must be transferred before the student enrolls in NAU upon approval by the Department Chair.
9. ENGL 1311 and ENGL 1312 taken at schools outside the following countries are NOT eligible for transfer of credit: United States, Australia, Canada [Except Quebec], Ireland, New Zealand, South Africa, United Kingdom [England, Northern Ireland, Scotland, and Wales].
10. For graduate programs, courses with a grade of “B-” or above may be accepted for transfer credit. Courses previously applied for a Bachelor’s Degree may not be transferred to apply towards a Master’s Degree. In addition, the majority of the credits required for a master’s degree must be completed at NAU.

3. Procedures

The following procedures must be followed for transfer of credit:

1. Official transcripts are submitted to the Records Office, who then sends the documents to the appropriate department. Department Chairs review the transcript and determine which course credits may be transferred.
2. Department chairs may request students to supplement course descriptions, course syllabi or other supporting documents, if needed. This is important for credits transferred from courses which do not match in name and/or level with the courses offered at NAU. In addition, students may be requested to provide supporting documentation about previous institutions attended.
3. Courses to be transferred as general education, core or concentration electives with less than 3 credit hours may be combined to add up to 3 credit hours only if the courses are continuation courses with the same title. Courses to be transferred as electives may carry different credits.
4. Once the Department Chair has determined which courses may transfer, he or she then fills out the departmental course transfer form and sends it to the Records Office. Records Office uploads the documents in the system and notifies the Registrar of the pending transfer credit. The Registrar then process the transfer credit.
5. Students may appeal in writing any transfer credit decision to the VP for Academic Affairs.

4. Who Should Read This Policy

- Students
- Department Chairs
- Admissions Office
- Registrar’s Office

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 08/2017
- Revision Date: 08/2013
- Date Created: 08/2012

Policy Title: Satisfactory Academic Progress (SAP) Policy

Policy Number: ACA.200.4

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 07/18/2019

1. Purpose and Scope

The Satisfactory Academic Progress (SAP) policy outlines standard evaluation methods conducted by NAU to evaluate student academic progress. The policy also explains the mandatory requirements for students to receive eligibility of Federal Financial aid funds.

2. Policy

Students enrolled at North American University must make measurable progress toward completion of their program of study to maintain eligibility for enrollment and for receiving federal financial aid. North American University Satisfactory Academic Progress (SAP) Policy defines the standards to evaluate students' academic progress. These standards are applicable to all undergraduate and graduate students.

Satisfactory Progress

Evaluation of SAP is made at the close of each semester (Fall, Spring, and Summer) by the Registrar's Office once grades are available in the university system. SAP is measured by the following three standards:

1. Maximum Time Frame for Program Completion
2. Qualitative Standard: a required cumulative grade point average (CGPA)
3. Quantitative Standard: a required completion rate

Students who fail to meet any of the above-mentioned standards are considered not in satisfactory academic progress and are notified of their SAP status via NAU email. It is necessary for all students to monitor their own SAP status. Students failing to maintain satisfactory academic progress can face a variety of consequences. Review possible consequences below:

Maximum Time Frame for Program Completion

Federal regulations require that students complete their program within a maximum time frame of 150% of the normal program length measured by attempted credit hours. For an undergraduate degree program, the normal program length is 120 credits and a student should complete the program in 180 attempted credit hours ($180 = 150\%$ of 120 credit hours). For the Master of education degree programs, the normal program length is 36 credits and a student should complete the program in 54 attempted credit hours ($54 = 150\%$ of 36 credit hours). For the Master of Business Administration and Master of Science in Computer Science degree programs, the normal program length is 30 credits and a student should complete the program in 45 attempted credit hours ($45 = 150\%$ of 30 credit hours). All registered hours including withdrawals, repeated courses, and all accepted transfer hours will be counted towards maximum time frame.

Qualitative Standard: Required Cumulative Grade Point Average

According to the Federal regulations, undergraduate students must have a cumulative grade point average (CGPA) of 2.00 at the end of the second academic year and thereafter. If any student cannot comply with the CGPA requirement, s/he should follow an academic plan developed by the Academic Advisor. Undergraduate students are required to have a CGPA of

2.0 for graduation. In addition, undergraduate students must meet the following CGPA requirements at the close of each semester:

<u>Credit Hours Attempted</u>	<u>Minimum CGPA</u>
0 - 23	1.60
24 - 47	1.80
48 - 180	2.00

Graduate students are expected to maintain a CGPA of 3.00 at the close of each semester. If any student cannot comply with the CGPA requirement, s/he should follow an approved academic plan developed by the Academic Advisor. Graduate students are required to have a CGPA of 3.0 for graduation.

Quantitative Standard: Required Completion Rate

Undergraduate students must successfully complete a percentage of all attempted credit hours at the close of each semester according to the table below:

<u>Credit Hours Attempted</u>	<u>Completion Rate</u>
0 - 23	50%
24 - 47	60%
48 - 180	67%

Graduate students must successfully complete at least 75% of attempted credit hours at the close of each semester.

Failure to Meet SAP Standards

SAP Warning

Students are placed on SAP Warning for one semester if they do not meet the qualitative or quantitative SAP standards. Students on SAP Warning may be eligible for financial aid for one semester but must work towards improving their CGPA and/or completion rate to meet the SAP standards by the end of the semester. Students who fail to meet the qualitative standard at the end of the following semester will be placed on SAP Suspension.

SAP Suspension

Students are placed on SAP Suspension for one of the following reasons:

1. Do not meet the qualitative or quantitative SAP standards after one semester on SAP Warning
2. Do not meet the qualitative or quantitative SAP standards after one semester on SAP Extended Enrollment (see section 5.3.2.4)
3. Do not meet the qualitative or quantitative SAP standards at the end of SAP Probation period (See section 5.3.2.3)
4. Do not meet the requirements of their Academic Plan while on SAP Probation (see section 5.3.2.3)
5. Exceed the maximum time frame for program completion

Students are not eligible to enroll in classes or receive federal financial aid while on SAP Suspension. Students who are placed on SAP Suspension may file an appeal if any mitigating circumstances resulted in their suspension. Details of the appeal procedures are explained in

Appealing SAP Suspension section.F-1 students placed on SAP Suspension will have their F1 visa status terminated unless their appeals are accepted.

SAP Probation

A student whose appeal is approved by the SAP Appeals Committee will be placed on SAP Probation for one semester. Students who receive an Academic Plan by their department chair will be placed on SAP Probation for the length of the Academic Plan. The Academic Plan is a written agreement between a student and the institution in order for the student to improve his/her academic performance. The Academic Plan includes a minimum GPA and a minimum completion rate that the student must achieve every semester during the probationary period. The student is also required to meet SAP standards at the end of the probationary period as a part of the Academic Plan. The Registrar's Office will monitor the academic progress of the student at the end of each semester. Academic Plans may be made for students who attempted less than of 144 credit hours.

If a student does not meet the SAP standards at the end of the probationary period or fail to achieve the Academic Plan requirements at any semester while on SAP Probation, the student will be placed on SAP Suspension.

If a student on SAP Probation meets the SAP standards at the end of or during the probationary period, the SAP Probation status will be removed, and the student will be deemed as maintaining satisfactory academic progress.

SAP Extended Enrollment

A student whose appeal is approved by the SAP Appeals Committee may be placed on SAP Extended Enrollment. SAP Extended Enrollment is one semester and students are expected to meet SAP standards at the close of the semester. Students on SAP Extended Enrollment are not eligible for federal financial aid.

Appealing SAP Suspension

A student who is placed on SAP Suspension may file an appeal if mitigating circumstances prevented him/her from meeting the SAP standards. The following is a list of conditions that can be considered as mitigating circumstances which have adversely impacted the student's academic progress:

- Student illness or injury that lead to hospitalization or documented serious illness or injury of the student (including mental health issues)
- Death of an immediate family member (a parent, spouse, sibling or child)
- Illness of an immediate family member where the student is the primary caretaker or the family member is the primary financial support
- Work-related major changes during the period (including Military deployment)
- Natural disaster
- Other extraordinary circumstances that affect the ability to meet SAP standards.

The student should submit an Appeal Request Form to the Registrar's Office by the deadline indicated in the notification letter along with the following documents:

1. Appeal Request Form
2. Letter of appeal, explaining the mitigating circumstances that resulted in the unsatisfactory academic progress, explanation on how the circumstances have been remedied or changed to ensure that the student will be able to meet SAP standards

3. Supporting documentation of the mitigating circumstances, and the remediation or change.

Appeals are reviewed by a committee involving the Director of Financial Aid, Registrar, Director for Career and Success and representatives from various departments. The SAP Appeals Committee may seek information from the students' advisor or related department chair, if necessary. The committee evaluates the appeals and determines whether the student is able to meet the SAP standards by a specific point in time and is deemed eligible to receive federal financial aid.

The committee may

- reject the appeal; or
- approve the appeal and place the student on SAP Probation for one semester; or
- approve the appeal and place the student on SAP Probation with an academic plan; or
- approve the appeal and place the student on SAP Extended Enrollment.

Students placed on SAP Suspension due to failure to meet the qualitative standard after the second academic year is not eligible for SAP Probation.

If a student on SAP Probation or SAP Extended Enrollment is placed on SAP Suspension at the close of a semester, the student will not be able to appeal the suspension immediately unless the mitigating circumstance claim that affected unsatisfactory academic progress is different than the one indicated in the first approved appeal. Students are not allowed to appeal the suspension for a third time unless they have demonstrated, by attending another institution, the ability to succeed academically.

Reinstatement of Suspended Students

Students suspended from North American University will not be allowed to reenter the institution for at least one semester (fall or spring for undergraduate students; fall or spring or summer for graduate students) except as provided in the suspension appeals process above.

Any student who has been suspended for at least one semester and wants to return to the university must submit an appeal to the Registrar's Office. The SAP Appeals Committee evaluates the appeals and determines whether the student is eligible to return to NAU and receive federal financial aid. Suspended students will return to NAU on either SAP Probation or SAP Extended Enrollment status and are expected to maintain satisfactory academic progress at the close of the semester.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Academic Plan
- Academic Plan for Undergraduate Students
- Academic Plan for Graduate Students

6. History

- Revision Date: 02/2019

- Revision Date: 08/2014
- Revision Date: 08/2013
- Date Created: 08/2012

Policy Title: Challenge Exam Policy

Policy Number: ACA.200.5

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 7/25/2017

1. Purpose and Scope

The purpose the Challenge Exam Policy is to outline the policy and procedures pertaining to challenge exams, which allow students to receive credit for a course through an exam. This procedure informs students regarding the required steps to take for a challenge exam.

2. Policy

North American University allows a student who can demonstrated mastery in a specific course to receive credit for the course through an exam process. The process will encompass one or all of the following (comprehensive exam, project or research paper, other assessments as described by the Department Chair). Challenge exams are provided at the Department Chair's discretion. Students must pass the challenge exam in order to earn credit for the course. Challenge exams are administered by the Chair or faculty member of the department. Credits earned by challenge exams are applied as transfer credits with a grade of "T". Challenge exams do not affect the student's grade point average. Challenge exam for a course can only be taken once in a semester. The Challenge exam fee of \$300 must be paid prior to each attempt. Departments may have their own deadlines and requirements in addition to the items disclosed in this policy.

3. Procedures

The following steps must be taken to request and administer the challenge exams:

- Students must consult with their Department Chair regarding challenge exam requests.
- If approved, the student and Department Chair completes the challenge exam form
- Prior to taking the exam, the student must pay the non-refundable challenge exam fee of \$300 at the Bursar's Office. The Bursar's office will sign the challenge exam form validating payment received.
- Student will give the completed challenge exam form to the Department Chair and make arrangements with the Department Chair to take the exam.
- After the exam is administered, the examiner records the test results on the challenge exam form.
- If the challenge exam was successfully completed, the Department Chair submits the completed challenge exam form and a course transfer form, awarding credit for the course, to the Records Office.
- The forms will be scanned by the Records Office and sent to the Registrar's Office for processing.

4. Who Should Read This Policy

- Students
- Advisors
- Department Chairs
- Registrar's Office
- Records Office

5. Related Documents and References

- [Challenge Exam Form](#)

6. History

- Effective Date: 07/25/2017

Policy Title: Academic Advising Policy

Policy Number: ACA.200.6

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost' Office

Revision Date: 10/01/2018

1. Purpose and Scope

North American University believes that academic advising is an integral part of a student's educational experience; therefore, each student upon admission at North American University is assigned an academic advisor by the Department Chair of their undergraduate or graduate program of study. The Academic Advising Policy outlines the advising process for students upon entering the University. After a student is enrolled to a course/program an advisor will be aligned to guide them through their academic journey.

2. Policy

After a student is enrolled to a course/program an advisor will be aligned to guide them through their academic journey. North American University encourages all students to seek academic advising before the registration period and at other times when academic questions arise. Academic advisors are committed to preparing students for success in the academic setting by assisting students in the development of skills to define and achieve their academic goals. Advisors assist students to develop a plan of study based on the student's degree requirements and objectives. Ultimately, the student is responsible for seeking adequate academic advice, for knowing and meeting degree requirements, and for enrolling in appropriate courses to ensure orderly and timely progress toward a degree.

3. Procedures

Students should plan and request an appointment with their advisor well ahead of the day they are eligible to register for the next semester, a date that can be found by checking the Academic Calendar, or when students demonstrate unsatisfactory academic progress.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 10/2018
- Revision Date: 08/2014
- Revision Date: 08/2013
- Date Created: 08/2012

Policy Title: Academic Regulations for International Students Policy

Policy Number: ACA.200.7

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 10/01/2018

1. Purpose and Scope

The International Student Office (ISO) at North American University is responsible for working with students on all international student matters. The Academic Regulations for International Students Policy outlines regulations for international students with respect to their visa as well as lists the requirements for the students to obtain eligibility to receive admission into NAU, it also explains the process of registering for particular courses. The (ISO) also maintains CPT and OPT documents and procedures for all international students.

2. Policy

The International Student Office (ISO) administers academic regulations for international students on student visas. In addition to complying with the general academic regulations of the University, international students in F-1 or J-1 status must obtain approval from the International Student Office when registering for the first time or for a new program, when registering below a full-course load or equivalent (Reduced Course Load), when registering for an internship, when taking an approved temporary leave, or when withdrawing from the University. This approval is in addition to the normal requirements and may not be waived.

Any student who fails to comply with the terms and requirements of the visa status will not be allowed to enroll in any courses offered by the University until he or she resolves the issue with the U.S. Citizenship and Immigration Services (USCIS). Students are responsible for keeping their own records and for knowing the USCIS's policies and regulations.

3. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 08/2014
- Revision Date: 08/2013
- Date Created:08/2012

Policy Title: Course Load Policy

Policy Number: ACA.200.8

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 10/01/2018

1. Purpose and Scope

The Course Load Policy stipulates the parameters on student course load and outlines the minimum to maximum course load a student must pursue for his/her academic success. Course load regulations are applicable for undergraduate, graduate and international students.

2. Policy

Full-time undergraduate students must enroll in at least 12 credit hours in the Fall or Spring semesters and half-time students must enroll in 6 credit hours respectively. During a regular semester of the academic year, a full-time course load for undergraduates is generally 15 semester hours. However, the maximum course load is 19 semester hours which includes all academic credits. Exceptions (overloads) must be approved by the Department Chair.

3. Procedures

Students who wish to register for a course load for more than 19 credit hours must follow the process outlined by their respective Department Chair and may only be permitted if one or more of the following guidelines are in place:

- A student must have a 3.0 GPA (B average) on all courses completed for the immediately preceding semester.
- The student is a senior or in good academic standing.

If a student wants to register for more credits than the maximum course load and none of the above holds, the student may submit a petition to the Department Chair. A desire to graduate early, in itself, is not sufficient reason to receive approval for academic overload.

Note: Undergraduate students' course-load over 16 credit hours per semester is subject to additional tuition charges. For more information regarding tuition charges, students should refer to the financial information section of the academic catalog or contact the Business Office.

Students in Satisfactory Academic Progress (SAP) probation can register for a maximum of 13 credit hours a semester until they maintain satisfactory academic progress. Recommended course load for any student who is enrolled in remedial courses is a maximum of 13 credit hours. Graduate students should enroll in 9 credit hours to maintain full-time status during Fall and Spring semesters. Minimum course load for half-time students is 6 credit hours.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 10/01/2018

Policy Title: Adding and Dropping Courses Policy

Policy Number: ACA.200.9

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 10/01/2018

1. Purpose and Scope

The Adding and Dropping Courses Policy summarizes the process involved in a student adding or dropping a course. North American University considers a student's flexibility as a top priority on their academic journey and allows a student to add or drop a course(s) within a specified time as indicated on the academic calendar.

2. Policy

Students may add and drop courses at designated times throughout the semester. A course can be dropped without appearing on the student's academic record, or it can be dropped with a grade of 'W' (withdrawal). The deadline for dropping a course *with* or *without* 'W' grade is specified in the Academic Calendar. Students should consider this calendar when making decisions after registration. Students who intend to drop all courses in a semester are considered as withdrawing from the university and must fill out the official withdrawal form. Students cannot withdraw from the university after the last day to drop a course with a "W". It is vital students work with their respective Department Chair and advisor when reviewing options of adding and dropping courses.

Procedures

All changes require the appropriate form (available on the Registrar's web page) and must be completed by the published deadline. Any forms submitted outside business hours, during weekends or holidays will be processed and effective the next business day. Students are responsible for verifying their schedule changes by logging into MyNAU Student Portal or at the Registrar's Office.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 08/2013
- Date Created: 08/2012

Policy Title: Academic Honesty Policy

Policy Number: ACA.200.10

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 8/18/2020

1. Purpose and Scope

In alignment with North American University's mission of "promoting responsible citizenship," and one of its core values of "honesty and integrity," the University encourages academic honesty from faculty, staff, and students. The Academic Honesty Policy is meant to establish ethical standards in maintaining integrity throughout the institution. This policy is designed to address any instances of academic dishonesty in the university and ensure fairness for faculty, staff, and students.

2. Policy

Academic honesty is a fundamental principle of learning and a necessary foundation for all academic institutions. North American University expects students to be honest and demonstrate integrity in all aspects of their relationship with the university (e.g., application, transfer evaluation, course work, internships, student teaching, testing, and interactions with faculty, staff, and students). Students must accurately represent themselves and their ability and seek help whenever needed from their instructors or Advisors. Violation of the academic honesty policy includes, but is not limited to, plagiarism (intentional or unintentional); any fabrication, falsification or misrepresentation of documents; stealing and abuse of academic materials; unauthorized removal, mutilation, or deliberate concealment of library materials; lying; deceit; cheating in an examination; intimidation for the purpose of influencing a grade change; misconduct in group projects; unauthorized recording, distribution or publication of course-related materials; bribery; and coercion.

3. Procedures

Violations aforementioned are unacceptable and resulting actions may range from a written warning, discipline committee review, a reduction of the grade or failure on the examination or assignment in question, failure in the course(s), suspension or even dismissal from the academic program or the university, or combination of these.

The instructor will address issues of academic dishonesty in their class and will decide an appropriate consequence, including the following options: a written warning; a reduced grade or partial credit on the examination or assignment; requiring the student to repeat the examination or assignment; or issuing a failing grade to the student of the course. Faculty or instructor must report incidents of alleged academic dishonesty in their class through their departmental Chairs/Coordinators to the Office of Academic Affairs.

Students, faculty and staff shall be responsible for reporting incidents of alleged academic dishonesty to the departmental Chairs/Coordinators, if the alleged act is not associated with a specific class or is outside formal coursework. All academic departments shall maintain a record of all such cases related to violation of this policy that are handled at instructor/faculty level or departmental level.

In extreme cases of violation of this policy that may warrant consideration for dismissal, suspension, or other disciplinary action, the Office of Academic Affairs must be informed. The Office of the Academic Affairs shall designate the hearing officer, or the discipline committee, and the hearing officer or the discipline committee shall be responsible for facilitating the

procedures related to the alleged violation of the academic honesty policy. In case of any disputes, all questions regarding the applicability of this policy and any consequences due to its violation shall be determined finally by the VP of Academic Affairs. The Office of the Academic Affairs shall maintain a record of all such cases related to violation of this policy at the university.

The North American University prohibits retaliatory action against persons who report incidents of alleged academic dishonesty, are suspected of having reported such incidents, who are identified to serve or have served as witnesses in any academic honesty proceeding, or who are identified to serve or have served as the hearing officer or member of the discipline committee.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Student Handbook
- Academic Catalog

6. History

- Revision Date: 10/01/2018

Policy Title: Undergraduate Enrollment in Graduate Courses Policy

Policy Number: ACA.200.11

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 10/01/2018

1. Purpose and Scope

North American University's Undergraduate Enrollment in Graduation Courses Policy defines the process by which undergraduate students can obtain permission from their respective advisors to enroll in and earn graduate level course credits.

2. Policy

Undergraduate students classified as a senior and proceeding toward graduation as directly as possible with a Cumulative Grade Point Average (CGPA) of 2.75 or better may enroll in graduate courses with permission in advance from his/her advisor. Graduate courses can be taken either towards a graduate degree or as an elective toward an undergraduate degree. If the course(s) is applied toward an undergraduate degree, the course(s) cannot be applied to a graduate degree. If course(s) is applied toward a graduate degree, the credits earned are subject to transfer credit rules and regulations.

3. Guidelines

The total number of hours taken in one semester by an undergraduate student may not exceed 15 credit hours, which includes no more than 6 credit hours of graduate courses. Undergraduate students enrolled in graduate courses will pay graduate-level tuition and fees associated with those courses.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 10/01/2018

Policy Title: Academic Appeal Policy

Policy Number: ACA.200.12

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 10/01/2018

1. Purpose and Scope

The Academic Appeals Committee at North American University oversees decisions regarding the grade change appeals. The purpose of the Academic Appeal Policy is to outline the process for academic appeals during the instance that, a student believes, his/her grade has been awarded unfairly/incorrectly. The policy protects the privileges of both student and faculty, and ensures the University uses fair and equitable practices when reviewing appeals.

2. Policy

In the event of a dispute over an assigned final course grade, students are provided an opportunity within certain guidelines as outlined in the Academic Appeal process to officially present an appeal which will be evaluated through a fair and reliable process. The faculty has the right to use their professional judgment both subjectively and objectively in determining a student's grade based on academic performance. They also have the responsibility to award the grade in a uniform manner based on established expectations and criteria for academic performance. Students have the right to appeal a grade that they feel has been awarded in an arbitrary and capricious manner. They also have the responsibility to accept the faculty member's professional judgment about their performance.

Grade appeals should be made only in the case of a grade which the student feels has been unfairly awarded. Only final course grades can be appealed; however, individual assignments or course examinations can be evidence if it can be shown that the grade earned on a given assignment or examination resulted in a lower final grade.

Students must submit documentation to the Registrar's Office and fill out a Grade Appeal Request Form at found on the Registrar's website (registrar@na.edu).

An appeal may be submitted based on the following:

- The grade was awarded based on factors other than academic performance as outlined in the syllabus or could constitute an act of discrimination.
- The grade awarded was not calculated used the previously outlined criteria in the course syllabus distributed to students.
- The standards for grade determination were more rigorous for other students.
- The grade was awarded based on erroneous or falsified data.

Along with the appeal letter, student must submit supporting documentation to registrar@na.edu. A student must submit the appropriate documentation and demonstrate the final grade was awarded incorrectly. The Registrar's Office will relay information pertaining to the student's grade change appeal to the faculty member, Department Chair and Academic Appeals Committee. The Academic Appeals Committee reviews and approves Grade Appeal requests.

3. Procedures

1. Student must submit documentation and the Grade Appeal Request form to the Registrar's Office.

2. The Registrar's Office will transmit the information pertaining to the grade appeal to the faculty member, Department Chair and Academic Appeals Committee.
3. At the discretion of the Academic Appeals, Committee includes Committee Chair the SGA in the overall process.
4. The Academic Appeals Committee will review the grade appeal request.
5. The Academic Appeals Committee Chair will notify the Registrar's Office of the decision concerning the grade appeal request.
6. The Registrar's Office will communicate the outcome of the hearing to student.

If appeal warranted in the favor of student, The Registrar's Office will post the grade change.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- [Grade Appeal Request Form](#)

6. History

- Revision Date: 10/01/2018

Policy Title: Transcript Request Policy

Policy Number: ACA.200.13

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 10/01/2018

1. Purpose and Scope

The Transcript Request Policy outlines the process for current or former students to request a transcript. The University protects student's records and transcripts through FERPA laws and no other person is permitted to request the copy without the written consent of the student.

2. Policy

The Transcript of Records or "transcript" is an inventory of the courses taken and grades earned by a student throughout his/her enrollment at the University, including transferred credits from other institutions. The Registrar's Office issues academic transcripts. In accordance with the Family Educational Rights and Privacy Act (FERPA), personnel in the Registrar's Office issues transcripts only upon the written consent of the student. No transcripts will be released until all University obligations are satisfied and no transcripts will be released if the student has financial or academic holds.

3. Procedures

Transcript requests may be processed as regular or expedited. Regularly processed transcript requests are finalized within four (4) business days from the date of request submission.

Expedited transcript requests are fulfilled in the same business day. Requests submitted after 4 pm will be deemed as submitted on the following working day. The fee for expedited requests is \$40 per transcript plus the expedited shipment fee.

Transcripts are ordered online only, from the Registrar's webpage at <http://www.na.edu/students/registrar/>. Transcript fee is \$10.00 per copy for domestic mailing, email, or pick up. Transcript requests for international shipping will be charged an additional mailing fee. The instructions and payment information can be found on the Registrar's webpage.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Transcript Request Form
- Academic Catalog

6. History

- Revision Date: 08/2013
- Date Created: 08/2012

Policy Title: Intellectual Property and Copyrights Policy

Policy Number: ACA.200.14

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 04/28/2020

1. Purpose and Scope

The Intellectual Property and Copyrights Policy is established to describe the guidelines and procedures to enable an environment that will encourage creativity and innovation, to recognize and protect the intellectual property rights of faculty, staff, students, and the university. The policy applies to all University faculty, staff, and students, employees and students.

2. Policy

North American University holds copyright to all course materials including videos, webinar recordings, discussion questions, assignments, articles, lecture notes and syllabi. NAU has the rights to use and import course materials to any other course. Using online course shells out of NAU requires Provost's approval.

North American University reserves the right to affirm ownership to any intellectual property created under any of the following circumstances:

- Works created/uploaded by NAU faculty
- Works created with significant use of university facilities, resources, technical support or financial support.
- Works created as a result of external funding.
- Funding an employee or student to develop the material.
- All student works

North American University has ownership of all student course work, such as assignments, homework, projects, videos, and articles.

Course instructors have the responsibility to properly use copyrighted material and protect intellectual property rights for their courses. If any course material has a third-party copyright, such as book publisher's presentations and quizzes, then a copyright notice is required to protect and recognize authorship and the integrity of the work.

Copyright notice is required to protect and recognize authorship and the integrity of the work. A copyright notice must be affixed to the intellectual property and should contain:

- the word "copyright"
- a "c" in a circle (©)
- the date of publication, and
- the name of either the author or the owner of all the copyright rights in the published work.

Any disagreements regarding the ownership of the intellectual property will be resolved by the Provost.

3. Who Should Read This Policy

- Students
- Faculty

4. Related Documents and References

- Academic Catalog

5. History

1. Revision Date: 10/01/2018
2. Revision Date: 9/5/2017

Policy Title: Academic Record and Release of Information Policy (FERPA)

Policy Number: ACA.200.15

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 4/30/2020

1. Purpose and Scope

The Academic Record and Release of Information Policy provides vital information on a student's rights under FERPA act; students can inspect and review and even amend their educational records. The policy provides control over the disclosure of the student's confidential information; it notifies the student's privacy rights and also gives privilege to complaint concerning alleged failures by institution to comply with FERPA regulations.

2. Policy

The Family Educational Rights and Privacy Act (FERPA) afford students certain rights with respect to their education records. These rights are as follows:

- a) Students have the right to inspect and review their education records within 30 days of the day the University receives the request.
- b) Students have the right to request amendment of their education records that they believe are inaccurate or misleading. If the University denies a student requested amendment, the student has the right to a hearing regarding the requested amendment to his/her education record.
- c) Students have the right to consent to disclosures of personally identifiable information in their education records, except to the extent that FERPA authorizes disclosure without consent.
- d) Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. Such complaints may be sent to the Family Policy Compliance Office of the Department of Education or the Accrediting Commission of Career Schools and Colleges, NAU's national accreditor.

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, D.C. 20202- 5920.

Accrediting Commission of Career Schools and Colleges (ACCSC)
2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
<http://www.accsc.org/>
Phone: 703.247.4212
Fax: 703.247.4533

3. Procedures

Review and Amendment of Academic Records

Students may inspect and review their educational records based on written request. Access is given to students within 30 days after the request has been made. An appropriate administrative official or member of the faculty obtains the record for the student and remains present while the student reviews the records.

Students have the right to inspect information in their education records. Students wishing to review their education records must make written requests to the appropriate campus official listing the item or items of interest. Students who believe that their records contain misleading information may challenge the contents of their education records and request a hearing if the outcome of their appeal is unsatisfactory.

Student education records are handled by the Office of the Registrar; financial aid and billing related matters are coordinated by the Office of Financial Aid and the Business Office. Students may not inspect the following as outlined by the Act: financial information submitted by their parents; confidential letters and recommendations regarding admissions, employment or job placement; and education records that include information about another student.

If the decisions of the campus official from the related office are in agreement with the student's request, the appropriate records will be amended. If not, the student will be notified within a reasonable period of time that the records will not be amended. If the student chooses to seek a hearing procedure, he/she must submit a request in writing to the Vice President for Academic Affairs. The student will be informed of the date, place, and time of the hearing. Students may present evidence relevant to the issues. The hearing panels to adjudicate such challenges will be the Vice President for Academic Affairs, representatives of the Dean of Student Affairs and the corresponding Department Chair. Decisions of the hearing panels are final; necessary corrections will follow, if necessary.

Release of Information

North American University, in accordance with FERPA (Family Educational Rights and Privacy Act), does not release personal information about students to third parties except under certain conditions or unless the student authorized the release. The exceptional conditions are:

Common Exceptions

- a) School officials may access a student's file and records as long as they have a "legitimate educational interest". Basic student information such as name, email address, etc. may be released in a directory. However, the student must be given ample opportunity to withhold their information from a public directory. NAU uses the census date for directory purposes which is 20 class days after classes have started.
- b) School records may be released to another institution if the student is attempting to enroll in that institution. However, unless the student has initiated the release of information, attempts must be made to contact the student prior to releasing information.
- c) Pertinent student information may be released to Financial Aid if the information will affect the student's eligibility.

Other Exceptions

- a) **Dependent Student Exemption** – If a student is claimed on a parent's most recent federal tax return, they are viewed as a "dependent student". In this case, the school may non-consensually disclose the eligible student's education records to both parents. Dependent Student Exemption cannot be applied for international students.
- b) **Health and Safety Emergency** – Under this provision, colleges and universities may notify parents when there is a health or safety emergency involving their son or daughter, even if the parents do not claim the student as a dependent.
- c) **Alcohol, Drugs and Criminal Acts** – FERPA also permits the non-consensual release of information to parents if the student has been charged with a crime by any local, state or federal law enforcement agencies in regard to the crime that the student has been charged. If a student is in violation of school rules and faces disciplinary charges regarding alcohol

and controlled substances AND they are under 21 at the time of disclosure, the parents may also be informed of the violations that have occurred.

- d) Other Legal Exceptions – Release of information may occur in the following circumstances:
- To authorized representatives of the Comptroller General of the United States, the Attorney General of the United States, the U.S. Secretary of Education, and State and local educational authorities for audit or evaluation of Federal or State supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs;
 - To organizations conducting studies for or on behalf of the school making the disclosure for the purposes of administering predictive tests, administering student aid programs, or improving instruction;
 - To comply with a judicial order or a lawfully issued subpoena;
 - To the victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense concerning the final results of a disciplinary hearing with respect to the alleged crime; and
 - To any third party the final results of a disciplinary proceeding related to a crime of violence or non-forcible sex offense if the student who is the alleged perpetrator is found to have violated the school's rules or policies. The disclosure of the final results only includes: the name of the alleged perpetrator, the violation committed, and any sanction imposed against the alleged perpetrator. The disclosure must not include the name of any other student, including a victim or witness, without the written consent of that other student.

Public Information

North American University provides information about the University in accordance with the provisions of the Act and publishes this information in the University directory, website and advertisement materials. According to the FERPA, the following is considered as directory information and the university may release or publish those information without the student's consent: Full name; date and place of birth; major field of study; dates of attendance; degrees, honors and awards received; most recent educational institution attended; campus address and telephone number and student assigned e-mail; home address and telephone number; participation in officially recognized academic programs, student activities and sports.

Students can choose to restrict the release of directory information by submitting a formal request to the University to limit disclosure before the census date, which is 20 class days after classes start.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 10/01/18
- Revision Date: 08/2014
- Date Created: 08/2013

Policy Title: Minimum Class Enrollment Policy

Policy Number: ACA.200.16

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 4/30/2020

1. Purpose and Scope

The Minimum Class Enrollment Policy establishes required credit hours for students to be certified as full-time or half-time undergraduate or graduate students for Fall, Spring and Summer semesters. North American University adheres to all Federal and State laws in granting credits for enrolled courses. The enrolled credit hours may also impact a student's financial aid and impact an international student's enrollment status as well.

2. Policy

Credit Hour Definition

North American University defines a credit hour in accordance with federal regulations and the Texas Administrative Code. The university has procedures in place that conform to accepted practices for determining the amount and level of credit awarded for courses regardless of format or mode of delivery, including but not limited to, online, hybrid, laboratory, seminar, internships, and lecture.

The minimum amount of time for a one-credit-hour course per semester equals 50 minutes per week for 15 weeks of engaged learning plus one week for final examinations or other methods of assessment. A credit hour is an amount of work represented by intended learning outcomes and verified by evidence of student achievement, for the various modes of instruction offered at North American University. Therefore, a 3 semester-credit-hour course contains at least 45 hours of engaged learning time (i.e. instruction/student engagement/educational experience).

3. Guidelines

The unit of measurement for academic work is the credit hour. One academic semester credit hour is equal to a minimum course time of:

- A. 15 hours of classroom lecture;
- B. 30 hours of laboratory experience;
- C. 45 hours of internship/externship/practicum

The university has a formal faculty review process through its Curriculum Committee to ensure that the amount and level of credit awarded for the undergraduate and graduate courses are compatible with sound academic practice in the given field. Non-traditional courses (hybrid, online, shortened semester) that do not meet the face-to-face contact hour requirements, may be offered after the completion of a comprehensive formal faculty review to determine the equivalent learning outcomes of traditionally delivered courses (face-to-face). Delivery methods, measurements of student work, academic calendars, disciplines, and degree levels are taken into consideration in determining the amount of work the learning outcomes will involve.

4. Who Should Read This Policy

- Students
- Faculty

5. **Related Documents and References**

- Academic Catalog

6. **History**

- Revision Date: 10/01/2018
- Revision Date: 08/2013
- Date Created: 08/2012

Policy Title: Incomplete Course Grades Policy

Policy Number: ACA.200.17

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 4/30/2020

1. Purpose and Scope

The Incomplete Course Grade(s) Policy stipulates the guidelines associated with incomplete course grades and the corrective measures that must be taken by a student, if he/she obtains an Incomplete "I" grade in an enrolled course during the last one-fourth of a semester.

2. Policy

Under this policy a student is fully responsible to complete each specified course work within the assigned time span to avoid failing the course. An Incomplete "I" grade is a non-punitive grade given only during the last one-fourth of a semester and only if a student:

- a. has completed a majority of class work;
- b. has justifiable reason why the work cannot be completed on schedule;
- c. arranges with the instructor to finish the course at a later date within the next regular semester by completing specific requirements.

Whenever a grade of Incomplete is assigned, faculty should inform the Department Chair with the requirements for removal of the Incomplete as well as an automatic grade that will be assigned if the student fails to complete the requirements. If a student does not complete the stipulated work within the time specified, the grade will default to F unless the instructor has designated a different automatic grade.

Students who intend to graduate but receive an "I" in one of their courses during their final term cannot graduate until the incomplete grade has been resolved. The student should not be given more than 4 weeks to complete the course work unless the course is a practicum course. If it is a practicum course, the student must then register for a completion course and pay any applicable fees for that course during the next full semester. If the student receives an "I" in a practicum course in the Spring term, the student may complete the work during the summer without registering for the completion course. International students who intend to graduate but receive an "I" in one of their courses during their final term must notify the International Student Office to determine impact on applying for OPT.

3. Who Should Read This Policy

- Students
- Faculty

4. Related Documents and References

- Academic Catalog

5. History

- Revision Date: 10/01/2018

Policy Title: Repeated Course Policy

Policy Number: ACA.200.18

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost and Vice President for Academic Affairs

Revision Date: 04/30/2020

1. Purpose and Scope

The purpose of the Repeated Course Policy is to ensure students understand ways and means the University supports students on their academic journey. Students have an opportunity to repeat a course for a course already taken if their grade was lower than “B” in the previous semester.

2. Policy

A student may repeat a course taken at NAU. If a student repeats a course and has two or more passing grades, the official grade in the course is the last one assigned and the Cumulative Grade Point Average (CGPA) is adjusted in the semester in which the course was repeated. If a student repeats a course and receives an F in the last attempt, the official grade in the course is the last passing grade. All repeated course attempts remain on student’s transcript.

Undergraduate students may earn up to nine (9) credit hours and graduate students may earn up to six (6) credit hours for their internships. Each time the internship course is completed, students will receive a new letter grade. Repeating the internship course requires either a new internship opportunity or a new assignment/project if the student has done an internship at that company before. Before each repeat attempt, the student should get approval from his or her academic advisor and the internship course instructor.

3. Guidelines

Students must calculate financial aid and understand all implications when deciding to repeat a course. Effective July 1, 2011, due to changes in federal regulations, a student may receive federal financial aid (Title IV Funds) for a repeated course only once if the course was previously passed.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 10/01/2018

Policy Title: Grading and Point Equivalent Policy

Policy Number: ACA.200.19

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 04/30/2020

1. Purpose and Scope

The Grading and Point Equivalent Policy drafts the grade scale chart of North American University as per the institution's policies and accreditation standards. The below statistics describes the numbers, alphabets and point equivalents to calculate the cumulative grade point average (CGPA) of an undergraduate or graduate student.

2. Policy

The Cumulative Grade Point Average (CGPA) is calculated by taking a student's total grade points received, and then by dividing that number the number of hours taken. North American University will utilize the following grade scale and point equivalents for undergraduate students:

Letter	Description	Point	Percentage
A	Excellent	4.00	96-100%
A-		3.67	91-95%
B+	Above average	3.33	86-90%
B		3.00	81-85%
B-		2.67	76-80%
C+	Average	2.33	71-75%
C		2.00	66-70-%
C-		1.67	61-65%
D+	Below Average	1.33	56-60%
D		1.00	50-55%
F	Fail	0.00	<50%
P	Pass		
T	Transfer credit		
I	Incomplete		
W	Withdrawal		

The following grade scale will be used for graduate students:

Letter	Description	Point
A	Excellent	4.00
A-		3.67
B+		3.33
B	Average	3.00
B-		2.67

C+		2.33
C		2.00
F	Fail	0.00
P	Pass	
T	Transfer Credit	
I	Incomplete	
W	Withdrawal	

3. Who Should Read This Policy

- Students
- Faculty

4. Related Documents and References

- Academic Catalog

5. History

- Revision Date: 10/01/2018
- Revision Date: 08/2013
- Effective Created: 08/2012

Policy Title: Remedial Courses Policy

Policy Number: ACA.200.20

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 04/30/2020

1. Purpose and Scope

North American University is committed to ensuring all students are successful on their academic journey. The University aims to provide as many resources as possible to enable students to grasp content from various means. The Remedial Course Policy is to ensure students understand the process and guidelines surrounding remedial courses i.e. basic reading/writing (English) and basic mathematics.

2. Policy

The following courses are offered to enable students to enhance their proficiency in the basic skills areas of Reading, Writing, and Mathematics. The courses are meant to enhance a student's fundamental skills before they step into their majors in their academic career. These are developmental courses and, therefore, carry no college credit:

- ENGL R300 Basic Writing
- ENGL R301 Development of Reading Skills
- MATH R300 Fundamentals of Mathematics

3. Procedures

Students must pass the remedial courses within one year. Failure to pass the remedial courses will result in expulsion from the University. Please see the section on College Readiness in this catalog for more information. Students are encouraged to seek services on campus which range from the Student Success Office, the Peer Mentorship Program, advising and tutoring services.

4. Who Should Read This Policy

- Students
- Faculty

5. Related Documents and References

- Student Handbook
- Academic Catalog

6. History

- Revision Date: 10/01/2018

Policy Title: Academic Honors Policy

Policy Number: ACA.200.21

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 04/30/2020

1. Purpose and Scope

North American University recognizes students' who achieve success at the highest level in acquiring proficiency through academic achievements. The Academic Honors Policy stipulates guidelines the University uses in awarding students based on their academic performance each semester.

2. Policy

Undergraduate students based on academic performance at the highest level can qualify for the President's Honor Roll. Students who meet the required proficiency are granted Academic Honors and Awards. Students who fall into one of the below categories are entitled to the President's Honor Roll.

President's Honor Roll

- President's Honor Roll with Distinction - based on a 4.000 GPA
- President's Honor Roll - based on a GPA of 3.500-3.999
- Honorable Mention - based on a GPA of 3.300-3.499

Eligibility:

- Must be in academically good standing.
- Must be a full-time student and have earned minimum of 12 credit hours in the semester.
- Excludes pass/fail and satisfactory/unsatisfactory grades.
- All grades of "I" must be made up before the honor is given.
- Must not have any grade of F.

Graduation with Latin Honors

North American University honors graduates who have high academic achievement by conferring the Latin designations of *Cum Laude*, *Magna Cum Laude*, and *Summa Cum Laude*. These designations are included in the commencement program and on the diploma. Students who receive these designations are also given a gold honor cord to wear during the commencement ceremony. The graduation honor is read by the university name caller when the student crosses the stage.

The current standards are outlined as follows:

- Summa Cum Laude: "With Highest Honor" is awarded to candidates whose cumulative grade point average is 3.800
- Magna Cum Laude: "With Great Honor" is awarded to candidates whose cumulative grade point average is 3.600
- Cum Laude: "With Honor" is awarded to candidates whose cumulative grade point average is 3.300

Eligibility:

To graduate with honors, students must have completed a minimum of 60 credits with a cumulative GPA earned at North American University that meets the criteria above.

3. Who Should Read This Policy

- Students
- Faculty

4. Related Documents and References

- Academic Catalog

5. History

- Revision Date: 10/01/2018
- Revision Date: 08/2014
- Date Created: 08/2013

Policy Title: For-credit Internship Policy

Policy Number: ACA.200.22

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Provost's Office

Revision Date: 04/03/2020

1. Purpose and Scope

North American University encourages students to enhance their knowledge and skills through internship experiences during their studies. These experiences are recognized in the form of academic credits. The For-credit Internship policy regulates the internship course for both undergraduate and graduate students.

2. Policy

An internship course is a three (3) credit hour, letter-grade elective course that requires at least 135 hours of work. Students may register for an internship course during Fall, Spring, Summer semesters. Internship start date must be on or after the first day of the semester, and internship must end before the semester closes. Only students who meet departmental eligibility requirements may register for an internship course.

3. Procedures

Enrollment in the Internship Course

Students are required to get approval from their academic advisors as well as the internship course instructor by filling out the For-credit Internship Approval Form. The internship course instructor may request documentation such as a job offer letter, internship proposal etc. based on departmental requirements. Students are responsible to provide a copy of the form to the Registrar's Office for course registration.

A student may not be allowed to register for the internship course if he or she fails to get his or her advisor's or the internship course instructor's approval. The instructor may deny approval if the student provides incomplete or unsatisfactory documents, or internship start/finish dates are not within the semester the student wants to register for the course.

Repeating the Internship Course

Undergraduate students may earn up to nine (9) credit hours and graduate students may earn up to six (6) credit hours for their internships. Each time the internship course is completed, students will receive a new letter grade. Repeating the internship course requires either a new internship opportunity or a new assignment/project if the student has done an internship at that company before. Before each repeat attempt, the student should get approval from his or her academic advisor and the internship course instructor.

Curricular Practical Training (CPT) Authorization

Students who are interested in obtaining CPT authorization are required to take a copy of the For-Credit Internship Approval Form to the International Student Office (ISO) and fulfill other requirements that may be deemed by the ISO.

4. Who Should Read This Policy

- Students
- Advisors
- Internship Course Instructors
- Department Chairs
- Registrar's Office

- International Student Office

5. Related Documents and References

- [For-credit Internship Approval Form](#)

6. History

- Effective Date: 06/17/2016

BUSINESS OFFICE

Policy Title: Payment Plan Policy

Policy Number: BO.300.1

Policy Owner: Business Office

Responsible Offices: Business Office and Bursar's Office

Revision Date: 01/20/2019

1. Purpose and Scope

The purpose of the Payment Plan Policy is to increase accessibility of students on their academic journey at North American University. The University is committed to providing opportunities for repayment to enhance the educational experience of all students.

2. Policy

Students attending North American University may enter a payment plan for tuition, dorms, meal plan, health insurance, or any other university related expenditure by visiting the Bursar's Office on the 7th floor in person. Students must enter a payment plan, in writing, no later than the initial due date of each semester. The Bursar's Office secures pre-authorization from a bank or credit card in advance of payment for scheduled due dates. Only students in good academic and financial standing can take advantage of this plan. A student must consult with the Bursar's Office or email Student Accounts at sa@na.edu to get more information and develop their individual deferred payment plan.

Installments

The 1st installment is due by the initial due date for all students and must be at least 25% of the current semester's tuition and fees (including any housing, meal plan, health insurance or related expenditures) with the remaining unpaid balance split between three additional installments. Any additional charges added to the student's account after the initial installment will be split evenly between any remaining installments.

Installments may be drawn from the account used to pay the initial payment. Should there be changes to the account, the student must notify the Business Office of the change before the next installment due dates. Please have funds available in the account on file before the installment due dates to avoid late fees and charges.

Late Fees

A late fee of \$100 for each installment paid after its' due date is automatically applied to accounts. A non-refundable installment plan enrollment fee of \$100 required to enroll into payment plan. Any prior balance due before entering into a payment plan must be paid in full and acknowledge that any payment (financial aid, 3rd party, etc.) must first be applied against any unpaid balance. Students must pay the full installment amount or it is considered late.

In addition to late fee, non-payment, missing installment or non-working payment account on file for payment plan may result in, including but not limited to, courses being dropped-off, visa status being jeopardized (international students) and prevention of access to learning resources.

Hold

All unpaid obligations will result in a HOLD on student records preventing future registration of classes, issuance of diploma and transcripts and verification letters. If a student's financial obligations are not paid in full by the payment plan due dates, these debts may be referred to

an outside collection agency and to the appropriate credit bureaus. Resulting collection costs may be added to the original debt and the student must pay these costs as well as applicable interest and fees.

3. Who Should Read This Policy

- NAU Students

4. Related Documents and References

- Business Office
- Student Accounting sa@na.edu
-

5. History

- Revision Date: 01/20/2019

Policy Title: Default and Delinquent Account Policy

Policy Number: BO.300.2

Policy Owner: Business Office

Responsible Offices: Business Office, Bursar's Office, and Office of Financial Aid

Revision Date: 01/20/2019

1. Purpose and Scope

The Office of Financial and the Bursar's Office at North American University works with all students to ensure comprehension of financial obligations and to mitigate risks of students defaulting on their accounts. The purpose of the Default and Delinquent Account Policy is to outline the process for individuals who default on their account(s). Students are solely responsible for their account and must monitor their NAU email and student account for updates on financial status.

2. Policy

A default or delinquent account is one in which a student has failed to make payment or restitution at the deemed appropriate time. Should a student default or become delinquent on their account, whether on a payment plan program or not, they are subject to a hold being placed on their account by the Business Office. Further, students are not eligible for registration for future terms, prevented from obtaining records such as transcripts, may not stay in the University residence hall facilities, and their meal plan services may be suspended.

To maintain an active student status, students are encouraged to rectify their account before the last day of the term as past due accounts are considered delinquent. Failure to make good on any delinquent or defaulted accounts, North American University reserves the right to refer past due balances to an outside collection agency, where additional fees, penalties, and reasonable attorney fees and expenses are permitted by applicable law.

3. Who Should Read This Policy

- Prospective Students
- NAU Students

4. Related Documents and References

- Bursar's Office
- Student Accounts - sa@na.edu

5. History

- Revision Date: 01/20/2019

Policy Title: Tuition Reimbursement Policy

Policy Number: BO.300.3

Policy Owner: Business Office

Responsible Offices: Business Office, Bursar's Office, and Office of Financial Aid

Revision Date: 01/20/2019

1. Purpose and Scope

The Business Office at North American University collaborates with the Office of Financial Aid and the Bursar's Office to process reimbursements in a timely matter. The purpose of the Tuition Reimbursement Policy is to outline the process for students seeking a reimbursement.

2. Policy

Students seeking a reimbursement can review the expected timeline at <http://www.na.edu/students/bursars-office/> to estimate an approximation of when a refund will be made available.

3. Who Should Read This Policy

- Prospective Students
- NAU Students

4. Related Documents and References

- Bursar's Office
- Student Accounts - sa@na.edu

5. History

- Revision Date: 01/20/2019

Policy Title: Payment of Tuition and Fees Policy
Policy Number: BO.300.4
Policy Owner: Business Office
Responsible Office: Business Office, Bursar's Office
Revision Date: 9/17/2018

1. Purpose and Scope

Attending North American University represents a significant investment in the future of students. Like all investments, there is a financial aspect to consider. The Office of Financial Aid is at your service during the financial planning phase of your time at NAU.

2. Policy

Students are solely responsible from their student account and must closely follow payment deadlines to avoid late fees and/or registration cancellation due to non-payment. A student's registration will not be complete, and thus, may not attend classes, unless his/her student account balance is in good standing. A student's account will be considered in a good standing if he/she pays off total balance upfront, enrolls in the payment plan, or has sufficient financial aid (e.g. FAFSA) pending disbursement.

3. Procedures

The University offers a deferred payment plan to help students pay their tuition and fees. Only students in a good academic and financial standing can take advantage of this plan. A student must consult with the Bursar's Office or email sa@na.edu to get more information and develop their individual deferred payment plan. Payments can be made online at MyNAU student portal or in person at NAU's Bursar's Office. For further details about deferred payment plan please visit NAU website.

Payments may also be mailed to NAU Bursar's Office:

*North American University Bursar's Office
Main Building, Room 737
11929 W. Airport Blvd.
Stafford, TX 77477*

Please write your NAU ID in the memo section of your check. Students must pay close attention to payment deadlines to avoid late fees. The following fees may apply:

Late Payment Fee	: \$100.00 (for each late payment)
NSF (Non-Sufficient Fund) Fee	: \$35.00 (for each returned check)
Payment Plan Enrollment Fee	: \$100.00

4. Who Should Read This Policy

- Students

5. Related Documents and References

- Academic Catalog

6. History

- Revision Date: 08/2014
- Revision Date: 08/2013
- Created Date: 08/2012

Policy Title: Cancellation and Refund Policies
Policy Number: BO.300.5
Policy Owner: Business Office
Responsible Office: Business Office, Bursar's Office
Revision Date: 9/17/2018

1. Purpose and Scope

Attending North American University represents a significant investment in the future of students. Like all investments, there is a financial aspect to consider. The Office of Financial Aid is at your service during the financial planning phase of your time at NAU.

2. Policy

Cancellation Policy

Students who wish to cancel their enrollment should contact Registrar's Office. The contact information of the offices can be found on the university website.

A full refund will be made to any student who cancels the enrollment within three days (excluding weekends and legal holidays) after the enrollment agreement is signed. If a student cancels the enrollment after three class days from the date of signing the enrollment agreement but prior to attending any class, the student will get a full refund minus an enrollment cancellation fee.

Refund Policy

Students who drop one or more courses but maintain enrollment for that academic term (i.e., do not drop all their courses) may be given a full refund for the dropped course(s), should the course(s) dropped before the last day to drop a course without a "W" (specific dates can be found in the academic calendar). Dropping courses may impact financial aid eligibility and students should contact Financial Aid Office for details.

Students who intend to drop all courses in a semester are considered as withdrawing from the university and must submit the official withdrawal form to the Registrar's Office. A refund for students who withdraw from the University will be calculated based on the following schedule. Class days refer to the number of calendar days the institution normally meets for classes, not the days a particular course meets.

Fall and Spring Semesters	Percentage Refunded
Prior to or on the 1st class day	100%
Between the 2nd and 5th class days	75%
Between the 6nd and 10th class days	50%
Between the 11th and 15th class days	25%
After the 15th class day	None
Summer 6-Week Session	Percentage Refunded
Prior to or on the 1st class day	100%
On the 2nd class days	75%
On the 3nd class days	50%
On the 4nd class days	25%
After the 4th class day	None
Summer 12-Week Session	Percentage Refunded
Prior to or on the 1st class day	100%
Between the 2nd and 4th class days	75%
Between the 5th and 7th class days	50%
Between the 8th and 9th class days	25%

After the 9th class day

None

Refund checks will be sent to the student's permanent mailing address (as recorded with the Office of the Registrar) within 14 calendar days. Those withdrawing students receiving any form of financial aid should also refer to Section 4.4.3 Return of Title IV Funds. This policy provides information about how the students should return financial aid funds for unearned credit. For cancellation and refund policies in regards to the Athletics Fee, students should refer to the Athletic Participation Fee Agreement.

4. Who Should Read This Policy

- Students

5. Related Documents and References

6. History

- Revision: 08/2017
- Revision: 08/2016
- Revision: 08/2014
- Revision: 08/2013
- Date Created: 08/2012

HUMAN RESOURCES OFFICE

Policy Title: Employee Grievance Policy

Policy Number: HRO.400.1

Policy Owner: Human Resources Office

Responsible Office: Human Resources Office

Revision Date: 10/20/2019

1. Purpose and Scope

The purpose of this policy is to provide an official process to effectively resolve issues which may arise in the workplace; to define a grievance and explain in what situations it is appropriate for an employee to invoke one; and to ensure that all faculty and staff members receive fair and just treatment under the university's active policies and their implementation.

2. Policy

The mistreatment of North American University's employees and the misapplication of university policy go directly against the virtues upheld by the university and will not be tolerated. In the event that an issue does arise and harmfully affects an employee or his or her work performance, that employee may file a grievance. For the purposes of this document, a 'grievance' is defined as an unresolved issue concerning the implementation of university policy, procedure, or practice.

Step 1: Informal Resolution

In many cases, disputes over the implementation or interpretation of a policy can be resolved through communications within a department or unit. As such, the first step in the grievance process is to seek an informal resolution. The employee shall attempt to resolve the issue informally within ten business days of the incident's occurrence. The employee may initiate this step in one of two ways:

a) Speak with his or her supervisor: The employee should bring the matter to the attention of their supervisor, explaining the nature of the problem and the reprieve pursued. The supervisor should respond within ten (10) business days.

b) Speak with the Human Resources Office: If an employee cannot decide whether or not to initiate a grievance or is reluctant to discuss the matter with his or her supervisor, he or she may seek the advice of the Human Resources Office may seek to resolve the issue. The Human Resources Office should provide a response to the employee within ten (10) business days.

Step 2: Formal Grievance

If the matter is not resolved at Step I, the employee may proceed to Step II by submitting a written grievance statement to his or her supervisor or the Human Resources Office no later than five (5) business days after the receipt of the response in Step I. This statement should outline the relevant facts that form the basis of the employee's grievance, indicating the University policy, procedure, or practice that has allegedly been violated, and stating the resolution sought. The statement should also describe the discussions and responses in Step I.

The grievance statement is then forwarded to the President, who appoints a grievance committee no later than five (5) business days after receiving the request. The committee shall be composed of three to five employees. No one with a personal or professional interest in the outcome of the grievance is qualified to serve on the committee. The committee members shall select a chair among themselves. The committee will meet with the grieving employee, the immediate supervisor, and any other person deemed by the committee to have relevant information about the subject of the reported grievance. All information received and evaluated by the committee is strictly confidential with the exception of circumstances in which another person or persons outside the committee has a legitimate interest.

The chairperson of the committee will notify the grieving employee in writing of the committee's final decision within twenty (20) business days after being appointed for the committee.

Appeal

Should the grieving employee find the committee's decision unsatisfactory, he or he/she has the right to appeal to the President. Within ten (10) business days, the President, or his or her designee will notify the employee of the final outcome of the grievance. Such a decision will be final and bind all concerned persons and parties.

Employees may take the grievance directly to a higher authority such as Board of Trustees of NAU, Accrediting Council for Independent Colleges and Schools (ACICS) or Texas Higher Education Coordinating Board (THECB).

4. Who Should Read This Policy

- Faculty and Staff
- Department Chairs
- Administrators

5. Related documents

- Faculty Handbook
- Employee Handbook

6. History

- 10/20/2019
- 06/22/2016

Policy Title: Professional Development Policy

Policy Number: HRO.400.2

Policy Owner: Human Resources Office

Responsible Office: Human Resources Office

Revision Date: 8/30/2017

1. Purpose and Scope

This Professional Development Policy stems from the institution's philosophy that professional development and continuous learning are necessary to maintain the quality of University employees and their continued readiness and ability to carry out the mission and goals of the University. The policy provides assistance and support to employees to increase the effectiveness of their overall performance in their respective positions, and encourages employees to acquire knowledge and to hone skills which may in turn provide employees more opportunities to advance their career within the University. This policy applies to all NAU employees including faculty, staff, and administrators.

2. Policy

North American University (NAU) supports both career-related and job-related professional development activities and expects its employees to complete their professional development annually.

3. Definitions

Faculty Development: Each department is expected to establish faculty development plans that include both in-service training and professional growth activities to enhance faculty expertise. There shall be documented evidence on an annual basis of these development plans and their implementation. These plans are to be appropriate given each faculty members' training, education, and related work experience and that they provide the proper mix of in-service training and professional growth based on the academic and experiential background of the faculty. Faculty is expected to engage in ongoing development of instructional methods and teaching skills as part of their faculty development plans.

Staff Development: Staff development is defined as learning undertaken by university staff to maintain and advance their skills, knowledge and competencies, specifically as they relate and add value to the job and workplace. It is a dynamic process and may be achieved not only through participation in formal coursework but also through professional experience, collaboration, mentoring, and participation in activities of professional organizations. Staff development is expected to include a proper mix of in-service training and professional growth activities.

Administrator Development: Professional development provides opportunities for administrators to better serve the educational process, the academic community, and thus the institution by increasing the effectiveness of the administrators through on-going training and development for a current assignment, as well as preparing for the future.

In-Service Training: Training which is provided within the university to support the continued professional and personal growth of all employees in their work. Special training emphasis is made in the areas of service excellence, diversity, communication, use of technology, effective management and other contemporary issues pertaining to workplace. In-service training also includes on-the-job training, preparation for job assignment, and continuing training programs which are basically job oriented to equip an individual to properly perform assigned tasks, to develop additional work capabilities, or to increase the employees' level of competence.

In-Service Training for Faculty: Special planned and systematic experiences sponsored by an institution and related to curriculum and instruction that affect the majority of the faculty in a collective fashion. In-service education has as its major goal the updating of faculty in (1) subject matter, (2) curriculum concepts, (3) new theories and techniques of instruction and teaching, and (4) new educational media. **In-Service Training is required by all full-time faculty members.**

Professional Growth: The process by which employees gain or improve knowledge and skills required in the profession or by the position.

4. Procedures

The employee and his/her supervisor should jointly discuss the professional development goals, review available opportunities, and determine applicable benefits. Discussions about professional development goals may occur at any time during the performance review cycle.

Faculty Development Plan

North American University requires academic departments to establish faculty development plans including in-service training and professional growth activities to enhance faculty expertise. The plan must be in writing and shall consist of a combination of in-service activities and professional growth activities. There is to be an annual faculty development plan on file for all faculty members, both full-time and part-time.

The evaluation of faculty development is based on the academic calendar. At the beginning of each academic year, department chairs review the faculty development activities completed previous year. Documentation is required to confirm that the faculty have completed the activities listed on his or her plan. After the review of those activities, faculty development plan for the upcoming year is discussed with the department chair.

In-Service Training and Development Opportunities

North American University provides in-service training and development opportunities during normal work hours. In general, such courses and programs are considered as actual hours of work. All employees shall attend these training programs to fulfill their professional development requirements.

NAU in-service training and development activities may include but are not limited to:

1. on-the-job training,
2. webinars sponsored by NAU,
3. attendance at
 - a. courses,
 - b. seminars
 - c. lectures,
 - d. meetings, and
 - e. workshops organized by the University.

All employees including part-time and full-time faculty, staff and administrators are required to attend at least one of the aforementioned activities each academic/fiscal year.

Professional Growth Activities

Professional growth may be accomplished through a combination of the following activities:

1. Membership in educational associations and professional organizations,
2. Participation in
 - a. continuance of education,
 - b. concurrent related business experience,
 - c. educational research,
3. Awareness of current practices and standards,
4. Attendance at
 - a. seminars,
 - b. conferences,
 - c. conventions,
 - d. field visits,
 - e. vendor shows,
 - f. equipment exhibits, and
5. Professional writing

5. Who Should Read This Policy

- Faculty and Staff
- Administrators

6. Related Documents and References

- Annual Faculty Development Plan Form

Policy Title: Employee Evaluation Policy

Policy Number: HRO.400.3

Policy Owner: Human Resources Office

Responsible Office: Human Resources

Revision Date: 10/19/2019

1. Purpose and Scope

North American University, together with their employees, shall adopt criteria and establish methods of evaluation. Evaluations shall be conducted in compliance with current University policies and procedures. The primary purposes of the annual evaluation are:

- To promote communications between staff and supervisors regarding work performance expectations.
- To provide the employee an opportunity to present an overview of achievements.
- To document quality of performance for job security/increased job security, promotion and merit.
- To assist staff, faculty and management in identifying personal career goals through continuing professional development and training in conjunction with the goals of the university, department and manager
- To discuss expectations and goals for the upcoming review period.

2. Policy

North American University (NAU) wants to ensure the commitment of faculty, staff and administrators by formal written (annual) and ad hoc (continuous) reviews of their performance to ensure quality and ethical practices are adhered to. The evaluation process is not a disciplinary tool. Problems with work performance should be dealt with immediately and should not be left for the evaluation.

3. Procedures

The employee and his/her supervisor should jointly discuss the performance review, self-evaluation, goals for the upcoming year and determine applicable plans of action. Evaluations should be completed and delivered within 20 business days from date of receipt from HR. The signatures on the Evaluation Form do not necessarily indicate agreement (by the supervisor or the employee), but acknowledge that both have had an opportunity to read and discuss comments on each evaluation form. Within 5 business days of receiving a performance evaluation, an employee may submit a written response to human resources office, to be attached to the annual performance evaluation.

Staff Evaluation Procedure

Self-Evaluation: Self-Evaluations are staff's assessment of their own accomplishments for the fiscal year as well as goals for upcoming year. The employee is responsible for completing the Self Evaluation form in advance of the meeting with his/her supervisor. Self-Evaluations are sent to the employees by the HR Office each year in May. Within 10 business days, a copy of completed self-evaluation should be sent to the HR Office and the supervisor.

The supervisor is responsible for conducting the evaluation and uses the staff self-evaluation when delivering his/her evaluation to discuss the employee's responses. The supervisor is also responsible for obtaining input from others, as appropriate. This may include input from peers or others being supervised by that employee.

Faculty Evaluation Procedure

Self-Evaluation: Self-Evaluations are faculty's assessment of their own accomplishments for the academic year as well as goals for the upcoming year. The faculty member is responsible for completing the Self-Evaluation form in advance of the meeting with his/her chair. Self-Evaluations are sent to the faculty members by the HR Office each year in September.

Within 10 business days, a copy of the completed evaluation should be sent to the HR Office and the Department Chair. Adjunct faculty will complete the Self-Evaluation Form and setup a voluntary meeting with their respective chairs once the evaluation is submitted. Completing the annual Self-Evaluation form for full-time and adjunct faculty is mandatory.

The Department Chair is responsible for conducting the evaluation. The Department Chair uses the faculty self-evaluation when delivering his/her evaluation to discuss the faculty member's responses.

Department Chair Evaluation Procedure

Self-Evaluation: Self-Evaluations are Department Chairs' assessment of their own accomplishments for the academic year as well as goals for upcoming year. Department Chair is responsible for completing the Self Evaluation form in advance of the meeting with the VP for Academic Affairs. Self-Evaluations are sent to the Department Chairs by the HR Office each year in September. Within 10 business days, a copy of completed evaluation should be sent to the HR Office and the Provost.

The Provost is responsible for conducting the evaluation, and uses the Department Chair's self-evaluation when delivering the performance review to discuss the Department Chair's responses.

Administrator Evaluation Procedure

Administrators are given a written evaluation each year in June by the President. The President may obtain input from others, as appropriate. This may include input from peers or others being supervised by that administrator.

President Evaluation Procedure

The President is given a written evaluation each year in June by the Chair of Board of Trustees.

4. Who Should Read This Policy

- Faculty and Staff
- Administrators

5. Related Documents and References

- [Faculty Self-Evaluation form](#)
- [Faculty Evaluation form](#)

6. History

- Revision Date: 09/14/2017
- Revision Date: 10/19/2019

Policy Title: 90-Day Review Policy
Policy Number: HRO.400.4
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Effective Date: 07/02/2018

1. Purpose and Scope

These procedures provide requirements for faculty, staff, and administrators to communicate in an open forum on performance. The primary purposes of the 90-day review policy are to:

- Enable open lines of communication between supervisors and employees.
- Provide valuable feedback on work performance and retain employees for future growth within the organization.
- Mitigate any unforeseen challenges in work performance.

2. Policy

North American University, together with their employees will adopt a means to review all employees after 90 days of employment. This review will take place before the annual review and will ensure quality and ethical practices are adhered to. The 90-day review is not a disciplinary tool but a means to ensure the commitment of faculty, staff, and administrators.

3. Procedures

The employee with his/her supervisor will jointly discuss the progress of current performance after 90 days of employment with North American University. Evaluations will take place at a designated time agreed upon by the employee and supervisor. Both the supervisor and employee will review the NAU 90 Day Evaluation Form as well as sign indicating the form was reviewed and outlined. The signatures on the Evaluation Form do not necessarily indicate agreement (by the supervisor or the employee), but acknowledge that both have had an opportunity to read and discuss comments. The 90-day review will be treated as a development opportunity for faculty, staff, and administrators.

4. Who Should Read This Policy

- Administrators
- Department Chairs
- Faculty and Staff

5. Related Documents and References

- [NAU 90 Day Evaluation Form](#)

6. History

- Effective Date: 07/02/2018

Policy Title: Background Check Policy
Policy Number: HRO.400.5
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Effective Date: 06/01/2018

1. Purpose and Scope

NAU Conducts pre-employment background checks for final candidates. In addition to this, it applies to contractors, volunteers, and interns who will be performing work on the NAU Campus or working with students. These background checks allow NAU to determine the overall employability of a candidate as well as ensuring the protection of property, current employees, and information of the University.

2. Policy

North American University is committed to promoting the safety and security of personnel and NAU property consistent with the requirements of the law. NAU has adopted the policy of performing background checks for all individuals selected during the hiring process regardless of the type of position, whether temporary or regular, including volunteers, interns, and contractors assigned to perform work on the NAU campus or working directly with students. NAU reserves the right to conduct background checks on current employees

3. Procedures

A criminal background check will not be performed until Human Resources receives a signed Consent to Perform Criminal History Background Check in Compliance with the FCRA (Form 6200-40 Employment) *and* Volunteer Background Check Acknowledgement Form (Form 6200-41 Non-employment Background Checks Only). The Human Resources Office is responsible for directing the individual to complete, sign, and deliver the consent form for the personnel file. The preferred method is for the Human Resources Office to initiate the round check request through a third party vendor requesting they fill the required FCRA compliance form and requested data so a successful background check can be performed. Note: Disclosure of Convictions - Disclosing felony conviction information as part of the application process applies to individuals applying for positions, including internal candidates.

3.1 Who receives a background check?

- Applicants;
- During the screening process;
- Final selection process;
- For any position of employment with NAU.

Volunteers and Interns

A background check will be conducted on all volunteers and interns for any position at NAU. This includes volunteers on the premises during any unique summer program for youth.

Contractors

A background check will be conducted on all contractors for any position at NAU, regardless of term. An individual who fails to complete, sign, and submits the FCRA Compliance form or Background Check request will be removed from further consideration for the position.

Exceptions:

A criminal background check is not required for the following current NAU employees:

- Staff under the following circumstance: When there is a change in job title with no change in current responsibilities, or for a promotion or other advancement that is part of an employee's normal career progression under the responsibility of the same Vice President or Dean.
- Faculty. When there is a promotion or other advancement that is part of the faculty member's normal career progression such as current faculty promoted from Assistant Professor to Associate Professor.

Current Employees

NAU reserves the right to perform background checks on all current employees. In addition to this, the following situations are subject to corrective action, up to and including termination of employment:

- Are added to any sexual predator registry; Current presence in the GSA List, OIG or OFAC List, or Sexual Offender and Predator Registry, and Probation is assigned to an employee for failure to thrive (inadequate performance or improper behavior) during employment.
- Are convicted of a crime
- Are excluded, debarred, suspended, or otherwise ineligible to participate in federal programs.
- Have an expired license or certification to practice, or that is suspended or revoked
- Supervisors, in turn, should notify the Human Resources Office in such instances.

NOTE: ADDITIONAL CONTENT IN RELATION TO THIS POLICY IS FOUND WITHINT THE EMPLOYEE ADP PORTAL.

5. Who should read this policy?

Faculty
Administration

6. Related Documents and References

Employee Handbook

7. History

06/01/2018

Reviewed on 3/20/2020

Policy Title: Confidentiality Policy
Policy Number: HRO.400.6
Responsible Office: CFO; Human Resources Office
Policy Owner: Human Resources Office
Revision Date: 07/2017

1. Purpose and Scope

The Confidentiality Policy was established to protect Faculty Members, Staff Members and Students against a breach of privacy and/or confidentiality. Implementation of this policy is the responsibility of the individual supervisor with guidance from the Human Resources Office.

2. Policy

NAU protects all staff, faculty, and student legal rights against any breach of confidentiality.

- Data includes:
- Medical Records
- Personnel Records
- Salary and any payroll data
- Benefit Information
- Peer Review Data
- Confidential Statements;

3. Definitions

Faculty - an individual employed by North American University in a full time or adjunct position who teaches at or in the University or Gulf Language School. (FLSA) and/or applicable state law.

Staff - an individual employed in any non-faculty category by North American University, or the Gulf Language School.

Student - defined as any person currently enrolled, full or part-time, in undergraduate or graduate courses or certificate program.

Unauthorized Access of Records - defined as the unauthorized access of records, whether it is on the NAU Drive, online, in a physical file, or through a database system, NAU uses to maintain records. Divulging confidential information regarding staff, faculty, or student to any unauthorized entity. The following actions regarding unauthorized use of data include:

Using confidential information for your personal use, and/or inappropriately;
Removing any kind of confidential information from NAU's premises could result in disciplinary action, up to immediate termination. NAU wants to limit the exposure to allegations for a break of privacy and confidentiality of faculty staff, as well as to protect NAU's reputation.

4. Procedures

At NAU, we feel our duty is to safeguard the confidential information that arises out of the privacy rights of Faculty, Staff, Students, and others with whom there are relationships that

impose special obligations. Among the types of information, NAU feels of concern.

Personnel transactions which include:

Several offices of the University administer functions that require handling of Faculty, Staff, and Student personal data, including Social Security numbers. Under this policy, data concerning such personal information can be shared among offices of the University under a strict need-to-know basis. However, any information containing Faculty, staff, and Student personal information can be shared with entities outside the University, including auditors, benefits providers, and governmental agencies, only with the specific approval of the VP for Administrative Affairs and the Human Resources Department.

Compensation / Compensation adjustments	Employment demographic information	Employment agreements/contracts
Appointment schedules, if any, for medical and other kinds of appointments.	Disciplinary Actions	Grievances
Staff and faculty credentialing;	Student academic records;	Security access control logs; telephone access and usage records/logs
Performance Evaluations; Self-Evaluations	Faculty appointment	promotion records
Insurance / Benefit plan information	Litigation information	EEOC; OAG; E-VERIFY; TWC and other employment data.

Several offices of the University administer functions that require handling of Faculty, Staff, and Student personal data, including Social Security numbers. Under this policy, data concerning such personal information can be shared among offices of the University under a strict need-to-know basis. However, any information containing Faculty, staff, and Student personal information can be shared with entities outside the University, including auditors, benefits providers, and governmental agencies, only with the specific approval of the VP for Administrative Affairs and the Human Resources Department.

5. Who Should read this policy

- Faculty and Staff Members
- Administration

6. Related Documents and References

- Employee Handbook

7. History

- 07/2017
- 03/20/2020

Policy Title: Earned Time Off (ETO) Policy

Policy Number: HRO.400.7

Responsible Office: CFO; Human Resources Office

Policy Owner: Human Resources Office

Revision Date: 07/1/2020

1. Purpose and Scope

The Earned Time Off Policy provides regular, full-time staff members with earned days away from work with paid-time-off. Earned Time Off (ETO) days may be used for any reason including, vacation, personal time, illness, religious holidays, or Time off to care for dependents.

2. Policy

- The use of earned Time off must be scheduled in advance with supervisors who approve requests according to departmental workload and available staffing levels.
- If an employee takes ETO without prior approval for medical or emergency reasons, the university reserves the right to require medical or other documentation of the reasons given for the unapproved ETO.
- In the event of sudden illness or emergency when there is no opportunity for advance scheduling, the employee's supervisor should be notified as soon as possible and preferably before the usual Time that the employee would begin work.
- The ETO Policy does not cover scheduled university holidays, floating holidays, time off for jury duty, or bereavement leave. Questions about ETO earned and used should be referred to your supervisor.
- In the event an employee has no earned ETO hours, the hours used will be deducted from the employee's payment at the end of the month or when the next pay period runs.
- Failure to properly report ETO hours is subject to disciplinary action

3. Definitions

Supervisors are responsible for approving and monitoring the appropriate use of earned time off. Human Resources is responsible for keeping records of time used, and periodically reviewing the administration of this benefit.

Exempt benefits

Eligible employees take ETO in hour increments as it is tracked in HR's Great Plains (GP) portal and ADP Workforce. The employee should submit the ETO request through the ADP Workforce Portal to the supervisor for review and approval. HR will record the employee's cumulative record of earned Time off accumulation, use,

adjustments, and available balance.

Non-exempt benefits

- Eligible employees take ETO in an hour or half-hour increments, and ADP will track time used through ADP Workforce.
- The supervisor reviews and approves ETO submitted through the ADP Workforce system.
- HR will report the employee's cumulative record of ETO accumulation, use, adjustments, and available balance.
- Supervisors and employees can also pull a report

New benefits

- Eligible employees accumulate paid time off, beginning with the first pay period worked. Accumulated paid time off is vested with the employee and may be used as approved by the supervisor.
- Paid time off accumulated during the first six months of employment is not vested until the first six months of employment has been completed.
- It is within the supervisor's discretion to allow a new employee to take earned time off within the first six months of employment. If the employee terminates during this time (first six months), any paid time off, which had been taken, will be deducted from the final paycheck.
- Once the employee reaches six months of employment, the earned-time is earned on an employment year basis and is earned on the first day of each month following your date of employment.

NOTE: FURTHER DETAILS RELATED TO THIS POLICY CAN BE FOUND WITHIN THE ADP WORKFORCE SYSTEM AS IT RELATES TO ACCRUAL TIME.

4. Who Should read this policy

- Faculty and Staff Members
- Administration

5. Related Documents and References

- Employee Handbook
- Benefits Program
- ADP Workforce Earned Time Off

6. History

- 07/2017
- 03/22/2020

Policy Title: Nondiscrimination Policy
Policy Number: HRO.400.8
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Revision Date: 9/11/2018

1. **Purpose and Scope**

North American University is committed to providing a working and educational environment that provides equal opportunity to all of the NAU community and prohibits unlawful discrimination. The nondiscrimination policy provides standard instructions for these standards.

2. **Policy**

It is the policy of North American University to fill every position with the best-suited person available regardless of race, creed, ancestry, marital status, citizenship, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or gender identity. North American University takes seriously the initiative to make the needed extra efforts to remedy areas of underutilization in our workforce. NAU believes that a workplace and student population that represents our multicultural society is an integral part of our educational mission as it promotes learning. This adds a valuable experience that prepares our students to succeed in a variety of diverse environments. NAU is committed to providing equal employment opportunities and determines that increasing diversity is an essential and significant component of the hiring process.

3. **This policy covers** Nondiscrimination in Employment and Access to Educational Opportunities. When brought to the attention of North American University, any such discrimination will be appropriately remedied by North American University according to established procedures. All Department heads have a responsibility to maintain a workplace free of discrimination. Included in this is the responsibility of discussing this policy with all employees to ensure they understand NAU will not tolerate discrimination in the workplace. Employees shall further understand that they are not to endure discrimination. False accusations in discriminatory practices will result in disciplinary action up to and including termination.

4. **Procedures**

The Human Resource Director serves as the Title IX Coordinator and oversees the implementation of North American University's Affirmative Action and Equal Opportunity plan, and disability compliance and the North American University's policy on an equal opportunity, harassment and non- discrimination.

Those who need to report acts of discrimination, harassment and/or retaliation should be made to the Title IX Coordinator or Deputy Coordinator as soon as possible. As of now there are no time limits on anyone needing to file a complaint; as long as the respondent remains subject to the University's jurisdiction. Reports are swiftly and confidentially acted upon while making every effort to preserve the privacy of reports. If one wished to file anonymously, we could not guarantee that a proper investigation unless all information is provided by the complainant. A

report can be filed online using the reporting form posted at <https://www.na.edu/about-nau/title-ix/>.

Reports of discrimination by the Title IX or Deputy Coordinator should be reported to the University President. Items included would be behaviors at any university-sponsored event and may occur off- campus, on-campus, or online. Off-Campus occurrences would need to deem a substantial university interest by the Title IX, or Deputy Coordinator. A substantial University interest is defined to include:

- A. Under Texas or Federal Law, any action that would be deemed a criminal offense as defined by federal or Texas state law. This would include but not limited to a single or repeat violation of any local, state or federal law committed in the community where NAU is located;
- B. A situation where it appears the respondent is a present danger or threat to the safety and health of themselves or others; or imposes on the rights achievements, property of self or others or causes social disorder and/or breaches the peace and/or
- C. A situation that may be deemed a detriment NAU’s educational interests; any electronic communication by students including online postings; cyber-bullying, cyber- stalking, cyber-harassment, and etc. occurring outside of the University’s control (e.g., not on websites or between University; or University networks, email accounts) will only be subject to this policy when those on-line behaviors can be shown to cause a substantial on-campus disruption. Otherwise, such communications are considered speech protected by the 1st Amendment.
- D. For a speech that is deemed harassing or discriminatory, that occurs, off-campus made by employees may be regulated by the university if such speech is made in an employee’s work-related capacity. Inquiries about this policy and procedure may be made internally to:

<p>Anita Garibovic / Title IX Coordinator North American University 11929 West Airport Blvd. Stafford, TX 77477 Web: www.na.edu / E-mail: titleix@na.edu Phone: 832-230-5553</p>	<p>Tia Simon / Deputy Coordinator North American University 11929 West Airport Blvd. Stafford, TX 77477 Web: www.na.edu / E-mail: titleix@na.edu Phone: 832-230-5555</p>
<p>Inquiries may be made externally to: Office for Civil Rights (OCR) U.S. Department of Education 400 Maryland Avenue, SW Washington, DC 20202-1100 Customer Service Hotline #: (800) 421-3481 Facsimile: (202) 453-6012 TDD#: (877) 521-2172 Email: ocr@ed.gov Web: http://www.ed.gov/ocr</p>	<p>Houston District Office Mickey Leland Building 1919 Smith Street 6th Floor Houston, Texas 77002 Phone: 1-800-669-4000 Fax: 713-651-4987 TTY: 1-800-669-6820 ASL Video Phone: 844-234-5122</p>

5. Who Should Read This Policy

- Faculty and Staff
- Students

6. **Related Documents and References**

- Faculty Handbook
- Employee Handbook
- Student Handbook.

7. **History**

- 09/11/2018
- 03/24/2020

Policy Title: Accommodation of Disabilities Policy

Policy Number: HRO.400.9

Policy Owner: Human Resources Office

Responsible Office: Human Resources Office

Revision Date: 9/10/2018

1. **Purpose and Scope**

The Accommodation of Disabilities Policy was established to protect and create an equal opportunity to its members with disabilities without any discrimination. NAU supports qualified person with disabilities by creating a moderate working and learning environment to enhance their skillset and contribute in all academic activities of the university.

2. **Policy**

North American University is committed to full compliance with the Americans With Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973, which prohibit discrimination against qualified persons with disabilities, as well as other federal and state laws pertaining to individuals with disabilities. Under the ADA and its amendments, a person has a disability if he or she has a physical or mental impairment that substantially limits a major life activity. The ADA also protects individuals who have a record of a substantially limiting impairment or who are regarded as disabled by the institution whether qualified or not. A substantial impairment is one that significantly limits or restricts a major life activity such as hearing, seeing, speaking, breathing, performing manual tasks, walking or caring for oneself.

3. **Procedures**

The Director of Human Resources has been designated as the ADA/504 Coordinator responsible for coordinating efforts to comply with these disability laws, including investigation of any grievance alleging noncompliance.

Students with Disabilities: North American University is committed to providing qualified students with disabilities with reasonable accommodations and support needed to ensure equal access to the academic programs and activities of the University.

All accommodations are made on a case-by-case basis. A student requesting any accommodation should first contact the Dean of Student Affairs Office. The office reviews documentation provided by the student and, in consultation with the student, determines which accommodations are appropriate to the student's particular needs and academic programs.

Employees with Disabilities Pursuant to the ADA, North American University will provide reasonable accommodation(s) to all qualified employees with known disabilities, where their disability affects the performance of their essential job functions, except where doing so would be unduly disruptive or would result in undue hardship. Employees with a disability are responsible for requesting an accommodation in writing to the Director of Human Resources and provide appropriate documentation. The Director of Human Resources will work with the employee's supervisor to identify which essential functions of the position are affected by the employee's disability and what reasonable accommodations could enable the employee to perform those duties. An Employee who wishes to request an accommodation can refer to the employee handbook section 9.11.

4. Who Should Read This Policy

- Faculty and Staff
- Students

5. Related Documents and References

- Employee Handbook

6. History

- 9/10/2018

Policy Title: Discriminatory Policy
Policy Number: HRO.400.10
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Revision Date: 9/10/2018

1.Purpose and Scope

North American University maintains a healthy environment among faculty, staff, and students to achieve global competency. The purpose of the Discriminatory Harassment Policy is to protect individuals irrespective of their religion, race, or ethnicity.

2. Policy

North American University is committed to providing an educational and working environment free of discriminatory harassment. This policy is not meant to deter or inhibit scholarly discussions or content/discussion in or outside of the regular classroom discussions that include relevant, but controversial or delicate subject matters protected by academic freedom. The Discriminatory Harassment procedures describe the specific forms of legally prohibited harassment that are also prohibited under University policy.

3.Definition(s)

Harassment – a form of discrimination that is prohibited by law. North American University will swiftly approach all forms of harassment when reported, as a priority. This is regardless of whether or not the harassment is creating a hostile environment. When harassment rises to the level of creating a hostile environment, the University may also impose sanctions on the harasser.

4.Procedures

North American University's harassment procedure prohibits any form of harassment. Harassment is defined as unwelcome conduct based on an actual or perceived membership in a protected class, by any group or member of the university.

Any of the following may create a hostile environment:

- Written, graphic, oral or physical conduct that is severe, pervasive, and objectively offensive that it denies or restricts the individual to benefit from or participate in activities, educational programs or employment access, benefits, or opportunities.
- Offensive conduct and/or harassment that is not based on a protected status will be addressed through other remedial actions and other conflict resolution methods.

For assistance with conflict resolution, employees should contact the Human Resources Office, and students should contact the Dean of Student Affairs. North American University will not tolerate discriminatory harassment against any employee, student, visitor, or guest based on any status protected by University policy or law.

5. Who Should Read This Policy

- Faculty and Staff
- Students

6. Related Documents and References

- Faculty Handbook
- Employee Handbook
- Student Handbook

7. History

- 9/10/2018
- 03/22/2020

Policy Title: Sexual Misconduct Policy
Policy Number: HRO.400.11
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Revision Date: 9/10/2018

1. **Purpose and Scope**

The North American University is committed to provide nurturing environment to its students, NAU believes that, the educational and professional environment must be free from sexual harassments and sexual misconduct, such conducts are unacceptable and NAU does not support or tolerate such behaviors. The University is dedicated to act quickly, equally and systematically to all who report of sexual misconduct and protect the confidentiality of such cases.

2. **Policy**

Texas state law defines various violent and/or non-consensual sexual acts as crimes. Additionally, North American University has defined categories of sexual misconduct for which action under this policy may be imposed. North American University considers Non-Consensual Sexual Intercourse violations to be the most serious, and therefore typically imposes the most severe sanctions, including suspension or expulsion for students and termination for employees.

North American University also reserves the right to impose any level of sanction, ranging from a reprimand up to and including suspension or expulsion/termination, for any act of sexual misconduct or other gender-based offenses, including intimate partner or relationship (dating and/or domestic) violence, non-consensual sexual contact and stalking based on the facts and circumstances of the particular grievance.

3. **Procedures**

Acts of sexual misconduct are defined as an action committed by any person upon any other person, regardless of the sex, gender, sexual orientation and/or gender identity of those involved. Use of alcohol or other drugs will never function to excuse any behavior. Violations include:

Sexual Harassment

Both the Equal Employment Opportunity Commission and the State of Texas regard sexual harassment as a form of sex/gender discrimination and, therefore, as an unlawful discriminatory practice. North American University has adopted the following definition of sexual harassment, in order to address the special environment of an academic community, which consists not only of employer and employees, but of students as well.

Sexual harassment is unwelcome, sexual and/or gender-based verbal, written, online and/or physical conduct. Anyone experiencing sexual harassment in any University program is encouraged to report it immediately to the University's Title IX Coordinator or Deputy Coordinators. Remedies, education and/or training will be provided in response. Sexual harassment may be disciplined when it takes the form of quid pro quo harassment, retaliatory harassment and/or creates a hostile environment.

A hostile environment is created when sexual harassment is:

- sufficiently severe, or

- persistent or pervasive, and
- objectively offensive that it:
- unreasonably interferes with, denies or limits someone's ability to participate in or benefit from the University's educational and/or employment, social and/or residential program.

Quid pro quo harassment is:

- unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by a person having power or authority over another constitutes sexual harassment when submission to such sexual conduct is made either explicitly or implicitly a term or condition of rating or evaluating an individual's educational or employment progress, development, or performance. This includes when submission to such conduct would be a condition for access to receiving the benefits of any educational or employment program.

Non-Consensual Sexual Intercourse

Defined as:

- any sexual penetration or intercourse (anal, oral or vaginal)
- however slight
- with any object
- by a person upon another person
- that is without consent and/or by force

Sexual penetration includes vaginal or anal penetration by a penis, tongue, finger or object, or oral copulation by mouth to genital contact or genital to mouth contact.

Non-Consensual Sexual Contact

Defined as:

- any intentional sexual touching
- however slight
- with any object
- by a person upon another person
- that is without consent and/or by force

Sexual contact includes intentional contact with the breasts, buttock, groin, or genitals, or touching another with any of these body parts, or making another touch you or themselves with or on any of these body parts, or any other intentional bodily contact in a sexual manner.

Sexual Exploitation

Sexual exploitation occurs when one person takes non-consensual or abusive sexual advantage of another for his/her own advantage or benefit, or to benefit or advantage anyone other than the one being exploited, and that conduct does not fall within the definitions of Sexual Harassment, Non-Consensual Sexual Intercourse or Non-Consensual Sexual Contact.

Examples of sexual exploitation include, but are not limited to:

- Invasion of sexual privacy;
- Prostituting another person;
- Non-consensual digital, video or audio recording of nudity or sexual activity;
- Unauthorized sharing or distribution of digital, video or audio recording of nudity or sexual activity;

- Engaging in voyeurism;
- Going beyond the boundaries of consent (such as letting your friend hide in the closet to watch you having consensual sex);
- Knowingly exposing someone to or transmitting an STI, STD or HIV to another person;
- Intentionally or recklessly exposing one's genital in non-consensual circumstances; inducing another to expose their genitals;
- Sexually-based stalking and/or bullying may also be forms of sexual exploitation.

Consent

Consent is:

- clear, and knowing, and voluntary,
- words or actions that give permission for specific sexual activity.
- Consent is active, not passive.
- Silence, in and of itself, cannot be interpreted as consent.
- Consent can be given by words or actions, as long as those words or actions create mutually understandable permission regarding willingness to engage in (and the conditions of) sexual activity.
- Consent to any one form of sexual activity cannot automatically imply consent to any other forms of sexual activity.
- Previous relationship or prior consent cannot imply consent to future sexual acts.
- Consent can be withdrawn once given, as long as that withdrawal is clearly communicated.
- In order to give consent, one must be of legal age.

Sexual activity with someone you know to be or should know to be incapacitated constitutes a violation of this policy.

- Incapacitation can occur mentally or physically, from developmental disability, by alcohol or other drug use, or blackout.
- The question of what the responding party should have known is objectively based on what a reasonable person in the place of the responding party, sober and exercising good judgment, would have known about the condition of the reporting party.
- Incapacitation is a state where someone cannot make rational, reasonable decision because they lack the capacity to give knowing consent (e.g. to understand the “who, what, when, where, why or how” of their sexual interaction).
- This policy also covers a person whose incapacity results from mental disability, sleep, unconsciousness, involuntary physical restraint, or from the taking of rape drugs.

Force

Force is direct or indirect use of physical violence and/or imposing on someone physically to gain sexual access. Force also includes threats, intimidation (implied threats) and coercion that overcomes free will or resistance or that produces consent.

- Coercion is unreasonable pressure for sexual activity. When someone makes clear to you that they do not want sex, that they want to stop, or that they do not want to go past a certain point of sexual interaction, continued pressure beyond that point can be coercive.
- NOTE: There is no requirement for a party to resist the sexual advance or request, but resistance is a clear demonstration of non-consent. The presence of force is not demonstrated by the absence of resistance. Sexual activity that is forced is by

definition non-consensual, but non-consensual sexual activity is not by definition forced.

NOTE: UPDATES TO THIS POLICY ARE NOTED WITHIN THE ADP WORKFORCE PORTAL

4. Who Should Read This Policy

- Faculty and Staff
- Students

5. Related Documents and References

- Faculty Handbook
- Employee Handbook
- Student Handbook.

6. History

- Revision Date: 03/22/2020

Policy Title: Professional Organization Memberships Policy

Policy Number: HRO.400.12

Policy Owner: Human Resources Office

Responsible Office: Human Resources Office

Revision Date: 11/10/2018

Effective Date: 07/01/2018

1. Purpose and scope

The Professional Organization Membership Policy identifies guidelines concerning professional societies, associations or organizations for faculty, staff, and students.

2. Policy

North American University recognizes that in order to maintain professional competencies it is necessary to maintain contacts in the disciplines through memberships in professional societies and associations. These professional societies allow the opportunity to maintain professional standards with various means of communication within these organizational memberships. Employees may opt to join professional associations, organizations, and societies as he/she sees fit but payment for these are at the discretion of the supervisor and allocated based on the Business Office and budgets.

3. Definitions

Memberships: When dues or fees are paid by the University, membership in a professional society or association is considered to be an institutional membership in the name of the university. In most instances, a senior staff member (Department Chair, Vice President, President, Dean, Professor or Manager) is named as the institutional representative to represent the University.

Procedures

4.1 Approvals for Institutional Membership

North American University will consider and institutional memberships when it appears to be in the best interest of the University. Proposals are made through the Business Office with a copy of the request of the membership and invoice. All successive renewals must be sent and approved by the Business Office.

4.2 Approvals for Individual Membership

North American University encourages individual memberships to professional organizations but will not pay for individual memberships to organizations. In special circumstances, where the organization is structured in a way that only individual memberships are available, a special request for approval is to be made to the Business Office.

5. Who Should Read This Policy

- Faculty and Staff

6. Related Documents and References

- Employee Handbook

7. History

- Revision Date: 03/21/2020
- Revision Date: 10/2018
- Effective Date: 07/2018

Policy Title: Computer Use Policy
Policy Number: HRO.400.13
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Revision Date: 07/01/2018

1. Purpose and scope

North American University in support of its mission to help its students in academic excellence, the institution provides computing, networking resources to student, faculty and staff. Computer and networks can provide access to worldwide information resources. The policy states user shall take full responsibility for storing and transmitting data through network facilities and shall obey all applicable laws for.

2. Policy

Employees are obligated to comply with all applicable laws, regulations, contracts, licenses, policies, standards, organizational controls, security rules, etc. In particular, the individual user is responsible for understanding and complying with all copyright laws. NAU users of computers attached to the campus network have a common responsibility to fellow users to follow security policies designed to protect the campus network. This includes but is not limited to adhering to virus scan procedures, refraining from visiting risky web sites (such as game sites), following file download instructions and other security-based instructions issued by information technology services and or listed on the IT area of the NAU web site.

Certain programs, such as instant messaging and file sharing programs, constitute a network security risk and may not be installed on computers connected to the NAU network. The ITS section of the NAU intranet web site provides a current list of these programs. FTP and telnet protocols may be used only with specific approval of the IT staff. Other programs that consume significant resources or affect PC performance may also be prohibited on a case-by-case basis. If any dispute arises, the IT department has the institutional authority on all technology related issues.

Computing equipment and networking infrastructure including internet access are provided to NAU reserves the right to monitor and record both usage and content of electronic communications that involves University equipment for purposes of including but not limited to ensuring compliance with this policy.

This policy recognizes the existence of state laws governing access to materials with sexually explicit content. Prohibited activities include accessing, downloading, printing or storing information with sexually explicit content as prohibited by law. All employees must read the “North American University Employee Computer Use Policy” and sign and return the acknowledgement form to the Human Resources Office.

Social Media Acceptable Use

North American University encourages employees to share information with co-workers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provide inexpensive, informal and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public and, therefore, NAU has established the following guidelines for employee participation in social media.

Note: As used in this policy, “social media” refers to blogs, forums and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram and Snapchat among others.

Off-duty use of social media.

Employees may maintain personal websites or web logs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, NAU considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.

On-duty use of social media.

Employees may engage in social media activity during work time provided it is directly related to their work, approved by their supervisor, and does not identify or reference students, parents or vendors without express permission. NAU monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

Respect. Demonstrate respect for the dignity of NAU, its students, its vendors and its employees. A social media site is a public place; employees should avoid inappropriate comments. For example, do not use ethnic slurs, personal insults, or obscenity, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender.

Post disclaimers. If an employee identifies himself or herself as an NAU employee or discusses matters related to NAU on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of NAU and that the employee is expressing only his or her personal views. For example: “The views expressed on this website/Web log are mine alone and do not necessarily reflect the views of my employer.” Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to NAU. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Competition. Employees should not use a social media to criticize NAU’s competition and should not use it to compete with NAU.

Confidentiality. Do not identify or reference NAU students, parents, other employees or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.

New ideas. Please remember that new ideas related to work or NAU’s business belong to the university. Do not post them on a social media site without the university’s permission.

Links. Employees may provide a link from a social media site to the university’s website during employment (subject to discontinuance at the university’s sole discretion). Employees should contact the UMCR department to obtain the graphic for links to the university’s site and to register the site with the university.

Trademarks and copyrights. Do not use the university's or others' trademarks on a social media site, or reproduce the university's or others' material without first obtaining permission.

Legal. Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.

Discipline. Violations of this policy may result in discipline up to and including immediate termination of employment.

Note: Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.

3. Who Should Read This Policy

- Faculty and Staff

4. Related Documents and References

- Employee Handbook

5. History

- Revision Date: 07/01/2018
- Reviewed on 03/22/2020

Policy Title: Travel Policy
Policy Number: HRO.400.14
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Revision Date: 07/01/2018

1. Purpose and scope

The purpose of the Travel Policy is to help faculty and staff use university resources wisely and effectively. The policy also aims to ensure compliance with those traveling for university business and supports the safety and well-being of individuals. Those who travel on behalf or for the university must be conducting business for the sole benefit of the university.

2. Policy

Permissible Expenses

Expenses that support the mission of the University are deemed valid and therefore permissible. The following sections of the travel policy detail those expenses that are generally deemed permissible. The Business Office reserves the right to examine and determine eligible expenses to be reimbursed and therefore employees are highly encouraged to consult with the Business Office before travels.

All travel requests for university business should be approved by the supervisor of the employee and the Director of Business Affairs. Travel request forms must be fully completed at least 10 business days before the first day of travel, clearly state the purpose of the travel, be approved and submitted to the Human Resources Office. The Business Office reserves the right to not process any incomplete or late requests. It is the responsibility of the supervisor to ensure that funds are available in the unit's or department's particular account to cover the cost of travel request being submitted for approval.

Transportation

a. Air Travel

All airline tickets must be booked at the lowest available airfare. Employees shall choose a connecting flight if there is a significant cost saving compared to a direct flight. In case of multiple connections to the final destination, an employee may purchase a direct flight ticket or a single connection flight ticket by consulting with the supervisor. Employees may not specify a preferred carrier if a significantly lower cost fare is available. Extra baggage fees will be reimbursed only if the employee carries university related items. Rebooking or change fees will be reimbursed if the change is requested by the supervisor or emergency situations exist.

b. Personal Vehicles

Employees may use personal vehicles for business travel when doing so is less expensive than renting a car or taking a taxi. Valid expenses related to the use of personal vehicles for business travel are reimbursed based on 45 cents per mile which covers the use of the vehicle, gasoline and insurance.

Employees driving their own vehicles for business travel are responsible for ensuring adequate insurance coverage for their protection and for the protection of passengers. Their personal auto insurance carrier is deemed the primary insurance carrier.

Employees may use their personal vehicles for local and in-city travels such as Houston and Sugarland metropolitan area within 50 miles one way from NAU main campus. For longer distance travels, employee should consult with the supervisor and rent a car if renting is less expensive.

Costs of repairs to personal vehicles during business travel are deemed personal expenses and university funds cannot be used for such expenses.

c. Rental Cars

Costs related to rental cars are deemed valid business expenses when renting a car is less expensive or more feasible than other transportation options available. Reimbursable costs include daily rental fee, tolls, authorized insurance charges, and relevant parking fees. Non-reimbursable costs include but are not limited to vehicle repairs, GPS rentals and fines for traffic violations.

Employees are urged to choose economy or compact cars unless there is a special circumstance approved by the supervisor. Employees who wish to upgrade to a larger size car is responsible to pay the upgrade fee. Individuals who travel on University business are reimbursed for meal expenses they incur. The University reimburses meal expenses in two ways: according to actual, substantiated costs, or at established “per diem” rate. Travelers cannot switch between these two methods in one trip; the method travelers choose applies to all meal expenses incurred throughout the trip.

When opting to be reimbursed based on actual costs of each meal, travelers are required to provide detailed receipts or other appropriate documentation for all meals taken throughout the trip. Documentation is necessary in satisfying requirements of the University’s “accountable plan,” an expense allowance and reimbursement arrangement governed by IRS regulations. The alternative to keeping receipts and other appropriate documentation for each meal during travel is the “per diem,” or being reimbursed at an amount set as meal allowance for each day of travel. The per diem applies only when overnight travel is involved. The per diem rate is \$45.

Meal

Employees are expected to make reasonable selections when ordering meals. Employees may request for reimbursement for meals in two ways. Employees may either provide all detailed receipts of meals for reimbursement or they may use per diem meal allowance for overnight travels. When requesting reimbursement by providing receipts, the maximum amount to be reimbursed for each meal is as follows:

Breakfast	Lunch	Dinner	Total per day
\$ 9	\$ 15	\$ 21	\$ 45

At the discretion of Human Resources Office, reimbursement requests in excess of the maximums may be reimbursed if supported by a receipt and a reasonable explanation approved by the supervisor.

In domestic overnight travels, employees may request a meal reimbursement based on North American University per diem meal allowance. An employee cannot use per diem rate for one day and reimbursement by receipts for another day on the same travel. When reporting meal

expenses for reimbursement based on the per diem rate, employees are required to prorate the meal allowance for the first and last day of your trip based on the table below.

Trip	Breakfast	Lunch	Dinner
One day trip	Yes, if departure from home is prior to 6:30 am	Yes, if departure is prior to 11:00 am or return is after 2:00 pm	Yes, if departure is prior to 5:00 pm and return is after 7:00 pm
First and last day of a multi-day trip	Yes, if departure is prior to 6:30 am. or return is after 10:00 am	Yes, if departure is prior to 11:00 am or return is after 2:00 pm	Yes, if departure is prior to 5:00 pm or return is after 7:00 pm

For international travels, the employee shall consult with the supervisor on these rates based on the standards in the destination country.

Lodging

When choosing a hotel, employees are advised to compare prices for the various hotels and stay in a standard room within a reasonable distance from where the university business takes place. Costs that are charged to the hotel room are deemed valid and reimbursable if they are related or necessary to University business. The final hotel folio, which reflects all charges made to the room, is required for reimbursement. Extra services that are not necessary for the university business are not reimbursable. Exceptions may be granted if the expense is necessary, documented and approved by the supervisor.

When two employees share a hotel room, each individual should obtain their own receipt from the hotel. Receipt should have the person's name and date of the stay. If the hotel does not give separate receipts, one receipt can be obtained as long as each traveler's name appears on the receipt. The traveler can only claim half of the cost and tax of a room. A statement should be written on the receipt stating "only one half of hotel cost is being claimed." Both travelers must fill out "Travel Reimbursement Form" and claim their half of the expenses.

Travel Request

All travel requests for in-state, domestic and foreign travels should be submitted using NAU "Travel Request Form". All requests should be made at least 10 business days prior to the requested date of travel and approved by the supervisor. If more than one person is travelling, include all names or attach additional forms if necessary. The first person listed should be the requester who will accept responsibility for any vehicles rented, any cash given, etc., and should be the person to sign the request. Expenses incurred by students are paid or reimbursed by the University only when the students are also NAU employees and the expenses are approved by the supervisor.

For in-city and local travel, a travel request is not necessary. If employees wish to be compensated for mileage traveled in their personal vehicle, they should fill out the "Mileage Reimbursement Form" that documents the purpose of their travel and distance traveled. If any tolls and/or parking fees were paid, they should enter that as well. Once the form is completed, it should be signed by the employee, her supervisor, and the Director of Business Affairs. The signed form should be turned into the Human Resources Office for reimbursement. It is recommended that the employee waits until he/she accumulates \$20.00 in mileage reimbursements before submitting the request.

Pre-paid Items

If the employee requests funds to pay for hotel, airfare or any other items prior to travel, then he/she must fill “Prepaid Items” section of the “Travel Request Form” out and estimate the cost of these items. The employee should provide the hotel and flight information that includes the expected costs. For example, if the requester is planning on travelling to Chicago, he/she should look up hotel and flight availability and print copies of available hotels, flight information, and car rentals from travel websites. These estimates shall be approved by the supervisor and the Director of Business Affairs.

Estimated Items for Reimbursement

If the requester has expenses they anticipate being reimbursed for, they must fill in this section of the “Travel Request Form” before they leave. If travelers choose to pay for their airfare or hotel with their own funds, they need to fill in this section and provide copies of the hotel and/or flight information including costs prior to ordering these items. Failure to submit this information at the time of the travel request may result in denial of reimbursement later.

Cash Pre-Imbursement Requests

Cash pre-imburements may only be issued for foreign travel requests as well as domestic travel requests that will last longer than one week. If cash pre-imburement is necessary for any other circumstances, an explanation should accompany the request. The request should be made on the “Travel Request Form”. Travelers can fill out the pre-imburement request with estimates on what they expect to spend on the listed items. These should not include any pre-paid items. For example, if the University pays for a hotel in advance, the requester should NOT list the cost of the hotel in the cash pre-imburement box. Total cash authorized and issued to the requester will be listed at the bottom of the “Travel Request Form” and the requester must sign the form acknowledging receipt of the money.

By signing this form the requester acknowledges that he/she will only use pre-imbursed money for authorized purchases and if there are any remaining funds after returning from the trip, they are required to return it to the Human Resources Office along with all the travel receipts.

Cancelling or Modifying a Request

The requester should inform the supervisor and the Human Resources Office as soon as possible if a planned trip is cancelled or changed. All valid reasons for cancelling or changing the request should be submitted to the supervisor in writing. Verbal cancellations or change requests are not acceptable. A new Travel Request Form should be submitted if needed.

Travel Reimbursement

Travelers should keep copies of their receipts that they wish to have reimbursed by NAU. All receipts 22 should be delivered to the Human Resources Office no later than 10 business days following a trip. Notation should be made regarding the traveler’s name, the travel dates and the destination(s). Also, if the traveler uses their own vehicle for any trip, they should notate miles traveled in their personal vehicle. For in city travel, all faculty and staff should continue to use “Mileage Reimbursement Form” rather than submitting mileage to the related administrative assistant.

3. Who Should Read This Policy

- Faculty and Staff

4. Related Documents and References

- Employee Handbook

5. History

- Revision Date: 07/01/2018

Policy Title: Drug-Free Workplace and Substance Abuse Policy

Policy Number: HRO.400.16

Policy Owner: Human Resources Office

Responsible Office: Human Resources Office

Revision Date: 12/14/18

1. Purpose and Scope

It is the policy of North American University that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the workplace of North American University.

The University is committed to enforcing existing state laws and procedures in dealing with substance abuse such as alcoholic beverages, illegal drugs and performance enhancing drugs.

2. Policy

Alcohol consumption, possession of illegal drugs and disruptive behavior resulting from intoxication are all violations of the University's substance abuse policy. All violations are to be reported immediately to the supervisor. The illegal use, sale, or possession of alcohol, narcotics, drugs, or controlled substances while on University property or during any University activity is prohibited. Any illegal activity or substances shall be reported to the appropriate law enforcement agency and may result in criminal prosecution.

Employees who are under the influence of alcohol or drugs, or who possess or consume alcohol or drugs on the job, have the potential for interfering with their own, as well as their co-workers' safe and efficient job performance. Such conditions will be proper cause for disciplinary action including termination of employment.

University officials reserve the right to require drug testing when there is reasonable cause to believe that an employee is under the influence of drugs. All employees must read the "North American University Drug-Free Workplace Policy" and sign and return the acknowledgement form to the Human Resources Office.

3. Who Should Read This Policy

- Faculty and staff

4. Related Documents and References

- Employee handbook

5. History

- Revision Date: 12/14/2018

Policy Title: Hours of Work Policy
Policy Number: HRO.400.17
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Revision Date: 12/14/18

1. Purpose and Scope

The Hours of Work Policy establishes the official work week, the work hours might vary as per the different nature of our business and individual departmental guidelines. The policy also describes the procedures for implementing flexible work schedule to meet business needs, employee attendance and compensation.

2. Policy

Work Week Work Schedules, Employee Compensation, and Attendance Office Hours –

All administrative offices shall remain open from 8:00 a.m. until 5:00 p.m. Monday through Friday, except for designated holidays. Offices may be open beyond the normal schedule as required by individual departmental needs. Offices shall remain open during the noon hours each working day with at least one person on duty to accept calls, receive visitors, or transact business. The administration may make exceptions where it is not practical to stay open during the noon hours.

Work week – The standard workweek consists of forty (40) hours. The official workweek is from Sunday 12:01 a.m. until Saturday 12:00 midnight.

Lunch Breaks – Lunch breaks will not be on paid time and may vary per the needs of the department. The employee’s supervisor will determine the specific time and length of the lunch break.

Rest Breaks – Rest (coffee) breaks will be on paid time and may be granted only when the work allows. Rest breaks are a privilege and not required by state or federal regulation. The length, time, and place of these breaks will be at the discretion of the supervisor. The supervisor will be responsible for seeing that breaks do not interfere with the normal completion of the work involved.

Starting and Quitting Times – The normal work day begins at 8:00 a.m. and ends at 5:00 p.m. However, each Department Head may establish, on an individual basis, different starting and quitting times to meet the needs of the department.

Flex-Time Scheduling – The Department Head may also use flex-time scheduling to allow individualized employee work schedules, to make available opportunities for employee development, accomplish special tasks, handle peak work periods and accommodate circumstances that are in the best mutual interest of the department and employee.

The Federal Fair Labor Standards Act (FLSA) determines whether employees are subject to or exempt from overtime provisions. If employees are serving in a nonexempt position, overtime pay or compensatory time must be provided for working more than 40 hours in a defined workweek (Sunday 12:01am until Saturday 12:00 midnight). When nonexempt employees work over 40 hours during their scheduled workweek, they are entitled to time-and-a-half pay or compensatory time calculated at time-and-a-half for all hours worked in excess of 40 hours. All overtime for nonexempt employees should be approved in advance by their supervisor.

Additional information about compliance with the FLSA and other work scheduling questions are available in Human Resources Office.

Tardiness and Absenteeism

Employees are expected to be at their work station at the scheduled work time. Employees who expect to be late or absent from work are responsible for notifying their supervisor as soon as possible after the beginning of the shift, indicating when they will report back to work.

In chronic, excessive or unusual cases of absenteeism, the University reserves the right to require documentation/verification of the reasons for absence. Habitual tardiness or excessive absenteeism is reflected in the employee performance evaluation and may lead to dismissal. Employees who have failed to report to work for three consecutive workdays without notifying their supervisor will be considered to have voluntarily resigned from their position. Any employee who fails to comply with this rule will be subject to disciplinary action.

Time He/sheet and Overtime Pay for Non-Exempt Employees

The time he/sheet is a record of the time a non-exempt employee works each pay period. An employee's pay is based upon the time he/sheet. Employees shall visit the Human Resources Office to create an online account on University business portal. Employees should record their time worked each day and enter their time cards semi-monthly before the due dates stated in the pay schedule. The time he/sheet is checked by the supervisor to ensure that it is accurate. Employees are personally responsible for their time he/sheet and/or their time record. Falsification of a time he/sheet and/or time record is cause for disciplinary action. Time cards entered into the system after due dates are not processed until the next pay cycle.

Should non-exempt employees work more than 40 hours during the established work week, they are paid overtime or recorded as working an equivalent number of hours at the rate of one and one-half hours for each hour worked. Overtime hours worked and compensated with compensatory time off at a time mutually agreeable between employees and their supervisor must be approved in advance by the employee's supervisor except in cases of emergency.

3. Who Should Read This Policy

- Faculty and staff

4. Related Documents and References

- Employee handbook

5. History

- Revision Date: 12/14/2018

Policy Title: Leave of Absence Policy
Policy Number: HRO.400.18
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Revision Date: 12/14/18

1. Purpose and Scope

North American University respects the privacy of faculty and staff members. The University has established Leaves of Absence for its employees to use as needed or when it's appropriate to them. The policy has a detailed summary of each type of leave and regulations associated with it.

2. Policy

All employees are required to submit a "Leave Request Form" (form 6200-08) to the supervisor for approval. In case of an illness or an emergency when conditions do not permit a request in advance, the employee is required to notify the supervisor as far in advance as possible. If the employee couldn't submit the form prior to the leave due to illness or emergency, s/he needs to fill out Leave Request Form after returning to work. Vacation leave and holiday leave do not apply to faculty and instructors.

Vacation Leave

Request for vacation leave can be made 180 days after the first day of employment. All employees are required to submit a "Leave Request Form" (form 6200-08) to the supervisor at least two months prior to the first day of leave. Full-time employees accrue paid vacations according to the following schedule:

- 0-5 years.....10 hours (1.25 days) per month120 hours (15 days) per year
- 6-20 years..... 12 hours (1.5 days) per month144 hours (18 days) per year
- 20+ years.....14 hours (1.75 days) per month168 hours (21 days) per year

Any vacation not used by the end of the fiscal year can be used within the first three months of the new fiscal year but is not carried forward and the employee begins the new accrual period. If requested by the employer, any unused accrued vacation time, supported with ongoing documentation of attendance, will be paid to the employee based on the employee's current salary or hourly wage. Full-time employees working less than 100% but at least 75% of full-time will earn a proportionate amount at the appropriate accrual rate. Part time and temporary employees do not earn paid vacations.

An employee may "borrow" vacation up to the unearned portion for the leave year. For example, Tom would like to take 120 hours of vacation beginning October 1st. He worked at NAU for 4.5 years and so is eligible for 120 hours of vacation during the leave year. Although he has only earned 30 hours of his vacation time for service between July 1st and September 30th, Tom is able to borrow the rest of the time needed for his October vacation from time he will earn the remainder of the leave year. This is what is meant by "borrowing" vacation time. If Tom's employment ends before he earns the 120 hours of vacation spent in October, then the value of the time not earned will be subtracted from his final paycheck. In such a case, the employee will also be required to pay the unearned portion of the insurance premiums paid by NAU during the leave.

An Employee does not earn vacation time during leave of absence without pay, suspension, layoff or removal from the payroll for any reason. Requests for vacation must be made to the supervisor by completing a Leave Request Form (form 6200-08) and the supervisor must approve any vacation schedule. Due to various departmental work load requirements, supervisors reserve the right to disallow vacation leave at certain times during the year. Supervisors will make every effort to minimize these restrictions and will only do so if it is determined to be in the best interest of NAU.

Voluntary Separation from Employment

Generally, NAU does not pay accrued vacation leave to employees who leave employment voluntarily. Any unused paid vacation leave is forfeited upon an employee's work separation. However, unused vacation leave may be paid out under the following circumstances:

- a. If an employee is involuntarily separated from employment for economic reasons as part of a company reorganization or a reduction in the workforce, the employee will receive the full balance of accrued, but unused vacation leave.
- b. If an employee retires from employment pursuant to the Company's retirement policy, the employee will receive the full balance of accrued, but unused vacation leave.

Holiday Leave

North American University observes certain holidays to be announced by the President of the University. Typical holidays are Independence Day, Labor Day, Thanksgiving, Christmas Day, New Year's Day, Memorial Day and additional days as designated by the President of the University. Full-time employees are granted paid holiday leave. Immediately before and after a holiday period, employees have to be actively at work and cannot take vacation leave and unpaid leave to receive holiday pay. If a paid holiday falls during employees paid sick leave, the holiday is not counted as sick leave taken, (i.e., they receive holiday pay instead of sick leave pay.

Non-exempt employees scheduled to work on a paid holiday will be paid at their regular rate for hours worked and will also receive regular pay for the holiday. Exempt employees scheduled to work on a paid holiday will receive one day of paid vacation for each day worked and also regular pay for the holiday.

Personal Leave

Regular full-time employees are eligible for 24 hours (3 days) of personal leave per year. Medical and dental appointments, short term care of ill family members that needs to be provided by the employee only, inclement weather conditions and other short-term absences of a personal nature can be considered as personal leave. Personal leave is not a vacation leave; therefore, it is not intended to supplement vacation leave periods. Immediately before and after a holiday period, employees have to be actively at work and cannot take personal leave unless it is approved by the supervisor. Supervisor approval is required for all personal leave hours to be used. Events that could have been scheduled during non-working hours will be charged to vacation leave.

Unused personal leave days are not carried forward. For new hires the time is prorated the first year. Regular full-time employees working less than 40 hours per week receive personal leave on a proportional basis.

Sick Leave

Regular full-time employees are eligible for 40 hours (5 days) of sick leave per year. Sick leaves can be used for medical, dental, surgical, optical examinations or treatments, illness, injury or a health related issue that makes an employee unable to work. If requested, the employee is responsible to provide the supervisor with a doctor's report.

Sick leave will not be earned by an employee during leave of absence without pay, unpaid maternity leave, suspension, layoff, or removal from the payroll for any reason. Sick leave will not be paid on any illness or injury incurred while committing a crime, nor will it be paid on any illness or injury resulting from paid employment elsewhere. Sick leave is accrued monthly and accumulates during the year. Up to 40 hours (5 days) of unused sick leave may be carried over from the prior year. Wages do not accrue for unused sick leave and are not payable to an employee upon termination of employment.

Any employee who is absent in excess of accrued sick days due to an illness or injury will be placed on medical leave of absence. The length of this leave will be paid in accordance with the employee's combined accumulated sick leave, vacation leave (unused and pro-rated), and personal leave. When the accumulated leave time has been exhausted, the employee will be placed on Unpaid Medical Leave under the Family and Medical Leave Act of 1993.

Absence due to the illness of an employee's immediate family may be counted as sick leave. Immediate family, for this policy, is defined as a spouse, a parent and a child or stepchild of the employee. Also included are foster children and legal wards, but no in-laws. Employees working less than 40 hours per week receive sick leave on a proportional basis.

Bereavement

Employees with more than 3 months' service may take up to 3 days of paid bereavement leave upon the death of a member of their immediate family. "Immediate family members" are defined as an employee's spouse, domestic partner, parents, stepparents, siblings, children, stepchildren, grandparent, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild. All regular, full-time employees may take up to one (1) day off with pay to attend the funeral of an extended family member (aunts, uncles, and cousins). The university may require verification of the need for the leave. The employee's supervisor and Human Resources will consider this time off on a case-by-case basis. Payment for bereavement leave is computed at the regular hourly rate to a maximum of 8 hours for 1 day. Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

Jury Duty/Court Appearance

The university supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence. If an employee is released from jury duty after 4 hours or less of service, he or he/she must report to work for the remainder of that work day.

Time for appearance in court for personal business will be the individual employee's responsibility. Normally, personal days or vacation days will be used for this purpose.

Leave without Pay

Leave without pay is a temporary non-pay status and absence from duty that is granted upon an employee's request. All employees are required to submit form 6200-08 to the supervisor

at least three months prior to the first day of leave. Leave without pay cannot be approved for more than six months at a time, and it may be refused if it is determined unreasonable or not in the best interest of the department or the University. Leave without pay can be canceled by the University upon five work days written notice. Likewise, the employee may return to work before the end of the leave with written approval of the supervisor. NAU is not obligated to reemploy the employee at the conclusion of such leave.

An employee is considered to have voluntarily resigned, when, at least two weeks prior to the completion of an approved leave of absence, the employee fails to notify the supervisor of the intent to return to work. NAU does not pay the insurance premium of the employee during a leave without pay. It is the responsibility of the employee to contact and consult with the Human Resources Office to make medical leave of absence, NAU will continue to provide health insurance coverage for the employee; however, the employee will remain personally responsible for paying the employee's portion of the insurance premiums. An employee who does not return will be required to pay all insurance premiums paid by NAU during the leave. **Please note:** There are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the Human Resources Office to discuss options for leave.

Return to Work Policy

When such work is available, the university will attempt to provide an employee with a temporary modified or light-duty assignment in accordance with documented medical restrictions.

Job Protection

An employee's job, or an equivalent job, is protected while the employee is on leave. Both federal and applicable state laws require that employees be returned to their positions or to another job of like pay and status at the end of FMLA leave.

Note: If an employee is unable to return to work after the expiration of federal or state FMLA, an extension may be granted if the condition constitutes a disability under the Americans with Disabilities Act (ADA) or in certain workers' compensation cases.

Notification and Request for FMLA Leave

An employee must contact the Human Resources Office at least 30 days in advance of the start of a planned FMLA Leave or within five days following the start of an unplanned FMLA Leave. The Human Resources Office may require medical or other documentation at any point during the FMLA Leave. Employees requesting a leave under FMLA should first fill out the Family and Medical Leave Act (FMLA) Request and Notice (form 6200-13) followed by the Employee Rights and Responsibilities under the Family Medical Leave Act(FMLA) Acknowledgment Form (form 6200-10). Signed forms should be submitted to the Human Resources Office.

Returning from FMLA Leave

At the expiration of an FMLA Leave, employees return to the same or equivalent position held when the leave began. Employees on leave for a personal health condition must submit medical certification of ability to return to work to Human Resources. An employee may not return to work without appropriate medical documentation.

If the leave of absence extends longer than the approved period, the employee must request an extension prior to the expiration of the FMLA Leave. If an extension is needed, it is expected that the employee will request the extension at least two weeks prior to the expiration of the leave. Human Resources will advise the employee's department of the status of the leave. If the employee does not return from leave of absence and does not request and receive an extension, the employee's employment will be subject to termination.

Leave Designation.

If an employee does not expressly request FMLA leave, the university reserves the right to designate a qualifying absence as FMLA leave and will give notice of the FMLA designation to the employee. If an absence is a qualifying event under FMLA, the leave will run concurrent with short-term disability, long-term disability and/or any other leave where permitted by state and federal law.

Unexcused Leave

An unexcused leave is defined as any time the employee has not given proper notice and received approval from the supervisor. Employees are not paid during unexcused leaves. Excessive unexcused leaves result in termination of the employment. An employee will be considered to have voluntarily resigned without proper notice when the employee fails to report to work for three consecutive scheduled work days.

Weather and Emergency Closing

In the event of a weather or emergency that results in the official closing of the University by the President, all employees will be granted a paid leave for the duration of the closing. In addition, nonexempt employees who are required to work will be paid one-half for each hour of work and exempt employees who are required to work will receive one day of vacation for each day of work. If the University remains open during a weather emergency or any other kind of emergency, even though classes are dismissed, all employees will be expected to report to work and remain on the premises, unless excused by the President. Employees who are not able to report to work will be required to take vacation leave, personal leave or leave without pay.

Inclement Weather

Inclement weather and Leave Options: Inclement weather can cause transportation problems or hazardous conditions that may inhibit your ability to come to the NAU Campus. Personal safety is an important consideration when evaluating the ability to commute to work during severe weather.

Leave Use and Compensation: If weather conditions prevent an employee from working as scheduled, leave taken due to inclement weather is charged to vacation leave, personal leave or leave without pay according to the employee status. The following table summarizes leave use for eligible employees who miss work because of inclement weather:

Employment Category	Partial and full day absences due to inclement weather are charged to:
Non-Exempt /Exempt Professional Staff *	Vacation leave, Personal Leave, or Leave without pay
Faculty, Adjunct Faculty and part-time employees	N/A

*Supervisors are responsible for ensuring that all work obligations are met. Full day absences due to inclement weather may be charged to leave, or the individual's work schedule may be flexed with the supervisor's concurrence. At the supervisor's discretion, leave does not have to be charged for approved partial day absences.

Other Work Options: Supervisors can approve requests for employees to temporarily work from home, if doing so allows completion of work assignments. If you are unable to come to work, notify your supervisor. When you return to work, complete form 6200-08(leave request form).

3. Who Should Read This Policy

- Faculty and Staff

4. Related Documents and References

- Leave Request Form

5. History

- Effective Date: 12/14/2018

Policy Title: Professional Conduct Policy
Policy Number: HRO.400.19
Policy Owner: Human Resources Office
Responsible Office: Human Resources Office
Revision Date: 12/14/18

1. Purpose and Scope

The purpose of the Professional Conduct Policy is to establish guidelines for professionalism in the workplace for all faculty and staff. Faculty and staff are responsible for maintaining the highest ethical and professional standards and are expected to honor this code of conduct when working on campus, with external stakeholders, and the community abroad to advance the University's mission.

2. Policy

Dress Code

North American University is a "business casual" dress environment. Employees are expected to wear clothing appropriate to their job. Generally speaking, employees' clothing should not be excessively form-fitting or excessively loose. Clothing that reveals a person's chest, cleavage, upper or lower back, abdomen, bare shoulders, thighs, or undergarments is never appropriate for this workplace. Well groomed, appropriately dressed employees impress students and all stakeholders favorably and reflect positively on both University and the services it provides. Accordingly, during business hours or when representing the University, you are expected to present a clean, neat and professional appearance.

Shorts, tank tops, athletic/exercise wear and flip-flops are not permitted. Clothing that is ripped, frayed or disheveled, tight, revealing, stained, wrinkled, or otherwise inappropriate is not permitted. Employees are required to have a neat and clean appearance; hair should be clean and neatly arranged. Facial jewelry (nose, brow, etc.) is not permitted at work. Tattoos are acceptable under this Policy; management reserves the right to determine if tattoos are appropriate for the workplace or if they must be covered. Hygiene should be sufficient to avoid unpleasant body odor or excessive use of fragrances.

Management may from time to time, make changes to this Policy according to business circumstances, temporary situations and other reasons as they deem necessary and appropriate. Such changes will be communicated in writing and in advance to all employees.

Your direct supervisor is responsible for establishing a reasonable dress code appropriate to the job you perform. If he/she feels that your personal appearance is inappropriate, you may be asked to clock out (if applicable) and to return to the workplace only after you are properly dressed and/or groomed. To clarify any of the above expectations and/or if, for some reason, you feel you cannot meet University's dress code, please consult with your supervisor, the Human Resources Office, or any other member of University management regarding your individual circumstances.

Confidential Reporting Protocol

It is the policy of the North American University to prevent illegal, unethical and unprofessional conduct that deviate from law or from the guidelines published in official institutional documents. Any employee who is asked to participate in such activity, or is a witness to, or comes in contact with information related to an actual or attempted case of such

activity should report this information as soon as possible without fear of reprisal and in full confidentiality within the boundaries of state and federal law.

The types of misconduct include, but are not limited to the following:

- Any activity that does not conform to the policy on professional and ethical conduct published in the Institute's official documents such as the employee handbook.
- Fraud or other types of financial misconduct.
- Criminal offenses

The University implements an anonymous reporting solution. Employees who witness such misconduct or come in contact with related information should go to the website www.mysafecampus.com and submit a confidential report or call at 1-800-716-9007. All inquiries must be in English. The administrator who receives a confidential report will call the grievance committee to investigate the matter. After the investigation, the committee will deliberate the case and make a recommendation to the administration for the course of action.

Conflicts of Interest

Personal matters and financial links may interfere with employee responsibilities, and as such may be a conflict of interest. Personal integrity and responsibility of the employee play a key role in preventing conflicts of interest. Employees should be responsible for their conduct outside work and professional activities.

The University has a no solicitation policy and does not allow any sales or distribution of merchandise or services on campus by employees.

Smoking

North American University is a smoke free campus. Smoking or use of other tobacco products (chewing tobacco, snuff, electronic cigarettes, etc.) is not tolerated in any campus building. In light of the clear health hazards associated with smoking and as an institution committed to promoting the best possible health care for all, the North American University has adopted the following University-wide smoke-free policy:

- All buildings and vehicles, regardless of location, that are owned or leased by the North American University will be entirely smoke free. This policy applies to all campus facilities except for designated outdoor smoking areas.
- It will be the obligation of the University administrator responsible for programs taking place within these areas to ensure that the smoke-free policy is observed.
- Individuals who wish to smoke out of doors must do so in outdoor designated areas, away from pedestrian traffic and building air supply.

The University assists faculty, staff, and students who wish to stop smoking and periodically offers smoking-cessation workshops. Supervisors are encouraged to allow their smoking staff to attend.

3. Who Should Read This Policy

- Faculty and staff

4. Related Documents and References

- Employee handbook

5. History

- Effective Date: 12/14/2018

OFFICE OF FINANCIAL AID

Policy Title: Return of Title IV Funds Policy

Policy Number: FAO.600.1

Policy Owner: Financial Aid Director

Responsible Office: Office of Financial Aid

Revision Date: 9/17/2018

1. Purpose and Scope

The purpose of the Return of Title IV Funds Policy is to outline the guidelines for the return of Title IV funds. Attending North American University represents a significant investment in the future of students. Like all investments, there is a financial aspect to consider. The Office of Financial Aid is at your service during the financial planning phase of your time at NAU.

2. Policy

The return of Title IV funds is a requirement that is applicable to Title IV recipients who are withdrawn on or before 60% of time has elapsed during the period of enrollment for which the student has been charged. The return of Title IV funds formula defines how much Title IV aid a school or student may use to cover incurred costs. A student's eligibility for Title IV aid may change if that student withdraws, drops out or is administratively withdrawn from the University.

3. Procedures

To determine the amount of Title IV aid for which the student is eligible, NAU uses the student's withdrawal date, the amount of aid the student was awarded, the number of days that comprise the payment period and the number of days completed in the payment period. The calculation is made using the number of days completed divided by the number of days comprising the payment period to determine the percentage earned (the total number of calendar days in a term of enrollment shall exclude any scheduled breaks of more than five days). The percentage earned, subtracted from 100%, will be the percentage of unearned aid that must be returned to the Title IV program. The return of unearned aid is allocated in the following order:

1. Unsubsidized Federal Stafford Loans
2. Subsidized Federal Stafford Loans
3. Federal Parent (PLUS) Loans
4. Federal Pell Grants
5. Federal Supplemental Opportunity Grants
6. Other Title IV grant programs for which return of funds is required

Students are responsible for paying for credits earned if the funds do not cover the full tuition. In the same regard, the institution must return the amount of Title IV funds no later than 45 days after the institution has determined a student has withdrawn.

If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds. Conversely, if a student earns more aid than the disbursed amount the institution is responsible for a student's post-withdrawal amount and subsequently the disbursement must be paid 120 days after the student's withdrawal. Students must regularly check their student account and are responsible for returning Title IV funds that are left outstanding.

4. Who Should Read This Policy

- Students

5. Related Documents and References

- Office of Financial Aid
- Academic Catalog

6. History

- Effective Date: 09/17/2018

Policy Title: University Scholarships Policy

Policy Number: FAO.600.2

Policy Owner: Financial Aid Director

Responsible Office: Office of Financial Aid

Revision Date: 9/17/2018

1. Purpose and Scope

The University Scholarships Policy outlines guidelines for awarding university scholarships. Attending North American University represents a significant investment in the future of students. Like all investments, there is a financial aspect to consider. The Office of Financial Aid is at your service during the financial planning phase of your time at NAU.

2. Policy

Merit-based scholarships are available for qualified undergraduate students. Scholarship recipients must meet all University requirements for regular admission in the fall and spring semester for eligibility. Full-time students (12 credits or more per semester) may qualify for scholarships toward their tuition as outlined in the table below. Students will be responsible for all other expenses such as application and school fees. Currently, NAU does not offer scholarships to graduate students.

3. Procedures

Application Procedure University Scholarships

Students must submit all supporting documents including SAT, ACT, high school transcripts and previous college transcripts to apply for NAU scholarships. Additional supporting documents will not be accepted once initial scholarship award has been issued.

Rules and Regulations that Govern the Institutional Scholarships

The following rules and regulations govern the scholarships offered by North American University.

- i. Not all students are eligible for all of the scholarship programs offered at NAU. Please read the details of each scholarship program below.
- ii. The total amount of scholarship money awarded may vary.
- iii. Availability of scholarships may be limited and be awarded on a first-come, first-served basis. NAU has the right to terminate a student's scholarship at any time without prior notice.
- iv. The University and academic achievement scholarships are given for one academic year and renewed automatically for up to 5 years given the student meets the minimum requirements to maintain the scholarship.
- v. Each year in July, the Scholarships and Grants Committee convenes to evaluate the scholarship status of each student.
 1. For those students who meet the minimum requirement to maintain their scholarship, their University scholarship is renewed for another year. In addition, depending on the students' end of year CGPA, they may be eligible to receive a higher level of academic achievement scholarship. Please check the table below to see the promotion CGPA requirements for academic achievement scholarships.
 2. Those students who do not meet the minimum requirements for maintaining their current University scholarship-level is reduced to

a lower level of University scholarship. The academic achievement scholarship level is subject to possible reduction based on CGPA.

3. All students must attempt a minimum of 24 credit hours to become eligible for scholarship review.
- vi. Students will be notified of their scholarship eligibility in early August of each year. Those students who would like to appeal the decision of the Scholarship Committee should do so through the Financial Aid Office. If no consensus can be reached by the Scholarship Committee, the Vice President for Administration Affairs will make the final decision.

4. **Who Should Read This Policy**

- Students

5. **Related Documents and References**

- Academic Catalog

6. **History**

- Revision: 08/2017
- Revision: 08/2016
- Revision: 08/2014
- Revision: 08/2013
- Created: 08/2012

Policy Title: Loan Entrance/Counseling Policy

Policy Number: FAO.600.3

Policy Owner: Financial Aid Director

Responsible Office: Office of Financial Aid

Revision Date: 12/13/2018

1. Purpose and Scope

The Office of Financial Aid at North American University takes great pride in preparing students ahead of their academic journey of their rights and responsibilities as a student borrower. The purpose of the policy is to ensure the Office of Financial Aid mitigate any risks before borrowers receive student loans, ensure borrowers understand financial obligations for repayment, and provides consistent information to all borrowers who seek financial aid assistance.

2. Policy

This policy details the counseling and advising efforts of the Office of Financial Aid in managing and guiding students with financial options on their academic journey. Before the start of each semester the Office of Financial Aid has an initial meeting to counsel students on their financial aid options and obligations for repayment prior to loan disbursement. And at the end of their education at NAU, the Office of Financial Aid has a final meeting to council students about their balance, rate, contact info, sample repayment schedule and the timeframe of repayment.

3. Procedures

The Office of Financial Aid is responsible for providing counseling to help students understand the significance of borrowing a student loan to help fund their education. During the initial meeting with a Financial Aid Advisor, each student is given student loan handouts which detail current federal loan limits and interest rates, estimates monthly repayment amounts and describes the consequences of default. Students receive counseling to understand the federal student loan process and are advised with an emphasis on responsible borrowing and the expectation of repayment. The Office of Financial Aid will make available Federal Student Aid publications provided by the U.S. Department of Education to aid in its counseling efforts.

It is the responsibility of the Office of Financial Aid to provide instructions on completing the Entrance Counseling process for students that wish to request loans and to ensure this requirement, along with the Master Promissory Note, has been completed prior to loan disbursement each semester.

4. Who Should Read This Policy

- Financial Aid Office
- Business Office
- Students

5. Related Documents and References

- Student Handbook
- Academic Catalog

6. History

- 12/13/2018

Policy Title: Financial Literacy Policy
Policy Number: FAO.600.4
Policy Owner: Financial Aid Director
Responsible Office: Office of Financial Aid
Revision Date: 12/13/2018

1. Purpose and Scope

The purpose of the Financial Literacy Policy is to ensure the Office of Financial Aid maintains on-going financial literacy to borrowers and recommends healthy financial decisions for all students on their academic journey.

2. Policy

The Office of Financial Aid at North American University is responsible for providing financial literacy to borrowers about financial aid options. The Office of Financial Aid will maintain on-going financial workshops during new student orientation, freshmen seminar courses and throughout each semester to inform students regarding federal student aid programs, budgeting strategies and responsible borrowing practices.

3. Procedures

The Office of Financial Aid will partner with faculty and student services each semester to promote financial literacy workshops through in-class activities. Within the 1-hour workshops students will gain insight about responsible borrowing, budgeting, and repayment, as well as the various types of federal and institutional aid programs available. Students will also receive information on maintaining satisfactory academic progress and how this academic evaluation affects their financial aid eligibility.

At the conclusion of the workshop, students will be given an assessment to gauge their comprehension. The results of the assessment will be evaluated and used to improve future financial literacy counseling efforts.

4. Who Should Read This Policy

- Financial Aid Office
- Business Office
- Students

5. Related Documents and References

- Student Handbook
- Academic Catalog

6. History

- 12/13/2018

Policy Title: Student Debt Counseling Policy

Policy Number: FAO.600.5

Policy Owner: Financial Aid Director

Responsible Office: Office of Financial Aid

Revision Date: 12/13/2018

1. Purpose and Scope

The Student Debt Counseling Policy provides guidelines for the Office of Financial Aid in keeping track of all current and graduate borrowers. This policy is to ensure the borrower is scheduled on a loan repayment plan and understands all responsibilities during the beginning and end of the loan term.

2. Policy

The Office of Financial Aid is responsible for counseling students on federal aid services, tracking borrowers, and monitoring entrance and exit counseling completion. The Office of Financial Aid will review the National Student Loan Data System (NSLDS) frequently and document the student's financial aid file.

3. Procedures

Students are required to complete an Entrance Counseling session to ensure they understand the responsibilities and obligations of requesting a federal student loan. In addition, borrowers are also required to complete a Master Promissory Note which acts as a legal agreement to repay their loan(s) in the future. Students are also encouraged to complete Financial Awareness Counseling, which provides additional tools to help them manage their finances.

Prior to requesting additional loans, students are asked to view their Financial Aid Review via NSLDS to see their current student loan balance and grant history. Reviewing their loan history will help students keep track of their debt level and promote responsible borrowing for the future.

Upon graduation, withdrawal or enrollment of less than half-time status, borrowers will be notified to complete Exit Counseling, to allow them to review in detail the repayment options available and select a repayment plan at that time. Updated contact information will be requested from these students to aid in future communication post enrollment. The Office of Financial Aid monitors the completion of each type of counseling session via the Common Origination and Disbursement (COD) system and documents it in the student's financial aid file.

Students are required to begin loan repayment at the conclusion of their six-month grace period. Borrowers are considered delinquent after failing to make the minimum required payment by the expected due date. The Office of Financial Aid will monitor the delinquency reports provided by NSLDS to track borrowers at the various stages of repayment. Delinquent borrowers will be contacted via phone, letter, and/or email every sixty days about making the appropriate payment and to advise them on the options available to avoid defaulting on their student loans. The Office of Financial Aid will utilize online resources to offer personalized and reader-friendly material specifically designed for each stage of delinquency.

The Office of Financial Aid is responsible for providing information on Entrance/Exit Counseling and monitoring completion, tracking borrowers at the various stages of repayment and contacting delinquent borrowers to avoid loan default.

4. Who Should Read This Policy

- Financial Aid Office
- Business Office
- Students

5. Related Documents and References

- Student Handbook
- Academic Catalog

6. History

- 12/13/2018

ADMISSIONS OFFICE

Policy Title: Recruitment Policy

Policy Number: ADO.700.1

Policy Owner: Vice President for Administrative Affairs

Responsible Office: Admissions Office in Combination with the Records Office

Revision Date: 9/13/2017

1. Purpose and Scope

North American University is committed to providing a quality admissions experience to all applicants. The University strives to ensure that its recruitment, selection and admissions processes are transparent and focused towards their intended audiences in a manner that's acceptable. The purpose of the Recruitment Policy is to outline the recruitment efforts describe the school to prospective students fully and accurately and the recruitment practices permit prospective students to make informed and considered enrollment decisions without undue pressure.

2. Policy

North American University offer prospective students for admissions to learn more about the University, its academic programs, admission requirements, tuition and fees, and other support services. It is the aim of the University to welcome a wide range of applicants who are likely to complete and benefit from the education and training provided. All candidates must submit the application documents for official review before any acceptance is granted to the University. All recruitment activities at North American University are carried out by the Admission Staff. North American University adheres to the following guidelines to ensure that the recruitment policies and procedures are ethical, and compliant with applicable federal, state accreditation laws and regulations.

Guidelines:

1. Admissions will consider for acceptance candidates, who are qualified and show motivation to complete their education at North American University.
2. Admissions team shall provide full and thorough information for prospective students to make well-considered enrollment decisions.
3. University shall use only its own employees for student enrollment activities and is prohibited to engage third-party agencies to recruit future students.
4. North American University has a responsibility to its current and prospective students, therefore it carefully chooses university representatives, only selecting professionals, who possess care and willingness to guide students in academic world. NAU has its own Code of Conduct, and all admission's employees shall follow it during recruiting and enrollment sessions. The Code of Conduct shall be signed and dated by each employee, and a copy should be kept in the individual's personal file.
5. Newly hired admission's recruiting staff should be provided with thorough training and shall be followed up throughout the academic year.
6. North American University strictly follow all federal and state laws and regulations regarding student recruitment activities.
7. North American University takes full responsibility for all the promotional material used during recruiting activities.
8. North American University takes full responsibility for all the statements made by admissions representatives about the university, academic programs, accreditation

status, and services. Therefore, university takes sensible steps to make sure its representatives do not make false or misleading statements about the school and its activities.

9. Based on accreditation standards North American University frequently reviews its recruiting policies and procedures. It also quarterly? (If not, correct me) conducts internal employee evaluation to boost effectiveness.
10. North American University makes sure prospective students get complete information about university's activities to make well-thought enrollment decisions. Therefore, admissions staff never engages in recruiting activities in places, where students cannot get reasonable and thorough information, such as welfare offices, food centers, etc.
11. North American University does not accept cash payments from any prospective students to guarantee an enrollment.
12. Recruiting staff of North American University shall not assist prospective students in completing their Financial Aid applications.
13. Recruiting staff of North American University shall not be involved in admission decisions, such as signing and accepting the enrollment of prospective students.
14. North American University recognizes and takes a full responsibility for all promotional material, and contacts made with future students.
15. North American University provides receipts for all money transactions made by students
16. North American University will not make false statements about another educational institution to gain students or influence their enrollment decisions.

3. Who Should Read This Policy

- Prospective Students
- Records Department
- Admissions Department

4. Related Documents and References

- [Academic Catalog](#)
- [Student Handbook](#)
- [Admissions Website](#)
- Enrollment Agreement
- Admissions Code of Conduct

5. History

- Revision Date: 01/29/2019
- Effective Date: 09/23/2017

Policy Title: Independent Contractor Agent Policy

Policy Number: ADO.700.2

Policy Owner: Vice President for Administrative Affairs

Responsible Office: Admissions Office and Records Office

Revision Date: 01/20/2019

1. Purpose and Scope

North American University uses a variety of methods and ethical guidelines when recruiting students for acceptance. The University gains additional support from a variety of resources including but not limited to admission representatives, marketing materials, market analysis, community outreach efforts and independent contractors.

2. Policy

North American University fully complies with all federal regulations and state laws when recruiting students, hence all departments, faculty and staff including independent contractors must comply with this policy. The independent contractor is responsible for marketing, promoting programs for the purpose of student admission or enrollment, and collecting student data or scheduling an appointment to visit the Admissions Office (**These activities do not include making payments to a third party for the provision of admitting students AND any person or entity. Further, the activities do not involve in any student recruitment or admission activity in terms of making decisions about the award of financial aid).**

Independent Contractors are employees of the University and work on behalf of the University to market for promotional purposes. An independent contractor may be the person or organization who provides a service(s) in support of advancing the institutional mission. Services may include advertising the upcoming admission sessions on their website, conference room set-up and table set-up for information sessions, advertising the promotional ads on career fair websites, on-campus interviews etc. Student recruitment/admission processes are conducted by well-qualified admission officers and trained volunteers whose position or affiliation with the university is clearly specified. All must sign a code of conduct in the same way as Admission Representatives.

3. Who Should Read This Policy

- Admission Department
- Records Department
- Independent Contractors
- Third Party Entities

4. Related Documents and References

- Enrollment Agreement
- Admission Code of Conduct
- Faculty Handbook

5. History

- Effective Date: 01/20/2019

INTERNATIONAL STUDENT OFFICE

Policy Title: International Student Concurrent Enrollment Policy and Procedure

Policy Number: ISO.800.1

Policy Owner: Director of International Student Office

Responsible Office: International Student Office

Revision Date: 11/16/2017

1. Purpose and Scope

The purpose of the International Student Concurrent Enrollment Policy is to outline guidelines concurrent enrollment. An F-1 student may be enrolled in two different SEVIS-approved schools at one time as long as the combined enrollment amounts to a full-time course of study.

2. Policy

A student is eligible to concurrently enroll in the following instance:

- A. The student will be registered less than full-time at North American University and is relying on enrollment at another school in order to meet the full-time course load requirement (12 credits for undergraduates; 9 credits for graduates).
- B. The requirements listed below must be met in order for concurrent enrollment to be considered.
 - The student must be in good academic standing with a minimum 2.0 GPA
 - The student must be in good immigration standing. (Request denied if student is out-of-status)
 - The student must register for classes at NAU before the ISO can process the request to take classes at another school.
 - Students who have been authorized for a reduced course load are not allowed to take part.
 - Not allowed during the final semester.
 - Concurrent Enrollment is not recommended for first quarter student.

Definitions

Full time course load:

- Undergraduate students 12 credit hour
- Graduate students 9 credit hours

C. Procedures

- The student must first register for the upcoming semester at NAU.
- The student must then receive written permission from their Academic Advisor to verify that the concurrent courses meet the degree requirements and that the courses will transfer to the specific degree program. Authorization to participate in concurrent enrollment is then be granted by the ISO who will provide an approval letter to the student.
- The student then gives this letter to a DSO at the second school.
- The student will then enroll and complete the concurrent courses.
- The student will submit the transcript from the university/college of concurrent enrollment to the ISO to show that the student has met NAU's full-time requirement for that semester.
- The student must arrange for the transfer of credit for the concurrent enrolled course by the first day of class of the following semester.

- Concurrent enrollment is approved one term at a time. This procedure must be followed for each term of concurrent enrollment. The ISO will maintain the approval documentation for this procedure.

4. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Registrar's Office
- Provost, Department Chairs and Academic Advisors
- ISO

5. Related Documents and References

- [Concurrent Enrollment Request Form](#)

6. History

- Effective Date: 11/16/2017

Policy Title: International Student Employment Policy
Policy Number: ISO.800.2
Policy Owner: Director of International Student Office
Responsible Office: International Student Office
Revision Date: 11/16/2017

1. Purpose and Scope

The reason for this policy is threefold:

- To achieve compliance with Department of Homeland Security regulations
- To achieve compliance with the Department of Labor regulations
- To encourage students to set aside adequate time to pursue academic advancement

2. Policy

Federal law regulates the employment of international students (Title 8 & 22). The International Student Office is responsible for compliance with federal law. Therefore, hiring departments should route all appointments offered to international student workers through the Office of International Students prior to the student starting work. ISO will validate eligibility to work.

3. Definitions

International Student Worker: A North American University student (undergraduate or graduate) who is an F-1 or J-1 student visa holder who is employed by the University in a student position.

Student and Exchange Visitor Information System: SEVIS is a website of the Department of Homeland Security's that is used by the Department of State and the Student and Exchange Visitor Program (National Security Investigations Division) to monitor SEVIS authorized schools exchange visitor programs; and F, M and J nonimmigrants while they visit the United States. The SEVP certified school designates a Principal Designated School Official (PDSO), Designated School Official (DSO), Responsible Officer (RO), and Alternate Responsible to maintain their SEVIS record.

United States Citizenship and Immigration Services: USCIS is a part of the United States Department of Homeland Security (DHS). It performs many functions previously carried out by the former United States organization Immigration and Naturalization Services (INS), which was part of the Department of Justice. Their main duty includes processing immigration matters.

Employment Authorization Document: EAD card, is a card that is given by USCIS that provides temporary employment to non-citizens in the United States.

Form I-9; this form is used to verify the identity and employment authorization of those who have been hired for employment in the United States.

4. Procedures

Each type of eligible employment requires that the student be currently maintaining his visa status. Also, all employment must be approved before the student begins working.

On campus employment: the student must receive a written offer from the on-campus hiring manager first. Hours are limited to 20 hours per week while school is in session and 40 hours per week during breaks and summer vacation. Student must also obtain an authorization letter from the ISO. These must be taken to the social security office along with other required documents for the student to obtain a social security card. Prior to starting work at North American University, international student workers are required to complete the IRS Form I-9 in coordination with the Human Resource department. In accordance with the Immigration

Reform and Control Act of 1986, all individuals seeking employment in the United States must verify their identity and employment authorization through the Form I-9 before starting work.

Off campus employment: the student must have been in F-1 status for at least one full academic year. The student must apply for an Employment Authorization Document (Form I-766) also known as EAD card from United States Citizenship and Immigration Services (USCIS) by filing form I-765 along with the application fee (or waiver) and updated I-20 from the ISO. It must be proved that employment is necessary due to severe economic hardship caused by circumstances beyond the student's control that arose after obtaining F-1 status. EAD card must be received before employment begins. Hours are limited to 20 hours per week while school is in session and 40 hours per week during breaks and summer vacation. Students are allowed to work anywhere. This is granted by USCIS in increments of one year at a time, or until the program end-date, whichever is shorter. Authorization ends if a student transfers school.

J1 Student Employment: J1 students may participate in two kinds of employment: (1) academic training related to the students major, and (2) other employment related to academic funding, on-campus work, or economic need.

Employment hours are limited to 20 hours or less per week while school is in session and 40 hours per week during school designated breaks and summer vacation. J student employment will be given by the Responsible Officer (RO) or Alternate Responsible Officer (ARO) for up to 12 months at a time.

Curricular Practical Training (CPT): Student must have been enrolled for one full academic year before starting (exception exists for graduate students whose programs require immediate CPT). Available only while student is in F-1 status, before completion of the educational objective. Students engage in CPT only for the specific employer, location and period approved and recorded by the Designated School Officials (DSO) in Student and Exchange Visitor Information System (SEVIS) and on their I20. Student must enroll in internship course. Student must receive approval from advisor before visiting ISO. CPT is granted by the DSO in increments of no more than one year, or until expected date of employment completion, whichever is shorter. No cumulative maximum. Can be approved for part-time (20 hours or less) or full-time (over 20 hours). Must be an integral part of an established curriculum, in the student's course of study. Student must provide letter of employment describing work that qualifies as CPT. Use of full-time CPT for one year or more eliminates eligibility for OPT. Use of part-time CPT does not affect eligibility for OPT. Student must continue to maintain a full course of study in F-1 status during the period of employment.

Optical Practical Training (OPT): OPT is temporary work authorization. Most students use OPT to work in their field of study after completing an academic degree. There are three types of OPT authorization:

- Post Completion OPT: Authorized for 12 months after the student completes their program (most common)
- STEM Extension OPT: Students receive an extra 24 months of OPT authorization. (only for STEM qualifying degrees)
- Pre-Completion OPT: Authorized before graduation, only if CPT cannot be authorized for the student.

Student must have been enrolled on a full-time basis for one full academic year before being eligible for OPT. Different rules apply to pre- and post- completion OPT. OPT must be "directly related to the student's major." Students may engage in OPT for any employer for the duration of OPT authorization, as long as the employment directly relates to the students major.

Standard Post Completion OPT is available for a maximum of 12 months per degree level. A one-time extension of 24 months is available to science, technology, engineering and mathematics (STEM) majors.

The student must complete their degree level in order to apply for post completion OPT. Employment must be directly related to the student's major; students must work at least 20 hours per week. Application for post-completion OPT must be received by USCIS no earlier than 90 days prior to the program end date indicated on the form I-20 and after the end of the 60-day grace period following the completion of the student's academic program. Employment is not required to apply for standard OPT, but the student is required to work during the time allotted on the EAD card. Students on post-completion OPT can only have a maximum of 90 days of unemployment.

To be eligible for the 24-month extension, a student must have received a degree included in the STEM (Science, Technology, Engineering & Mathematics) Designated Degree Program. To be eligible, a student must have a job offer from an employer that is enrolled in the federal E-Verify System. Any employment done under this extension must be for employers that use this system. The STEM application must be received by the USCIS prior to the end of the student's first year of OPT.

An F-1 student may participate in pre-completion OPT once he or she has attended for one full academic year with program requirements or coursework remaining for degree completion. Employment must be directly related to the student's major. Employment may be authorized only for part-time employment (20 hours or less per week) during regular semesters excluding the summer semester. Students who have finished all program requirements except for thesis or dissertation may be authorized for full-time OPT during any semester as long as the student continues to make normal academic progress. Employment may be authorized full-time or part-time during summer vacation.

Prior use of full-time Curricular Practical Training for one year or more eliminates eligibility for OPT. DSO receives a list of potential graduates each semester approximately 90 days after the start date of classes. DSO informs all graduating international students of the OPT benefit shortly after receiving the names from the Registrar. For those who wish to exercise this benefit, DSO then recommends OPT in SEVIS. Student files I-765 application for EAD card with USCIS Lockbox Facility. DSO helps guide graduating seniors through this process. Work can begin only after receiving EAD card issued by USCIS, and on or after the start date on the EAD.

5. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Admissions Office
- Provost, Department Chairs and Academic Advisors
- ISO
- Directors of NAU employing International Students

6. Related Documents and References

- [Form I-9: Employment Eligibility Verification](#)
- [Student Worker Employment Letter](#)
- [Form I-765: Application for Employment Authorization](#)

7. History

- Revision Date: 11/16/2017

Policy Title: International Student Office Services Policy and Procedure

Policy Number: ISO.800.3

Policy Owner: Director of International Student Office

Responsible Office: International Student Office

Revision Date: 11/16/2017

1. Purpose and Scope

To deliver support services and programs to students and their families attending North American University or Gulf Language School on a nonimmigrant (F-1/J-1) student visa.

2. Policy

To enrich international students' university and language school experience, the International Student Office (ISO) provides these students assistance with and support on their immigration status, visas, employment (on and off campus), health insurance, academic requirements and other related areas of international student life.

3. Procedures

New international students are required to participate in an orientation program provided by the ISO, and to report to the ISO upon first arriving at the university or language school in order to complete the immigration check-in process and comply with SEVIS reporting.

Continuing international students are required to report to the ISO to receive clearance for employment, academic major changes, transfers, reduced course loads, and other matters regarding maintenance of status.

4. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Registrar's Office
- Provost, Department Chairs and Academic Advisors
- ISO

5. Related Documents and References

- None

6. History

- Revision Date: 11/16/2017

Policy Title: International Student SEVIS Reporting Policy and Procedure

Policy Number: ISO.800.4

Policy Owner: Director of International Student Office

Responsible Office: International Student Office

Revision Date: 05/20/2019

1. Purpose and Scope

The purpose of the International Student SEVIS Reporting Policy is to provide guidance on compliance with federal laws and regulations that require a Designated School Official (DSO) to update and maintain the SEVIS records of nonimmigrant students in F and J visa categories within the legal time limits.

2. Policy

The International Student Office (ISO) at North American University complies with the Department of Homeland Security and the Department of State F-1/J-1 regulations. The Designated School Official (DSO) updates the status of all nonimmigrant students within the SEVIS database. Students are expected to keep communicate with the (ISO) office in compliance with the Department of Homeland Security.

3. Procedures

The International Student Office, to stay in compliance with the approval of the certificate to host F1 and J1 non-immigrant students, agrees to:

- Acceptance of any non-immigrant alien student or exchange visitor, to equip that student/visitor a Certificate of Eligibility (Form I-20/DS-2019)
- To keep records containing the specific information and documents pertaining to each non-immigrant while the student/visitor is attending North American University and until the school notifies the Service (in accordance with regulations at 8 C.F.R. 214.3) that the student is no longer pursuing full course of study.
- ISO will keep a record of having complied with the reporting requirements for at least one year.

If a student who is out of status is restored to status, the ISO at North American University is responsible for maintaining these records following receipt of notification from the SEVIS that the student has been restored to status.

- ISO must make documents for each non-immigrant available to SEVP or any other government agency upon request of the following information:
 - The admission number from the student's Form I-20 copy of Country of citizenship
 - Address and telephone number in the United States of Status, i.e. full-time or part-time
 - Course load
 - Date of commencement of studies of Degree program and field of study o Expected date of completion
 - Non-immigrant classification
 - Termination date and reason, if known
 - The documents which show the scholastic ability and financial status on which the student's admission to the school was based
 - Information specified as necessary to identify the student and to determine the student's immigration status.

4. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Registrar's Office
- Admission's Office
- Provost, Department Chairs and Academic Advisors
- International Student Office

5. Related Documents and References

- [Code of Federal Regulations](#)

6. History

- Revision Date: 05/20/2019

Policy Title: International Student Reinstatement Policy
Policy Number: ISO.800.5
Policy Owner: Director of International Student Office
Responsible Office: International Student Office
Revision Date: 11/16/2017

1. Purpose and Scope

The purpose of this policy is to provide general information regarding reinstatement. If an F-1/J-1 student fails to follow the regulations and requirements set by the U.S. government for F-1 students, the student's F-1/J-1 immigration record is terminated, and the student is "out of status". Being out of status is a serious matter; all F-1/J-1 benefits cease, and the student can be subject to deportation. Students who meet eligibility requirements can request that their F-1/J-1 status be restored at the discretion of the ISO.

2. Policy

A student who has had their I20/DS-2019 closed because of failing to maintain their student status may apply to be reinstated to lawful status with the help of the International Student Office (ISO).

The ISO must recommend the student for reinstatement by providing the student with an updated I20/DS-2019. The following conditions must be met for ISO to recommend reinstatement:

- The student has not been out of status for more than 5 months before filing for reinstatement (unless s/he can show proof of exceptional circumstances that prevented the student from filing for reinstatement during the 5-month period.)
- The student must not have a record of repeated violation of status.
- The student must be or plan to pursue, a full course of study.
- The student has worked in the U.S. without proper authorization.
- The student must not be deportable on under grounds other than the status violation for which reinstatement is being requested.
- The status violation resulted from:
 - Circumstances that the student could not control
 - Failure to apply in a timely fashion for a reduced course load, but only if the DSO would have approved the RCL.

3. Procedures

F-1 students who fall out of status must apply for Reinstatement to the US Citizenship and Immigration Services (USCIS) to regain F-1 status. In order to apply for reinstatement, the student should make an appointment with an International Student Office (ISO) at North American University for advice and to determine the eligibility for reinstatement. If the student is eligible for reinstatement, the ISO will issue a new I-20 for reinstatement to submit with the application to USCIS. The student should first discuss his or her situation in detail with the ISO, who will assess the case; if the ISO recommends that the student apply for reinstatement, the student will receive reinstatement instructions, and will have to submit the correct documentation to the ISO:

The reinstatement application must include the following documents:

- Form I-539 Application to Extend/Change nonimmigrant status, completed for reason "Reinstatement to student status"
- Application fee of \$370.00 made payable to the Department of Homeland Security, in the form of a check or money order

- New I-20 for reinstatement (will be issued during the appointment with the ISO)
- Financial documentation covering the tuition, fees, and living expenses for the program of study
 - USCIS requests three months of bank statements to be provided for each account used to prove the student's or sponsor's financial ability
- Documentation regarding current immigration/visa status including:
 - The original paper I-94 or I-94 record printout from Customs and Border Protection showing the most recent entry to the U.S. in F-1 status for D/S (Duration of Status)
 - Photocopy of passport identification page, expiration date, and F-1 visa page
 - Photocopy of the passport page containing the most recent U.S. entry stamp
 - Photocopies of all previous I-20s from the current and any previous schools
- A recent official transcript; transcripts can be requested from the Registrar Office
- A letter of explanation indicating the circumstances for which the student fell out of status. The letter should include the following:
 - Statement that the student is attending school full time
 - Statement that the student has not worked illegally during the period in which he/she has been out of status
 - Chronological order of events that led to the status infraction and steps taken to remedy the situation

J-1 visitors: Failure to maintain your J-1 non-immigrant status may lead the student to applying for reinstatement. Applications for reinstatement to J-1 status require approval of the U.S. Department of State. J-1 students must pay the SEVIS fee before applying for reinstatement to J program status. The student must pay the required processing fee through Pay.gov. In order to continue with reinstatement process, once this is done the student should make an appointment with an International Student Office (ISO) at North American University to assess eligibility for reinstatement.

The RO/ARO will submit the Reinstatement Request via the Exchange Visitor Information screen in SEVIS RTI. If necessary, change the program end date on the Reinstatement Request screen and enter an explanation for the request in the Remarks text box and submit the request. Reinstatement is a request that must be adjudicated by Department of State (DOS). After submitting the request in SEVIS, the following must be sent to DOS; 60 days after the request is submitted in SEVIS, the system will cancel the request if receipt of the fee and supporting documentation is not noted by DOS in SEVIS. The following documents will be submitted to the Department of State.

A written statement, and documentary information supporting the statement, from the RO/ARO which contains a declaration that the exchange visitor is pursuing or was at all times intending to pursue the original program activity for which he or she was admitted to the U.S.; AND explains one of the following justifications regarding the failure to maintain valid program status:

1. The failure to maintain status was brought on by circumstances beyond the control of the exchange visitor.
2. The failure to maintaining status was due to fault on the part of the RO/ARO or North American University administration.
3. That it would be a hardship to the exchange visitor if the Department of State does not grant the reinstatement.

4. Copies of all prior IAP-66s and DS-2019s issued to the exchange visitor
 - Evidence that the SEVIS I-901 fee has been paid
 - Pay the fee for Reinstatement through Pay.gov
 - Send a copy of the Pay.gov confirmation page showing payment of the required processing fee, along with the above supporting documents, to DOS. DOS will note the receipt of these items in SEVIS. The request will automatically be canceled if DOS has not noted in SEVIS the receipt of the fee and supporting documentation within 30 calendar days of submission of the request

Since sponsors of programs managed by the Academic and Government Programs Division [Government Visitor; International Visitor; Professor; Research Scholar; Student (College/University); Short-Term Scholar; Specialist.] have been instructed to scan and email the above documents to DOS at AGexchanges@state.gov, students can make an appointment with ISO to submit and send the documents to the Department of State (DOS).

4. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Admission's Office
- Registrar's Office
- Provost, Department Chairs and Academic Advisors
- ISO

5. Related Documents and Reference

- Sample Letter Templates
- [Reinstatement Instructions](#)

6. History

- Revision Date: 10/02/2019

Policy Title: International Student Reporting Policy and Procedure

Policy Number: ISO.800.6

Policy Owner: Director of International Student Office

Responsible Office: International Student Office

Revision Date: 05/20/2019

1. Purpose and Scope

The purpose of this policy is to comply with federal laws and regulations that require the International Student office (ISO) to update and maintain the records of nonimmigrant students in both the F and J visa categories.

2. Policy

After international students obtain a visa and enter the U.S. in F-1/J-1 status, they must continue to maintain that status and follow F-1/J-1 regulations upon entry until final departure. The International Student Office (ISO) understands the Department of Homeland Security (DHS) regulations and help international student stay in compliance with DHS requirements while attending North American University or Gulf Language School.

3. Procedures

All International students must adhere to the following regulations:

- Maintain a full course load of studies: students must register and successfully complete a full course of study each semester. A full course load is described as 9 credit hours for graduate study, 12 credits hours for undergraduate study or a minimum of 18 hours for students pursuing language training only. Any changes in the student's major program of study must be communicated to the International Student Office (ISO).
 - **Special note:** Students may be maintaining valid status despite being full-time in only a few circumstances which include:
 - Reduced Course Load: reduction in course load to less than full-time.
 - Annual Vacation: A student is eligible to take an annual vacation after completing a full academic year in the Gulf Language School, and once every year after that. NAU/GLS students usually take an annual vacation during the summer, and it usually lasts about as long as a semester or term of a school year.
- Maintain health insurance as mandated by federal regulations for the duration of the program: Federal law provides specific guidance on the amount and type of health insurance required for J visa holders.
- Obtain travel authorization signatures before leaving the U.S.: the I20 or DS-2019 must be signed by the DSO or ISO. A new travel signature is recommended every 6 months and is required every 12 months.
- Report any address or legal name change to International Student Office (ISO): Federal law requires reporting any name or address change to the ISO within 10 days of the change.
- Keep a valid I20 or DS-2019: Failure to extend the I20 or DS-2019 or change to another visa type after the program ends means the student is out of status with immigration.
- Student status is defined as the period in which a student is a full-time registered student making normal progress toward their degree or program. There is also an

optional period of practical training after completion of studies, along with a 60-days “grace period” to prepare to depart the U.S. or change to another status. If the student has not completed their program the student will need to send a request to the P/DSO before their program end date (indicated on their I-20/DS-2019). Lastly a student also has the option to transfer to another SEVIS authorized school within the U.S.

- A valid passport must be kept: If the valid visa is in the old passport, the student must travel with both passports or have the visa transferred. The passport must be valid for at least six months beyond the period of stay in the United States.
- Know the regulations on working in the U.S.: International students are able to work for up to 20 hours per week on campus during the academic term but must obtain permission from the International Student Office (ISO) before they can begin working. Working off-campus without authorization is a serious violation of visa status.

4. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Registrar’s Office
- Admission’s Office
- Provost, Department Chairs, and Academic Advisors
- International Student Office

5. Related Documents and References

- None

6. History

- Revision Date: 05/20/2019

Policy Title: Request for Reduced Course Load for F-1/J-1 Status International Students Policy
Policy Number: ISO.800.7
Policy Owner: Director of International Student Office
Responsible Office: International Student Office
Revision Date: 05/20/2019

1. Purpose and Scope

The purpose of this policy is to outline the requirements for an F-1/J-1 student who would like to drop below full-time enrollment and obtain approval for a Reduced Course Load (RCL). An F-1/J-1 student must not drop below full-time enrollment without prior approval from ISO. Without ISO approval to drop below full-time enrollment, an F-1 student will be considered out of legal immigration status.

2. Policy

International students in F-1/J-1 status must maintain full-time enrollment (12 credit hours every semester) during the school year. If the student cannot meet this condition, the student must request a reduced course load (RCL) to the DSO. Federal immigration regulations limit a student's ability to be less than full time, but it may be allowed in some conditions listed below. If the student drops below 12 credit hours at any time without getting the RCL approved from the Primary Designated School Official (PDSO) or Designated School Official (DSO), the student's I-20/DS-2019 will be terminated in SEVIS. Once the student's record is terminated the student has 15 days to leave the country before being considered in violation of F-1/J-1 status.

The following reasons are reasons to receive an RCL:

Academic Difficulties: A student may request an RCL for “academic difficulties” only for a single (sometimes initial) term and must resume a full course of study during the next semester. Academic difficulties are stated as:

1. Difficulties with grasping English language (allowed only in the first year)
2. Difficulties with reading requirements given to the student (allowed only in the first year)
3. Not familiar with U.S. teaching methods
4. Student placed incorrectly in a course level.

PLEASE NOTE: Imminent failure in a course is NOT a listed reason for RCL. A student may be authorized for an Academic Difficulties RCL basis only for a single term during any one course of study at a particular program level and must resume a full course of study at the next available term (excluding summer). A reduced course load for academic difficulties must consist of the student taking at least 6 credit hours for undergraduate program and at least 4 credit hours for the graduate program.

Medical Conditions: The student must show medical documents from a licensed medical doctor or psychologist, to the DSO to confirm the illness or medical condition. The letter from the medical provider cannot be dated more than 30 days before the start of the semester of which the RCL will begin. The letter from the medical doctor must state either that it is their recommendation that the student should be part time or not enrolled due to medical conditions. The RCL can only be approved for an aggregate time of 12 months for a student. Each RCL will only be approved for a term period defined by the school.

3. Definitions

Full-Time Course Load	
Undergraduate students	12 credit hours
Graduate students	9 credit hours
Gulf Language School	18 hours

4. Procedures

Each type of reduced course load requires that the student be currently maintaining visa status. Approval for a reduced course load must be approved before the student drops below full-time. A student must submit the Reduced Course Load Request Form (RCL) to the ISO Office. All medical related RCL requests will require proof of medical reasons for taking an RCL from a licensed U.S. doctor. All other RCL requests will require documents from the student's advisor, major professor, or language school director. RCL forms must be submitted by the first day of classes of every semester. The DSO will review the materials and determine whether a reduced course load is necessary. The DSO will then inform the student if they have approval for the RCL request via email.

5. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Registrar's Office
- Provost, Department Chairs and Academic Advisors
- ISO

6. Related Documents and References

- [GLS Reduced Course Load Overview](#)
- [GLS Reduced Course Load Form](#)
- [NAU Reduced Course Load Overview](#)
- [NAU Reduced Course Load Form](#)

7. History

- Revision Date: 5/20/2019

Policy Title: International Student Transfer-Out Policy and Procedure

Policy Number: ISO.800.8

Policy Owner: Director of International Student Office

Responsible Office: International Student Office

Revision Date: 05/20/2019

1. Purpose and Scope

The purpose of this policy is to comply federal regulations governing international students in regard to school transfers found in the USCIS code of federal regulations in section 8 214.2(f)(8). The regulations state that the student must follow certain transfer procedures in order to remain in status. Following this procedure also helps ensure that accurate student records are maintained by NAU.

2. Policy

A student who is in status may transfer to an SEVP approved school by following procedure. An F-1 student is not allowed to stay in the U.S. when transferring between schools or programs except if the student begins taking classes at the transfer school in a period of 5 months of transferring out of their current school or in a period of 5 months of the program completion date. If an F-1 student is currently engaging in post-completion optional practical training (OPT) and it is ending soon, the student must be able start classes within 5 months of transferring out of the school that recommended OPT or the date the OPT ends, whichever is earlier. An F-1 student who was not enrolled in a full course of study at the school he or she was supposed to attend cannot transfer and must apply for reinstatement or depart the country and return as an initial student with a new I-20. If classes are in session when a student requests a transfer, the student must finish their classes until the record is released to the other school.

3. Procedures

An F-1 student is eligible to transfer to another school or program of study. To start the process of transferring, the student must bring the following to North American University's Designated School Official (DSO):

- Written confirmation of acceptance to another Student and Exchange Visitor Program (SEVP)-certified school
- Contact information for the transfer-in university's DSO
- The Student and Exchange Visitor Information System (SEVIS) school code for the transfer-in school

NAU's DSO will then work with the student and the DSO at the transfer in university, to choose a transfer release date. This date is when DSO at the transfer-in school takes responsibility for the student's SEVIS record. Several factors go into selecting this date:

- Academic needs
- Travel and employment plans
- Projected start date of new program

Once the transfer release date arrives, the DSO at North American University will not have access to the SEVIS record, and the transfer-in university DSO can create a new Form I-20, "*Certificate of Eligibility for Nonimmigration (F-1) Student Status*". It is important to get a new Form I-20 (signed by the transfer in DSO and the student) as soon as possible) to maintain status and register for classes.

4. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Registrar's Office

- Admission's Office
- Provost, Department Chairs, and Academic Advisors
- International Student Office

5. Related Documents and References

- 8 C.F.R. § 214.2(f)(8)
- [Official Withdrawal Form](#)

6. History

- Revision Date: 05/20/2019

Policy Title: International Student Health Insurance Policy

Policy Number: ISO.800.9

Policy Owner: Director of International Student Office

Responsible Office: International Student Office

Revision Date: 05/20/2019

1. Purpose and Scope

North American University is committed to offering student health insurance that provides access to quality health care and achieves a balance between premium cost and adequate coverage without overburdening students' financial resources.

2. Policy

North American University mandates that all international students, including F1, J1 and J2's, maintain health care coverage that meets the standards of the University and applicable laws. Gulf Language School F1, J1, and J-2's are required to carry health insurance that meets certain standards of coverage. In the absence of adequate health insurance coverage, the student is automatically enrolled in the University student health insurance plan.

3. Procedures

Enrollment in the North American University Student Health Insurance Plan:

All F1 and J1 students will be assessed a charge for the individual basic health insurance plan offered through the university student health insurance program. The charge will appear on the invoice of the first semester and/or session of attendance in the academic cycle. The student is expected to actively enroll in the plan or apply for a waiver from the student insurance plan during enrollment. Failure to take action will result in automatic enrollment in the student health insurance plan.

Special requirements for students with J-1 visa ONLY

In addition to the mandatory insurance requirement for all international students as described above, medical insurance coverage is also mandatory for the accompanying spouse and children of J-1 visa holders, under regulations of the United States Information Agency. Failure to meet this requirement will result in the termination of their J-1 visa status.

Requirements for Waiver

Application for waiver from the university student health insurance plan must be submitted to International Student Office (ISO) by the last day of the enrollment period. Students applying for waiver must provide documentation of:

- Continuing coverage that verifies enrollment as the dependent, partner/spouse or principal in an employer, state or federally operated insurance Exchange or government sponsored insurance plan.
- Enrollment in a plan that meets certain minimum standards for coverage as set forth by the university including but not limited to an adequate level of coverage for medical, mental health and substance abuse services at the primary, emergency, inpatient and outpatient level in the geographic location of study.

Failure to maintain continuous coverage will result in automatic enrollment in the student health insurance standard plan. **Student responsibility for exception request and important deadlines**

- Waivers must be provided to the ISO office by the first Friday of each new session/semester start date.
Exceptions and Refunds will not be granted after specified deadline date. It is the students' responsibility to turn in a request form EACH session/semester. Otherwise the charges for the University sponsored insurance Plan will remain on your student account.

Coverage period:

North American University international students are covered from the first day of class until the day before the start date of next semester and the first day of class until the official close date of the spring semester. This applies to the Fall and Spring semesters. Summer coverage is optional.

Gulf Language School

GLS international students are covered from the first day of each session until the day before the start date of the next session. Winter break coverage is optional.

4. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Registrar's Office
- Admission's Office
- Provost, Department Chairs, and Academic Advisors
- International Student Office

5. Related Documents and References

- [Insurance Waiver Form \(NAU\)](#)
- [Insurance Waiver Form \(GLS\)](#)

6. History

- Revision Date: 05/20/2019

Policy Title: International Student Transfer-In Policy and Procedure

Policy Number: ISO.800.10

Policy Owner: Director of International Student Office

Responsible Office: International Student Office

Revision Date: 05/20/2019

1. Purpose and Scope

The purpose of this policy is to comply federal regulations governing international students regarding school transfers found in the USCIS code of federal regulations in section 8 214.2(f)(8). The regulations state that the student must follow certain transfer procedures in order to remain in status. Following this procedure also helps ensure that accurate student records are maintained by NAU.

2. Policy

International students who are maintaining status at an SEVP certified school may be eligible for transfer into North American University or the Gulf Language School. Once a student decides to transfer into North American University they must follow the admissions procedure then begin classes. The DSO at the previous school will assess their ability to transfer out then take the appropriate action in SEVIS to transfer the students record to North American University.

3. Procedures

The student must follow normal application instructions in order to get accepted to NAU. Amongst the application documents will be a foreign student advisor report. The student must take this form along with the acceptance letter to the DSO of the Transfer-out school to be filled out. The DSO will then release the record to the DSO at NAU. Once the transfer release date arrives, the DSO at North American University will have access to the SEVIS record, and the student can receive their new form I-20/DS-2019. The DSO will work with the admissions team to get the I-20/DS-2019 to the student.

6. Who Should Read This Policy

- Students
- Vice President of Administrative Affairs
- Registrar's Office
- Admission's Office
- Provost, Department Chairs, and Academic Advisors
- International Student Office

7. Related Documents and References

- 8 C.F.R. § 214.2(f)(8)
- [Transfer-In Form](#)

8. History

- Revision Date: 05/20/2019

STUDENT AFFAIRS OFFICE

Policy Title: Counseling Services Policy

Policy Number: SAO.1100.1

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 05/13/2020

1. Purpose and Scope

North American University (NAU) is committed to ensuring all students are successful on their academic journey. To that end, the University has an in-house licensed Counselor for students. The Counseling Services Policy is in place for students seeking professional assistance for personal or psychological difficulties, as these issues often affect academic success.

2. Policy

North American University students may seek on campus counseling services when a need arises. If the licensed practitioner is not available on campus, referrals can be made in the Student Affairs Office. In-house counseling services are free and anonymous to all NAU students.

3. Procedures

Students who would like to seek in house counseling services should:

Step 1: Contact Student Affairs Office either by email studentlife@na.edu or by direct line 832-230-5154 or else by stopping by Room 845

Step 2: Prior to the initial visit, the student will complete a consent form via counseling office or online.

Step 2: Briefly explain the reasons for distress through email or in person.

Step 3: Counseling Services will let the student know availability by email or in-person.

Step 5: Counseling Services will maintain appropriate documentation.

A referral list of community psychological services can be obtained through the Student Affairs Office or be reachable at <https://www.psychologytoday.com/us/therapists/tx/houston>

4. Who Should Read This Policy

- a. Students

5. Related Documents and References

- a. Counseling Services Request Form

6. History

- Revision Date: 9/5/2017
- Revision Date: 08/2014
- Revision Date: 08/2013
- Date Created: 08/2012

Policy Title: Student Complaint/Grievance Policy and Procedure

Policy Number: SAO.1100.2

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 05/13/2020

1. Purpose and Scope

The purpose of Student Complaint/Grievance Policy is to outline the process for students wanting to submit a formal complaint or grievance and to effectively resolve issues which may arise on campus. Further, the policy defines a grievance and explains in what situations it is appropriate for a student to invoke one; and to ensure that all students receive fair and just treatment.

2. Policy

North American University (NAU) is committed to fair and equitable treatment of all members of the institution's community through compliance with University policies, state and federal regulations, and standards of ethical and professional conduct. As such, NAU ensures that students have the right to formally report complaints or grievances regarding the University itself, or its faculty or staff or students. This includes NAU Distance Education students. All grievances and complaints will be taken into consideration.

3. Definitions

Complaint/grievance is an injustice or prejudice that a student or faculty or staff member inflicted upon a student. It can also be an issue concerning implementation of a University policy, procedure or practice.

4. Procedures

NAU encourages individuals to seek informal resolution to a complaint/ grievance. If a student decides to file a formal complaint/grievance, it needs to be done as soon as possible but not exceeding 20 business days from the date of the incident. Students must use the Student Complaint/Grievance Form available on the NAU website or from the Student Affairs Office. This form needs to be submitted to the Student Affairs Office by dropping off the form or emailing it to Studentlife@na.edu.

The Student Affairs Office reviews the submitted form. Depending on the severity of the complaint/grievance, Student Affairs Office either submits the form to the appropriate supervisor or convenes the Complaint/Grievance Committee. All communications during this process is conducted via the official NAU email.

If Student Affairs Office deems the complaint/grievance can be resolved with a related party or a supervisor, the following steps are taken:

Step 1: The Student Affairs Office informs the student via NAU email that his/her claim is being taken into consideration and who contacts him/her next.

Step 2: The Student Affairs Office immediately informs the related supervisor/administrator.

Step 3: Within two weeks of being informed by the Student Affairs Office, the supervisor determines the best course of action and informs the student via

NAU email. The supervisor may contact the related parties during the investigation.

The student has the right to appeal the decision to the Provost and Vice President for Academic Affairs. Any appeal must be in writing and to be submitted to the University Administrative Secretary within five business days of receipt of the supervisor's decision. The Provost Office's decision is final.

If Student Affairs Office deems the complaint/grievance to be a severe issue, the following steps are taken:

- Step 1:** The Student Affairs Office informs the student via NAU email that his/her claim is being sent to the Complaint/Grievance Committee and the committee will be in contact with him/her.
- Step 2:** The Complaint/Grievance Committee is formed by the Dean of Student Affairs and the Student Government Association (SGA) and is comprised of two faculty members and two staff members appointed by the Dean, and a student appointed by the SGA unless SGA President decides to serve her/himself. No one with a personal or professional interest in the outcome of the complaint/grievance is qualified to serve on the committee.
- Step 3:** The Complaint/Grievance Committee meets to discuss the complaint/grievance and devise a solution or process, as appropriate, within 15 business days of the initial complaint. The committee may call a formal hearing to interview the involved parties and/or witnesses, as appropriate.
- Step 4:** The committee will inform the related parties of the next step or the decision via NAU email. The committee decision may be appealed to the Provost or President. Any appeal must be in writing and submitted to University Administrative Secretary within five business days of receipt of the committee decision.

In the event that a grievance remains unresolved, students may submit a formal complaint to the University's accreditor ACCSC (www.accsc.org, 2101 Wilson Boulevard, Suite 302 Arlington, Virginia 22201) or the Texas Higher Education Coordinating Board (THECB). Information about the THECB Student Complaint process, including relevant state regulations, forms, and contact information, is available at the agency's website: <http://www.thecb.state.tx.us/studentcomplaints>. Students should note that these agencies do not accept anonymous complaints, and complaints should be related to the standards of accreditation established by the respective organization.

North American University also has an Anonymous Incident Reporting System. Students may report such incidents through a confidential reporting system called My Safe Campus. Reports may be submitted anonymously via the website www.mysafecampus.com or by calling at 1-800-716-9007. The confidential report is treated as a formal grievance request and forwarded to the NAU Administration.

5. Who Should Read This Policy

- Students
- Faculty and Staff

6. Related Documents and References

- [Student Complaint/Grievance Form](#)
- <http://www.thecb.state.tx.us/index.cfm?objectid=989FE9A0-2213-11E8-BC500050560100A9>
- www.mysafecampus.com

7. History

- Revision Date: 9/5/2017
- Revision Date: 08/2016
- Revision Date: 08/2014
- Effective Date: 08/2013

Policy Title: Student Discipline Policy & Procedure

Policy Number: SAO.1100.3

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 05/13/2020

1. Purpose and Scope

The rationale for this policy is to assess disciplinary concerns and devise a comparable solution. This policy applies to all North American University students including Intensive English Program students and distance education students; faculty, staff and the Discipline Committee.

2. Policy

North American University holds their students to a standard which is set in the Student Handbook and Academic Catalog. All students are to uphold the student code of conduct and abide by the University's mission at all times. If a student disobeys a code other students, faculty or staff can send them to the Discipline Committee by referral to have the committee formulate a comparable solution.

3. Procedures

Students, faculty and staff can submit a referral form or an incident report in the case of a discipline issue. Referral forms can be found with security and incident reports can be a simple write up either emailed to studentlife@na.edu or to the Student Affairs Office.

Step 1: The Discipline Committee secretary will receive a Discipline Referral Form or Incident Report from either a student or faculty, or staff member.

Step 2: The Discipline Committee secretary will then contact the Discipline Committee and set up a hearing with the accused student.

Step 3: The Discipline Committee secretary will then submit the Discipline Notice Letter to the accused student with the hearing date and time stated on the letter. A student accused of a disciplinary fracture will receive a Discipline Notice Letter with the date, time and fracture stated via the Discipline Committee's Secretary at least 2 days prior to the set hearing. Please note the accused student that receives a Discipline Notice Letter will not need to sign the form as long as the Discipline Committee Secretary sent the Notice via the accused student's North American University email address.

Step 4: The accused student will need to attend the meeting set forth in the Disciplinary Notice Letter. At the discipline hearing the Discipline Committee comprised of (3) members of the University: (1) faculty, (1) student and (1) staff member will follow this procedure:

- 1- Both parties may exchange lists of witnesses, expected testimony, and copies of documents to be introduced at a reasonable time prior to the hearing.
- 2- Each party shall have the right to appear and present evidence in person and to be assisted during the hearing by a designated representative or counsel of choice. Each party shall limit its presentation to relevant evidence. The accused student

must attend the hearing if the student desires to present evidence on his/her behalf. If the student fails to appear, the hearing shall proceed.

- 3- Both the University representative and the accused student shall have the right to question witnesses. The accused student may question witnesses with the advice of his/her designated representative or counsel. All questions shall be limited to relevant evidence.
- 4- To the extent that the College representative uses legal counsel for other than advisory purposes during the hearing procedure, the student shall be afforded the same opportunity. The College shall give the student notification of the intent to use legal counsel for other than advisory purposes at the time the student is notified of the hearing.
- 5- The hearing will be recorded. If either party desires to appeal the finding, a copy of the recording will be produced at the expense of the party appealing the finding, and both parties will be furnished a copy.

Step 5: During the hearing the student will have a chance to discuss their accusation with the Discipline Committee. If the accused student doesn't show at the hearing, the Discipline Committee has the right to proceed without the accused student.

Step 6: The Discipline Committee will then assess the discipline fracture and decide on the appropriate penalty.

Step 7: The secretary will then put together the Discipline Committee Decision Letter and submit to the found guilty student. If the accused student is found innocent, a Discipline Committee Decision Letter will be submitted stating that they are cleared from any Discipline Committee penalty or punishment. The following could be listed on the Decision Letter:

- a) Admonition
- b) Reprimand
- c) Restitution
- d) Fine
- e) Restriction or revocation
- f) Probation
- g) Bar against readmission
- h) Suspension
- i) Dismissal
- j) Expulsion

Step 8: The accused student that was found guilty will then need to abide or fulfill the request of the Discipline Committee. If not more severe consequences of greater significance will apply to the found guilty student.

4. Who Should Read This Policy

- Student Affairs Office
- Students
- Faculty and Staff

5. Related Documents and References

- Referral Forms
- Discipline Committee Decision Letter
- Discipline Notice Letter

6. Contacts

- Student Affairs Office
- Student Life Coordinator
- Discipline Committee Secretary

Contact numbers are listed in NAU Faculty and Staff directory that can be obtained from HR Office.

7. History

- Revision Date: 08/2017
- Effective Date: 08/2016

Policy Title: Student Insurance Plan Policy

Policy Number: SAO.1100.4

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 5/13/2020

1. Purpose and Scope

The North American University Health Insurance plan is designed to protect students against unexpected medical expenses, and to meet medical needs while on campus. The policy mandates (Not for domestic students, but it is highly recommended) that all full-time undergraduate and graduate students maintain health care coverage that meets the standards of the university and applicable laws.

2. Policy

Domestic Student Plans

Domestic students have the option to purchase health insurance through North American University. Health insurance is not mandatory for domestic students, but it is highly recommended. Students who do not have any health insurance and choose not to purchase health insurance through North American University will be fully liable for any personal/medical needs or attention.

International Student Plans

All international students taking one or more credit hours are required to pay North American University student health insurance plan. The costs will be billed to the student's tuition account. If the student wishes to opt out of the health insurance due to outside health insurance not purchased through the school, they can visit the International Student Office.

Waiver Criteria

The health insurance premium will be waived for students who provide documented evidence of health insurance coverage (compatible with NAU student health insurance), including evacuation and repatriation, by a United States employer, and for nonimmigrant students sponsored by the United States Government, a foreign government recognized by the United States, or certain international, government sponsored or non-governmental organizations and Fulbright Scholars. Students may submit waiver requests and appropriate documentation to North American University Student Affairs Office by the waiver deadline.

3. Who Should Read This Policy

- Students
- Faculty and Staff

4. Related Documents and References

- The insurance plan summary can be found online: <http://www.na.edu/campus-life/health-services/>

5. History

- Revision Date: 9/17/2018
- Revision Date: 08/2016
- Revision Date: 08/2014
- Revision Date: 08/2013
- Effective Date: 08/2012

Policy Title: New Student Orientation Policy

Policy Number: SAO.1100.6

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 5/13/2020

1. Purpose and Scope

The New Student Orientation Policy outline the requirements for new and transfer students attending North American University (NAU) for the very first time. The University is committed to acquainting all students with policies, procedures and guidelines of each office and department as well as life at (NAU). Orientation is conducted by the Student Affairs Office and scheduled prior to each term.

2. Policy

North American University requires all incoming freshmen and transfer students to attend New Student Orientation during their first semester. Orientation happens during the Fall and Spring semesters and the Student Affairs Office, Admissions Office, Records Office, in participation with the Registrar's Office collaborate to offer the best student experience during new student orientation. New Student Orientation is meant to equip and provide students with important information in regard to academic programs, registration (class, meal plan, dorms, health insurance, etc.), resources, Student Affairs Office, career services, counseling services, financial aid, and other aspects of the university experience and a requirement for all new and transfer students. Further, the orientation encourages student involvement and school spirit.

3. Who Should Read This Policy

- Students
- Faculty and Staff

4. Related Documents and References

- Student Handbook

5. History

- Revision Date: 01/20/2019

Policy Title: Student Government Association Policy

Policy Number: SAO.1100.11

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. Through activities, events, programs and seminars, the Office encourages leadership and engagement with the University. The Student Government Association Policy was established as a function of Student Government Association. The policy supports students building a strong bond between students and faculty, improving the quality of campus life, and helping students speak freely and share their ideas among the school community.

Policy

The main student governing organization is Student Government Association (SGA). All students enrolled in the University can attend Student Government Association meetings.

The Student Government Association resides over all clubs/organizations, which includes the Student Athlete Association (SAA). The SAA Board is required to follow all the policies and procedures set forth by the Student Government Association and The Dean of Student Affairs.

NAU Student Association encompasses all NAU clubs, their officers and members. The Executive Board of Student Association is the Student Government Association; which of whom oversees conducting all Student Association meetings, developing budgets for activities, listening to the voice of the student body, encouraging involvement and much more.

SGA is committed to:

- Improving campus life and quality of education
- Nurturing faculty/student relationships and understanding
- Assisting to establish closer ties between the school and the community
- Providing beneficial forum for deriving solutions to problems that may arise involving the student body, or both the student body and school staff

Any student currently enrolled at NAU may vote in SGA elections. The ~~student~~ Executive Board of Student Association, also known as Student Government Association, is elected by the student body for a two-year term. The elections are organized by the Student Affairs Office.

The five positions of SGA (Executive Board of Student Association) are as follows:

- **President**
The President serves as the main liaison between the entire campus student body and the University administration and staff. The President serves as the primary supervisor of the SGA organization ensuring the completion of the duties of the

other officers including the Vice President, Treasurer, Secretary, and Parliamentarian. The President is given the absolute duty to uphold the words of the SGA, its constitution, as well as the duty and authority of making certain that the organization functions properly. The President is the chairperson of both the Student Government Association and the Executive Board. Other duties of the President include maintaining liaison with the administration and the Faculty/Staff Advisor to SGA, delegating temporary duties to the SGA Parliamentarian, and calling for nominations of ~~new members~~ open seats to the SGA. The President may need to participate in Discipline Committee meetings.

- **Vice President**

The Vice President is essentially the internal manager of the student government. The position oversees the completion of the duties of the committee chairpersons and SGA Parliamentarian. The Vice-President is the liaison to the clubs/organizations as well as aides the President in the official undertakings of SGA. The SGA is co-managed by the Vice President as he/she ensures that the Executive Board to know of the dates, times, and locations of all SGA meetings and events. If the President resigns or is removed from office, the Vice President automatically assumes the position of President.

- **Treasurer**

The Treasurer handles all business in relation to the multiple accounts of SGA including the Student Activities Fee (SAF), Operating, and Agency accounts. The Treasurer keeps all of the accounts and receipts in order and signs off on all documents authorizing an allocation of budget. The Treasurer after all financial decisions, manages the paperwork subsequently. Additionally, the Treasurer composes the financial guidelines and to submit them to the SAO.

- **Secretary**

SGA's record system is managed by the Secretary. The Secretary serves as secretary of the SGA (Executive Board) and sees that each committee has their own secretary. This position ensures that all minutes, memos, and other files are stored in the SGA archives. He/she chairs and assists committee secretaries with their minutes and record keeping, as well as confirming the style of the minutes for the term of office. He/ She also keeps records of attendance and does roll call at each SGA meeting.

- **Parliamentarian**

The Parliamentarian is in charge of keeping order at all SGA meetings and making sure that proper Meeting Procedure is followed by all members. The Parliamentarian must have extensive knowledge of the SGA Constitution. He/She teaches new members about Meeting Procedure at the beginning of each year, and also makes sure that the SGA constantly follows all laws and bylaws of the SGA Constitution. The Parliamentarian must understand Robert's Rules of Order and how a meeting is run.

2. Who Should Read This Policy

- Students
- Faculty

3. Related Documents and References

- Student Government Association Election Process

5. History

- Revision: 9/17/2018
- Revision: 08/2016
- Revision: 08/2014
- Revision: 08/2013
- Created: 08/2012

Policy Title: Student Clubs/Organizations Policy

Policy Number: SAO.1100.12

Policy Owner: Student Affairs Office

Responsible Office: Student Affairs Office

Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. Students are encouraged to participate in various on-campus student clubs which acts as a voice for the student body. Student clubs/organizations are highly encouraged on campus as they promote growth, leadership, service, and help students take responsibility when organizing events. Student clubs/organizations also help with inviting off-campus meetings, organizing events, as well as promoting fundraising activities under University regulations.

2. Policy

The Student Affairs Office (SAO) offers leadership, recreational, social, and cultural opportunities that enhance the student's educational experience. Students are encouraged to start and/or join student clubs/organizations. A student club/organization is formed and governed by students enrolled at North American University and is registered with the Student Affairs Office. The University believes these clubs/organizations are crucial to student engagement and retention. The Student Affairs Office promotes the development of new clubs/organizations to encourage students' interests. All specific information concerning student clubs/organizations can be found in the Student Organization Guidebook for Starting an Organization at

<https://www.na.edu/wp-content/uploads/2019/11/StudentGuideBookforOrganizations.pdf>

Rights of Registered Student Clubs/Organizations

- Use of the name "North American University" in all information, publicity and references with the approval of Student Affairs Office.
- Use of the services of the Student Affairs Office, including assistance in planning, implementing and evaluating activities and programs, and assistance in making the club/organization more effective and efficient.
- Funding support opportunity for approved activities.
- Publicity assistance through the SAO website, bulletin boards, and mass emails,
- Privilege to invite off-campus personnel for meetings or events with the approval of SAO.
- Sponsorship of profit-making activities and fund-raising for organizational activities in accordance with University regulations.
- Representation in the Student Government Association.

Student Club/Organization Registration

Any group of students who would like to organize programs and activities that contribute to the educational, professional, civic, and social development of the students can form a student

club/organization on campus. These clubs/organizations are required to register with the Student Affairs Office. To maintain the registered status, at the beginning of each academic year student clubs/organizations will submit to the Student Affairs Office:

- A roster with the names of students as well as the new officers for that semester
- Tentative meet schedule for that semester
- Must be in good standing with the Student Affairs Office and the school
- Must complete the clubs/organizations mandated events each semester

If the club/organization does not maintain that criteria the club/organization registered status with the school may become null and void. If the club/organization needs to re-register; an club/organization application will need to be completed. In addition, paperwork required to be categorized as a fully sanction club/organization will need to be submitted to the Student Affairs Office.

3. Who Should Read This Policy

- Students
- Faculty

4. Related Documents and References

5. History

- Revision: 9/17/2018
- Revision: 08/2016
- Revision: 08/2014
- Revision: 08/2013
- Created: 08/2012

Policy Title: Student Activities and Events Policy

Policy Number: SAO.1100.13

Policy Owner: Dean of Student Office

Responsible Office: Student Life Office

Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University provide students with diverse events and activities to stimulate cultural competence and unite students across campus. The events and activities spark personal development by creating opportunities for diverse campus community interactions. The purpose of the Student Activities and Events Policy is to outline the process for hosting events on campus through the Student Affairs Office.

2. Policy

On-Campus Events

The Student Affairs Office holds a minimum of 4 events per semester for the entire North American University community. Each event encourages all students, faculty and staff to participate in the main events. Some events have included: Spring Festival, Fall Festival, International Culture Day, Homecoming, Awards Banquet, New Student Orientation, and Commencement. Student clubs/organizations are also required to do two events per semester that will promote their club/organization and encourage student involvement.

Events Policy and Procedure

Students, faculty, and/or staff that want to conduct an event or need the Student Affairs Office services can do so by following the Events Policy and Procedure.

- a. The first step will be fill out an Events Request Form, which you can find with the Student Life Coordinator in the Student Affairs Office or on the website at www.na.edu/wp-content/uploads/2019/11/Event-Request-Form.pdf.
- b. After the form has been completed and submitted to the Student Affairs Office, approval will be given with the signature of the Student Life Coordinator.
- c. If the form is not approved, it will be returned to the person who submitted it.
- d. If approval is granted and funds are needed for the event, a Budget Allocation Application needs to be submitted. Requisition forms are available for staff and faculty members.
- e. For events that need transportation, a Vehicle Request Form is available in the Student Affairs Office. All other needs or services can be requested through the Student Affairs Office.

Approval of the Events Request Form does not mean the event will then be implemented by the Student Affairs Office. Person(s) that requested the event are completely in charge of the event and is their responsibility to implement their event.

3. Who Should Read This Policy

- Students
- Faculty

4. Related Documents and References

5. History

- Revision: 9/17/2018
- Revision: 08/2016
- Revision: 08/2014
- Created: 08/2013

Policy Title: Resident Rights and Responsibilities Policy

Policy Number: SAO.1100.14

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office and Residential Operations and Facilities Management

Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University welcomes students who wish to reside on campus and encourages leadership and engagement among residents. The Resident Rights and Responsibilities Policy outline rights and responsibilities for campus residents which promote a healthy and lively on-campus dorm community. Further the policy establishes unique rights and responsibilities to protect individuality and respect for beliefs to maintain peace while living on campus.

2. Policy

The Student Affairs Office (SAO) in conjunction with the department of Residential Operations Facilities Management (ROFM) is committed to offering an inclusive environment for students. As a member of the on-campus resident community, students are afforded certain individual rights that should be respected; these rights carry with them reciprocal responsibilities. Responsibilities ensure that all community members have the same rights regardless of their gender, race, creed, religion, sexual orientation, cultural background, or other identity groups to which they belong; as well as any beliefs, values or attitudes.

The Department of ROFM cannot guarantee students will retain each of these rights at all times, and must share the responsibility. To help ensure these rights will be honored, students are encouraged to have thoughtful discussion and open communication with roommates, suite mates, floor mates, and other community members. Dormitory staff is committed to offering an inclusive environment.

The following is a list of students' rights and responsibilities:

- 1.** The RIGHT to a safe and secure living environment.
- 2.** The RESPONSIBILITY to keep living spaces secured, and to not allow in strangers or prop doors open. Students also have a responsibility to adhere to all security policies and procedures. Violating security policy and procedure puts members at risk.
- 3.** The RIGHT to a reasonably peaceful and quiet space for study and sleep.
- 4.** The RESPONSIBILITY to observe quiet hours; to keep televisions, computers, stereos, and voices at a reasonable volume, and to remind guests and others of these expectations.
- 5.** The RIGHT to privacy and to the fair and equal use of the room in terms of space and time. Students also have the right to be free of unwanted guests in their rooms.
- 6.** The RESPONSIBILITY to communicate preferences for hours of study, sleep, and visitation to roommates and to work through any differences in a calm and peaceful manner. Students also have a responsibility to ensure guests do not violate a roommate's rights or interfere with his/her use of living space.

7. The RIGHT to confront another person's behavior when it infringes on one's own rights.
8. The RESPONSIBILITY to examine one's own behavior when confronted by someone and to work sensibly to resolve the conflict.
9. The RIGHT to the assistance of a Resident Advisor, Housing Manager, Director, or other Department of ROFM staff member when needed.
10. The RESPONSIBILITY to notify a staff member of problems and request assistance in a timely manner, as well as to cooperate with those involved to resolve the problem.
11. The RIGHT to know what is acceptable and/or inappropriate behavior in the living environment.
12. The RESPONSIBILITY to read the information provided by North American University. This includes, but is not limited to, the Residential Handbook (<https://www.na.edu/campus-life/housing/>) and Student Code of Conduct. Any alleged violation may be reported regardless of whether the individual reporting was directly affected or involved.

3. Who Should Read This Policy

- Students
- Faculty

4. Related Documents and References

5. History

- Revision: 9/17/2018
- Revision: 08/2014
- Created: 08/2013

Policy Title: Promotional Materials Policy
Policy Number: SAO.1100.15
Policy Owner: Dean of Student Affairs
Responsible Office: Student Life Office
Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. The Promotional Materials Policy outlines the process for approved student clubs/organizations to promote their club events, regulate student conduct, and distribute materials on campus

2. Policy

Students involved on campus in any club/organization or team are encouraged to promote their activities; however, such activities must be sanctioned and approved by the Student Affairs Office. This policy maintains the balance of space available and promotes student unity as well as outline how materials should be distributed on campus.

Each Residence Hall has a designated area to post activities and/or events (refer to the designated RA where that place is established). Any postings deemed harmful or discriminative are prohibited. Student Affairs Office and the Residential Operations and Facilities Management (ROFM) department reserve the right to deny any request that may contain offensive material or withdraws from the University's mission: this may include discriminatory, offensive or provocative material/posting/advertising containing references (explicit or implied) to alcohol or drugs.

For questions, contact the Student Affairs Office or ROFM.

3. Procedures for Promotional Materials

1. The first step is to fill out an Events Request Form, which can be found at the Student Life Office or on the website.
2. After submission of the form to the Student Affairs Office, approval will be given by the Student Life Coordinator.
3. If the form is not approved, it will be returned to the person who submitted it.
4. If approval is granted and funds are needed for the event, a Budget Allocation Application needs to be submitted.
5. For printing promotional materials that need transportation, a Vehicle Request Form is available in the Student Affairs Office. All other needs or services can be requested through the Student Affairs Office.
6. Publicity assistance is available through the SAO website, bulletin boards and mass emails,
7. The posters, flyers of the event/organization should be posted on the Bulletin boards after approval of the Student Affairs Office.

8. All materials that have not been stamped and/or approved will be removed immediately and the promotion will no longer be tolerated.

9. All advertising materials will be removed within 72 (3 days) hours after the advertised event/activity.

4. Who Should Read This Policy

- Students

5. Related Documents and References

6. History

- Revision: 9/17/2018
- Revision: 08/2016
- Created: 08/2013

Policy Title: Student Posting Policy
Policy Number: SAO.1100.16
Policy Owner: Dean of Student Affairs
Responsible Office: Student Life Office
Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. The University supports student clubs/organizations in promoting events or other initiatives on campus. The Student Posting Policy regulates all posting material (i.e. student notice, fliers, circulars and ventures) on bulletin boards across the campus.

2. Policy

The Student Affairs Office (SAO) requires student clubs/organizations, stallion clubs, and student associations which develop posters, fliers, and signs for campus use to have prior approval before posting on campus. Posting is not allowed on glass doors, windows or walls.

General Advertising Expectations

- Solicitation materials that are not from sanctioned NAU clubs/organizations are prohibited.
- Unattached materials, such as handouts need to be approved prior to distribution. All materials that have not been stamped and/or approved will be removed immediately and the promotion will no longer be tolerated.
- Any damages caused by improper posting will be subject to financial responsibility, including but not limited to painting costs, repairing damages and/or general maintenance.
- Special approval from the Student Affairs Office and/or the Residential Operations and Facilities Management (ROFM) department may be granted for activities or events that are from other campuses, nonprofit organizations or those not affiliated with North American University which advertise student, university or community programs and are co-sponsored with a university department or registered student club/organization.
- The University may remove or discard any posters displayed on campus or residential halls property that are in violation of North American University policies and/or procedures.
- If a student club/organization fails to comply with any terms listed within the North American University standard may result in suspension of advertising privileges for one semester. If the student club/organization continues to post advertisements while privileges are revoked, it may result in a referral to the Dean of Student Affairs, the Discipline Committee or the Housing Committee.

Posting Locations:

- Bulletin boards: Must be placed accordingly, in coordination with the Student Life Coordinator.

- Events and activities calendar: Inform the Student Life Coordinator to have the event posted to the Calendar of Events on the University website.

Types of Advertising

- Materials given to Student Affairs Office and/or ROFM must be presented at least five (5) days in advance, prior to the event. Student Life Coordinator and/or Resident Advisors will then distribute the information in a timely manner. All materials must include the following:
 - Date, time, location and/or important information related to what is being advertised.
 - The full name of the sponsoring North American University club(s)/organization(s).
 - Contact information (name, phone number and email), in case someone that wants to attend has questions or concerns.
- Posting is permitted in certain areas on campus and in the dorms and will be done so by appointed people designated by either Student Affairs Office or ROFM.
- All posting must be stamped and approved by either Student Affairs Office or ROFM. No other departments may approve any request to post promotional materials.
- Advertisements may not be posted on any unauthorized locations or over previously posted materials.
- All advertising materials will be removed within 72 (3 days) hours after the advertised event/activity.
- Digital/ Social Media Displays - North American University website, North American University Facebook or any other media related to North American University will be used to promote the event in collaboration with the Student Life Coordinator.
- Spray paints of any sort are completely prohibited. With the approval from Student Affairs Office and ROFM, a student may be approved to use chalk in certain areas around/outside of the University buildings. These areas will be designated after approval.
- Banners
 - Each club/organization may display only one (1) banner on campus, including the dorms, unless otherwise approved by SAO and/or ROFM.
 - In accordance to space availability, banners cannot exceed 3.5 X 10 feet and all exceptions must be approved by either the SAO and/or ROFM.
 - If there is no room for a banner, an older banner may be removed to make way for a new one, pending approval from SAO and/or ROFM.
 - SAO and ROFM take no responsibility for the removal of, or damage to, any banners posted on campus, including the dorms.

North American University has the right to remove or discard any unapproved or past-due promotional materials.

3. Who Should Read This Policy

- Students

4. Related Documents and References

5. History

- Revision: 9/19/2018
- Revision: 08/2016
- Revision: 08/2014
- Revision: 08/2013
- Created: 08/2012

Policy Title: No Solicitation Policy
Policy Number: SAO.1100.17
Policy Owner: Dean of Student Affairs
Responsible Office: Student Affairs Office
Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. Through progressive activities, events, programs and seminars, the Office encourages leadership and engagement with the University. The No-Solicitation Policy outlines safety measures the University takes as a precautionary method for students, faculty, and staff.

2. Policy

North American University does not allow solicitation and strictly prohibits the selling of goods or services as a safety precaution for students, faculty, staff, and visitors. The University prohibits the selling of goods and services by students except for fundraising activities or efforts authorized by the Student Affairs Office. The institution also prohibits retail marketing on campus by any third-party vendor(s) unless otherwise approved by the Executive Committee. Outside vendors are not allowed on campus without approval from the Student Affairs Office.

3. Who Should Read This Policy

- Faculty
- Staff
- Students

4. Related Documents and References

5. History

- Revision: 9/19/2018
- Revision: 08/2016
- Revision: 08/2013
- Created: 08/2012

Policy Title: Student Dress Code Policy
Policy Number: SAO.1100.18
Policy Owner: Dean of Student Affairs
Responsible Office: Student Affairs Office
Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. The Office promotes freedom expression, creative ideas and individuality. The purpose of the Student Dress Code Policy is to stipulate appropriate dress for students who attend North American University.

2. Policy

North American University in collaboration with the Student Affairs Office will hold students accountable for acceptable and appropriate dress while on campus. Clothes that incite violence, are disruptive, obscene, or indecent is prohibited. Students shall not wear clothing which discriminate against gender, race, creed, religion, sexual orientation, cultural background, or other identity groups to which one may belong; as well as any beliefs, values or attitudes.

- Students are always required to wear shoes.
- Undergarments, midriffs, and cleavage may not be exposed.
- Shirts promoting the use of drugs/alcohol, advertising inappropriate practices, or displaying offensive language and figures are prohibited.
- Saggy pants are not allowed.

Students in violation of the dress code are not permitted to attend classes. A recurrence of violation concerning dress code may result in disciplinary action.

3. Who Should Read This Policy

- Students

4. Related Documents and References

- Student Handbook

5. History

- Revision: 9/19/2018
- Revision: 08/2016
- Created: 08/2012

Policy Title: Technology Acceptable Use Policy

Policy Number: SAO.1100.19

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. Through progressive activities, events, programs and seminars, the office encourages leadership and engagement with the University. North American University is committed to its mission to provide nurturing environment to promote its students to achieve academic excellence. NAU provides advanced technology resources to its students and staff solely for educational purposes. Students are responsible for their behavior and communications using the computers and networks and liable to maintain the privacy, integrity of technological resources from the potential damage.

2. Policy

The University provides information technology resources, such as computers, printers, networks, and software systems, to support the University's mission and educational objectives. The use of these resources should be seen as a privilege, and all users, including students, faculty, and staff, are expected to follow the policies governing acceptable and responsible use. Violations could result in disciplinary sanctions including but not limited to the loss of technology use privileges, suspension from the University, legal action, and criminal charges.

Technology – Acceptable Use Policy requires that users agree to:

- Follow security guidelines for computer accounts.
- Respect the rights and privacy of others using the system.
- Refrain from creating, accessing, storing, or disseminating materials that may be racially or sexually offensive, include pornography, or insulting to people from certain religious or ethnic backgrounds.
- Refrain from illegal file sharing.
- Consent to the authority of the University to monitor emails and Internet usage and accept the consequences for the violation of this policy.
- Not use the technology system for fund-raising, campaigns, business-related issues, or illegal purposes.
- Not solicit on behalf of any individual, organization, or company.

3. Who Should Read This Policy

- Students
- Faculty
- Staff

4. Related Documents and References

- Student Handbook

5. History

- Revision: 9/19/2018
- Revision: 08/2013
- Created: 08/2012

Policy Title: Bacterial Meningitis Policy
Policy Number: SAO.1100.20
Policy Owner: Dean of Student Affairs
Responsible Office: Student Affairs Office
Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. Through progressive activities, events, programs and seminars, the office encourages leadership and engagement with the University. The Bacterial Meningitis Policy outlines the requirements as stipulated under Texas Higher Education Coordinating Board Rules, Chapter 21, Subchapter T, [§21.612](#), [§21.613](#), and [§21.614](#).

2. Policy

North American University adheres to Federal and state regulations pertaining to Texas minimum state vaccine requirements. Effective January 1, 2014, Texas state law requires students under the age of 22 entering a public or private institution of higher education to provide evidence of vaccination against bacterial meningitis, or to meet certain criteria for declining such a vaccination before completion of enrollment. This rule is also applicable for students returning from leave of absence.

Students enrolling at North American University must show verifiable documentation against bacterial meningitis during the five-year period preceding and 10 days prior to the first day of the semester before enrollment. The Admissions Office must receive the documentation the student has received the vaccination from health practitioner.

3. Who Should Read This Policy

- Students

4. Related Documents and References

- Student Handbook

5. History

- Revision: 9/19/2018
- Revision: 08/2016
- Revision: 08/2014
- Revision: 08/2013
- Created: 08/2012

Policy Title: Emergency Response Policy
Policy Number: SAO.1100.21
Policy Owner: Dean of Student Affairs
Responsible Office: Student Affairs Office
Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. Through progressive activities, events, programs and seminars, the office encourages leadership and engagement with the University. The Emergency Response Policy was established to safeguard the wellbeing of North American University students.

2. Policy

The Student Affairs Office (SAO) in conjunction with the Emergency Response Guidebook provides guidance to essential functions of emergency management, ensures emergency preparedness, and effective response techniques during and after the emergency crisis. The Emergency Response Guidebook focuses on anticipated and unanticipated emergencies and how the Student Affairs Office will manage emergency situations as it relates to keeping students safe. While it would be impossible to provide direction for all possible emergency situations, the guidebook provides a general guide to responding to anticipated emergencies. If an individual is involved in or witnesses an emergency situation, he or she may be required to participate in reporting and investigation processes. Details of the policy can be found in the Emergency Response Manual provided at following ROFM site at <https://www.na.edu/campus-life/emergency-guide/>

3. Who Should Read This Policy

- Students

4. Related Documents and References

- Student Handbook
- Emergency Response Guidebook

5. History

- Revision: 9/19/2018
- Revision: 08/2016
- Revision: 08/2013
- Created: 08/2012

Policy Title: Student Code of Conduct Policy

Policy Number: SAO.1100.22

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and out of the classroom. Through progressive activities, events, programs and seminars, the Office encourages leadership and engagement with the University. The Student Code of Conduct Policy emphasizes the institution's commitment to promote the intellectual development of its students, sets forward those acts that are found unacceptable for students, and disciplinary actions taken by the Student Affairs Office.

2. Policy

The student code of conduct supports certain standards by outlining and enforcing acceptable behaviors. Students must abide by the regulations described in the student code of conduct.

Misconduct Policies

A student who fails to comply with the conduct standards may be subject to a verbal or written reprimand, probation, suspension from classes, or termination from the University, depending on the nature and severity of the violation. Re-admittance following such termination is at the discretion of the Vice President for Academic Affairs and relative to the nature and severity of the conduct violation. Students should immediately report any violations of conduct policy to the Student Affairs Office. The cases will be discussed and decisions will be made by the Disciplinary Hearing Committee as outlined in the Discipline Policy and Procedures (SAO.1100.3).

Smoking

The purpose of this policy is to establish a smoke-free environment in the North American University campus community. Definition of Smoking is creating smoke by lighting, inhaling, exhaling, burning, puffing, or carrying any lighted cigarette, cigar, pipe, or any other device or product used for smoking. Effective August 27, 2012, smoking is prohibited in the North American University campus community. The North American University campus community is to include any properties owned and operated by the University and its officials including buildings, parking areas, sidewalks, sports fields, and dorms, except designated smoking areas. Administrators, faculty, staff, students, and visitors of the University community are encouraged to directly inform those unaware or in disregard for this policy in a kind manner. Students and visitors who violate the policy are subject to verbal or written warning. Persistent violations are subject to a \$50 fine and further disciplinary action.

Hazing

Hazing is strictly forbidden. Hazing is an initiation process involving harassment, abuse, or humiliation; and it endangers the physical or mental well-being of the targeted student. Forms

of hazing include beating, forced physical activity, forced consumption of food, alcohol, beverage, or drugs, intense ridicule or embarrassment, forced pledges, deprivation of sleep, excessive physical discomfort, and sexual harassment. Administrators, faculty, staff, students, and visitors must abide by this hazing policy. Hazing incidents can be reported to the Student Affairs Office. Violators of the policy may be subject to disciplinary action in addition to any fine imposed by the state.

Sexual Assault and Harassment

The sexual harassment policy covers all administrators, faculty, staff, and students of the University while on University property. The University prohibits sexual discrimination, sexual assault, and sexual harassment activities including but not limited to sexual advances, physical conduct of a sexual nature, requests for sexual favors, and words of sexual content between members of the University.

Any University member who feels sexually harassed should immediately report the incident. Reports can be made to the Student Affairs Office, or anonymously through My Safe Campus online (www.mysafecampus.com) or via the My Safe Campus hotline (1-800-716-9007).

Anyone who has been sexually assaulted may choose to pursue both criminal prosecution and/or university disciplinary processes. The Disciplinary Hearing Committee will conduct a respectful, prompt, and confidential investigation within 60 calendar days of the report date. Resources are available for victims of sexual assault or harassment.

Substance Use and Drug Free Campus

The University is committed to enforcing existing state laws and procedures in dealing with the use of substances including: alcoholic beverages, illegal drugs, and performance-enhancing drugs. Being a member of North American University is a privilege and students and faculty are expected to abide by the Substance Use and Campus Policy of the University.

Being under the influence of alcohol as defined by federal, state, and or local law is strictly forbidden. Any individual who uses, possesses, sells, or distributes alcoholic beverages on campus, off-campus dorms, or at university-sponsored events held off campus will be subject to disciplinary action.

Possession of illegal drugs and disruptive behavior resulting from intoxication on campus are violations of the University policy, and any violation should immediately be reported to the Student Affairs Office. All violations are subject to disciplinary action. A student who has been found guilty of illegal possession, use, sale, or distribution of any drug, narcotic, or controlled substance, whether the infraction is found to have occurred shall be suspended for a period of

not less than the remainder of the semester in which the infraction occurred, plus the following long semester.

In the event the semester in which the infraction occurred has ended by the time a student is found guilty, the student shall be suspended for a period of not less than the following two long semesters. With approval of the President or the President's designee, suspension may be probated and sanctions may then include required counseling and/or rehabilitation along with other appropriate penalties. A second finding of guilt for a drug-related offense shall result in permanent expulsion from the university.

Firearms, Weapons, Explosives, and Flammable Materials

Possession of a handgun under the authority of the Texas concealed handgun license law is prohibited on campus (Texas Civil Statutes, Article 4413 29cc). Ammunition, long blade knives (blades over 3” long), or any type of weapon is a violation of University rules and is not permitted. Students who violate this policy may be subject to severe sanctions including dismissal from the University.

Use or possession of flammable materials, except as expressly permitted by a University official, is forbidden. This includes but is not limited to: incendiary devices or other dangerous materials, or substances used to ignite, spread, or intensify flames for fire.

Theft and Property Damage

Theft is illegal. Students guilty of theft are subject to disciplinary action including dismissal and may be reported to local law enforcement. Any student who damages campus property or property belonging to other students is responsible and liable for repair or replacement costs and is subject to disciplinary action.

Fighting, Intimidation, Harassment, and Bullying

All students are expected to keep the school environment free from intimidation and harassment, regardless of sex, race, age, religion, national origin, or ability. Fighting, intimidation, harassment, and bullying on school property and its residential facilities is absolutely forbidden and may result in disciplinary action.

Gambling Wagering, Gaming, and Bookmaking

All kinds of gambling, wagering, gaming and bookmaking on school property and its residential facilities are absolutely forbidden and may result in disciplinary action. Unless it is presented as an approved Student Affairs Office event.

Unauthorized Entry, Possession, or Use

Forcible or unauthorized entry to any building, structure, or facility and/or unauthorized entry to or use of University grounds as well as unauthorized use, distribution, duplication, or possession of any key(s) issued for any building, laboratory, facility, room, or other university property are strongly prohibited. It is also forbidden to possess or use University property or the property of any other person or business without authorization. All violations are subject to disciplinary action.

Failure to Comply

All students are responsible to comply with requests of a University official acting in the performance of his or her duties, or identify oneself to University officials when requested to do so. Failure to comply with such directions and requests may result in disciplinary action.

False Alarms

Initiating, causing, contributing, or knowingly reporting false alarms, and tampering with safety or fire equipment or engaging in behavior that presents a fire hazard are strictly forbidden and may result in disciplinary action.

Skateboards, Rollerblades, Scooters, Bicycles or Similar Devices

For safety reasons, use of skateboards, scooters, roller blades, and bicycles in University buildings are not permitted on campus.

Violation of Published University Policies, Rules, or Regulations

Violation of published University policies, rules, or regulations is strictly forbidden and may result in disciplinary action.

Providing False Information or Misuse of Records

It is strictly forbidden to provide false information in any form to University officials and knowingly misuse, misrepresent or falsify any University record, I.D. card, form, computer resource or procedure. Students who are violating this policy may be subject to disciplinary procedures.

Financial Responsibility

All students are required to meet financial responsibilities to the University promptly. Violations of this policy include: knowingly passing a worthless check or money order as payment to the University or to a member of the University community acting in an official capacity, or failure to pay outstanding bills.

3. Procedures

Violations of University Academic Policies, Student Affairs Policies, and Student Code of Conduct should be reported to the Student Affairs Office within 30 days of the incident. Reports can be made using the Student Complaint Form and should describe the incident including when, where, and how it happened. Disciplinary action, as required, is determined by the Disciplinary Hearing Committee. In addition to any legal actions that local law enforcement may pursue as a result of violation of Texas State law, the Disciplinary Hearing Committee may impose sanctions that include fines, counseling, assignment/projects, rehabilitation programs, and/or expulsion from the residence halls. Depending on the nature of the violations, the University may sanction a student to suspension or expulsion from the University. These sanctions also apply to all students that reside in the dorms. For resident disciplinary actions and/or sanctions please see the Residential Handbook and Resource Guide.

Except in those cases where immediate interim disciplinary action has to be taken, the accused student shall be given at 2 class days' written notice by Discipline Committee Secretary or an appointed person if secretary is not available on the date, time, and place of the hearing. Hearings will be held under the procedures set forth and will be held as soon as practicable within 2 weeks after the administrative investigation has been held, unless otherwise agreed to by the student. An administrative investigation shall be completed or the accused student shall meet with Dean of Student Affairs or a designated appointee prior to beginning the disciplinary hearing process.

For reoccurring incidents, the student will receive a verbal warning, then a written warning, and then a referral will be submitted to the Student Affairs Office after the third incident in reference to the student. The accused student will then receive a letter notifying him/her about the hearing in the Discipline Committee. At that time, the student will have the chance to state his/her case.

Upon a hearing of the charges, the University representative has the responsibility of going forward with the evidence and proving the charges by the greater weight of the credible evidence. The hearing shall be conducted in accordance with the procedures adopted by the University, which assure both parties (University representative and accused student) the following minimal rights:

- Both parties will exchange lists of witnesses, expected testimony, and copies of documents to be introduced at a reasonable time prior to the hearing.
- Each party shall have the right to appear and present evidence in person and to be assisted during the hearing by a designated representative or counsel of choice. Each party shall limit its presentation to relevant evidence. The accused student must attend the hearing if the student desires to present evidence in his/her behalf. If the student fails to appear, the hearing shall proceed.
- Both the University representative and the accused student shall have the right to question witnesses. The accused student may question witnesses with the advice of

his/her designated representative or counsel. All questions shall be limited to relevant evidence.

- To the extent that the University representative uses legal counsel for other than advisory purposes during the hearing procedure, the student shall be afforded the same opportunity. The University shall give the student notification of the intent to use legal counsel for other than advisory purposes at the time the student is notified of the hearing.
- The hearing will be recorded. If either party desires to appeal the finding, a copy of the recording will be produced at the expense of the party appealing the finding, and both parties will be furnished a copy.

Discipline Committee or Disciplinary Hearing Committee

The purpose of this Committee is to hear those cases in which the accused student disputes the facts upon which the charges made by the University are based. Such charges shall be heard and determined by a fair and impartial committee. The committee shall consist of three (3) members of the University faculty, one (1) student, and one (1) staff member. The President selects a faculty member of the committee to serve as Chair for a one-year term.

Student's Right to Challenge Impartiality

The accused student may challenge the impartiality of a member of the Disciplinary Hearing Committee at any time prior to the introduction of any evidence. The member of the Committee shall be the sole judge of whether he/she can serve with fairness and objectivity. In the event the challenged member of the Committee chooses not to serve, a substitute will be chosen by the Dean of Student Affairs.

Determination of Hearing

The Disciplinary Hearing Committee shall render a decision to both parties within a reasonable time. The decision shall contain evidences, facts, and conclusions as to the guilt or innocence of the accused student. If the accused student is found guilty, the Disciplinary Hearing Committee shall assess any penalty or penalties in accordance with the following prescribed penalties, but not necessarily limited to:

1. Verbal or written warning.
2. Requirement that the student completes a special project which may be, but is not limited to, writing an essay, attending a special class or lecture, or attending counseling sessions. The special project may be imposed only for a definite term.
3. Restitution, whether monetary or by specific duties or reimbursement, for damage to or misappropriation of University, student, or employee property.

4. Suspension of rights and privileges, including access to electronic network facilities, and participation in athletic, extracurricular, or other student activities.
5. Community service as directed by the disciplinary officer to be completed either on campus or in the community at large.
6. Cancellation of dorm contract.
7. Disciplinary probation imposed for a definite period of time which stipulates that future violations may result in disciplinary suspension. During the period of probation, students may not hold elected student offices nor participate in social activities.
8. Ineligibility for election to the Student Government Association (SGA) for a specified period of time.
9. Removal from student clubs/organizations for a specified period of time.
10. Prohibition from representing the University in any special honorary role.
11. Withholding of official transcript or degree.
12. Loss of or ineligibility for student grant or loan.
13. Bar against readmission.
14. Denial or non-recognition of a degree.
15. Withdrawing from a course with a grade of "W."
16. Failing or reduction of a grade in test or course, and/or retaking of test or course, and/or performing additional academic work not required of other students in the course.
17. Deferred suspension for a specific period of time. During the period of deferred suspension, if a student is found guilty of any violation of the University's rules, regulations, or policies, he/she will be suspended from the University and may not appeal the suspension.
18. Suspension from the University for a Specified Period of time. During suspension a student shall not attend classes or participate in any University campus activities.
19. Dismissal from the University. A student who is dismissed is separated from the University for an indefinite period of time.
20. Expulsion from the University. A student who is expelled from the University is not eligible for readmission to the University.

Recording sanctions (13), (14), (15), (16), (17), (18), and (19), (20) may be made on a student's permanent transcript. The University may maintain confidential records of all other sanctions and may consider any prior sanction received by a student assessing a subsequent sanction. The University shall dispose of those records not transcribed on a student's permanent transcript within a reasonable time period not to exceed five (5) years after the student ceases to be enrolled.

Appeal

Neither party may appeal if the hearing committee determines that the allegations against the accused student are true, but the only punishment assessed is a verbal or written warning. In those cases, the determination of the Dean of Student Affairs, a designated appointee or the Disciplinary Hearing Committee is final. In all other cases, however, either party may appeal. If the University hearing officer has been an appointee designated by the Dean of Student Affairs, the appeal will be made to the Vice President for Academic Affairs. Written notice of appeal must be sent to the Dean of Student Affairs or, as appropriate, to the Vice President for Academic Affairs within five class days after the decision of the committee. Both parties may, at the discretion of the Vice President or Dean submit oral or written arguments to support their positions. In order for the appeal to be considered, the appealing party must submit all necessary documentation, including written arguments where appropriate, to the Vice President or Dean of Student Affairs within 5 class days after giving notice of appeal.

The President or Vice Presidents will review the decision by examining file documents and in the case of an appeal of a decision made by the Disciplinary Hearing Committee, the recording made during the hearing. The President or Vice Presidents may approve, reject, or modify the decision in question or may require that the original hearing be reopened for the presentation of additional evidence and reconsideration of the decision.

Interim Disciplinary Action

The Dean of Student Affairs or the Vice President for Academic Affairs may take immediate interim disciplinary action. This includes suspension, pending a hearing, against a student for violation of a rule and regulation of the University at which the accused is a student. This will occur when the continuing presence of the student poses a danger to persons or property or an ongoing threat of disrupting the academic process.

Grievance/Complaint Procedure

North American University (NAU) is committed to fair and equitable treatment of all members of the institution's community through compliance with University policies, state and federal regulations, and standards of ethical and professional conduct. As such, NAU ensures that students have the right to formally report complaints or grievances regarding the University itself, or its faculty or staff or students. All grievances and complaints will be taken into consideration. This includes NAU Distance Education students.

Complaint/Grievance is an injustice or prejudice that a student or faculty or staff member inflicted upon a student and the student deems unjust to their learning or learning environment. It can also be an issue concerning implementation of University policy, procedure and practice. This includes all on campus areas not just in the classroom.

NAU encourages individuals to seek resolution to a grievance/complaint. If a student decides to file a formal Complaint/Grievance, it needs to be done as soon as possible but not exceeding 20 business days from the date of the incident using the Student Complaint/Grievance Form available on the NAU website or from the Student Affairs Office.

This form needs to be submitted to the Student Affairs Office by dropping off the form or emailing it to Studentlife@na.edu. The Student Affairs Office reviews the submitted form. Depending on the severity of the Complaint/Grievance, Student Affairs Office either submits the form to the appropriate supervisor or convenes the Complaint/Grievance Committee.

If Student Affairs Office deems the complaint/grievance can be resolved with a related party or a supervisor the following will happen:

Step 1: The Student Affairs Office informs the student via NAU email ensuring that his/her claim is being taken into consideration and who contacts them next.

Step 2: The Student Affairs Office informs the related supervisor/administrator.

Step 3: Within two weeks, the supervisor determines the best course of action and informs the student via NAU email. The supervisor may contact the related parties during the investigation.

The student has the right to appeal the decision to the Provost. Any appeal must be in writing and submitted to the University Administrative Secretary within five business days of receipt of the supervisor's decision. The Provost Office's decision is final.

If Student Affairs Office deems the complaint/grievance to be a severe issue, the following will happen:

Step 1: The Student Affairs Office informs the student via NAU email ensuring that his/her claim is being sent to the Complaint/Grievance Committee and the committee will be in contact with them.

Step 2: The Complaint/Grievance Committee is formed by the Dean of Student Affairs and the Student Government Association (SGA) and is comprised of two faculty members and two staff members appointed by the Dean, and a student appointed by the SGA.

Step 3: The Complaint/Grievance Committee meets to discuss the complaint/grievance and devise a solution or process, as appropriate within 15 business day. The committee may call a formal hearing to interview the involved parties and/or witnesses, as appropriate.

Step 4: The committee will inform the related parties of the next step or the decision either via email or by formal NAU letterhead.

The committee decision may be appealed to the Provost or President. Any appeal must be in writing and submitted to University Administrative Secretary within five business days of receipt of the committee decision. All communications during this process will be conducted via the official NAU email.

Students can access to complaint procedures and forms following the link:

<http://www.na.edu/campus-life/student-services/>

In the event that a grievance remains unresolved, students may submit a formal complaint to the University's accreditor ACCSC (www.accsc.org) or the Texas Higher Education Coordinating Board (THECB).

Information about the THECB Student Complaint process, including relevant state regulations, forms, and contact information, is available at the agency's website:

<http://www.thecb.state.tx.us/studentcomplaints>.

The web address for the rules governing student complaints – Title 19 of the Texas Administrative Code, Sections: 1.110-1.120:

[http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)

Students should note that these agencies do not accept anonymous complaints, and complaints should be related to the standards of accreditation established by the respective organization. Please note that North American University has an Anonymous Incident Reporting System. Students may report such incidents through a confidential reporting system called My Safe Campus. Reports may be submitted anonymously via the website www.mysafecampus.com or by calling at 1-800-716-9007. The confidential report is treated as a formal grievance request and forwarded to the NAU Administration.

4. Who Should Read This Policy

- Students

5. Related Documents and References

6. History

- Revision: 9/19/2018
- Revision: 08/2016
- Revision: 08/2013
- Created: 08/2012

Policy Title: Disability Accommodations Policy

Policy Number: SAO.1100.23

Policy Owner: Dean of Student Affairs

Responsible Office: Student Affairs Office

Revision Date: 5/15/2020

1. Purpose and Scope

The Student Affairs Office (SAO) at North American University is dedicated to the education and development of students both in and outside of the classroom. Through progressive activities, events, programs and seminars, the office encourages leadership and engagement with the University. The Disability Accommodations Policy outlines the procedures for students who have a disability.

2. Policy

North American University complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, pertaining to the provision of reasonable academic adjustments/auxiliary aids for students with a disability. In accordance with Section 504 and ADA guidelines, NAU provides reasonable and appropriate accommodations to eligible students upon their request.

Persons with disabilities who desire accommodations are encouraged to contact the Student Affairs Office. This process begins with the student completing and submitting the Disability Accommodation Request form, which can be found on the University website. Then the student/parents provide official supporting documentation from a physician. Once these items are submitted, the Student Affairs Office follows up with the student's instructors to update them about the student's pending accommodations. All information pertaining to the student is maintained with the Student Affairs Office.

Accommodations may include but are not limited to:

- Extended time for tests
- Separate/quiet testing environment
- Note taking assistance
- Enlarged written materials
- Books on Tape
- Preferential seating

3. Procedures

- 1) Student with disabilities must complete and sign the Disability Accommodation Request Form located on the website at http://www.na.edu/documents/campus_life/disability-accommodation-request-form.pdf
- 2) Then student or parents must submit the official health document (from a physician)
- 3) After all, Student Affairs Office follows up with the student's instructors to update them about student's health situation and possible necessary actions for the comfort of the disabled student during his/her education at NAU.

4. Who Should Read This Policy

- Students

5. Related Documents and References

6. History

- Revised: 9/17/2018
- Created: 08/2017

Policy Title: Child in Class Policy
Policy Number: SAO.1100.24
Policy Owner: Dean of Student Affairs
Responsible Office: Student Affairs Office
Effective Date: 02/20/2020

1. Purpose and Scope

The purpose of the Child in Class Policy is to acquaint faculty and students with procedures relating to a student bringing his/her child or children to a class or multiple classes at North American University. The policy was also created as an effort to help maintain a cohesive learning environment for all students as well as provide an apparatus that faculty members and chairs can use to ensure the learning atmosphere is maintained.

2. Policy

North American University stands firm in its commitment to serve the community at large and in doing so will allow students to bring their child or children to the classroom on an emergency basis or if an extenuating circumstance arises. This accommodation will only be used on a temporary basis and should not exceed two class sessions per semester per student.

3. Procedures

Step 1: If an extenuating circumstance arises the student should make every effort to notify the instructor as soon as possible preferably before the class meeting time that he/she needs to bring his/her child or children to class.

Step 2: The instructor will decide, at their discretion, if the child/children will be allowed to attend the class. If the instructor chooses to allow the child/children to attend the class the accommodation is for a period of two class sessions per semester per student. Ultimately, the instructor has the authority to dismiss the student and child/children at any time. If the child/children cause a disruption in the class or interferes with the progress of the class, the student will be allowed one opportunity to correct the issue. Otherwise, the student and child/children may be asked to leave the class for the remainder of the class period.

4. Who Should Read This Policy

- Students
- Faculty
- Department Chairs
- Student Success and Careers
- Counseling

5. Related Documents and References

- Policy Manual

Policy Title: FERPA Policy

Policy Number: REG.1300.1

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Registrar's Office

Revision Date: 10/07/2019

1. Purpose and Scope

North American University is committed to keeping student information safe and secure. The purpose of the FERPA Policy is to ensure the security of student files and data pertaining to students; to allow release of information to authorized parties; to allow release of such information under federally authorized circumstances; and to provide students a sense of security and trust as it pertains to the sensitive information they provide the school.

2. Policy

In accordance with Family Educational Rights and Privacy Act (FERPA), NAU does not release personal information about students to third parties except under certain conditions or unless the student authorized the release of information. Students possess the right to view their records; the school is not permitted to withhold the information it has collected about them should they request it.

3. Procedures

All students should complete a Student Authorization to Release Information Form, also known as a FERPA Form at the time of enrollment. The form should indicate all persons who are granted permission to view the student's file and what information those persons may view. Forms may be rescinded at any time and new forms may be filled out at the Registrar's Office. No such forms will be accepted by the Registrar without the student's signature of authorization.

Releasing Information

NAU does not release information in a student's file to unauthorized parties except in the event of an emergency. If a person requests that the Registrar's Office provide information about a specific student, that person must be able to verify his or her identity. Once the person has verified his or her identity and the student's FERPA form authorized that person to access that information, they may have access. However, no other information shall be released.

1. *Confirming Identity over the Phone* – If someone is requesting information over the phone, he or she should provide the Social Security number (if applicable) and birthdate of the student. The student's NAU ID number will also suffice. The FERPA form in student's file should be reviewed to confirm the release of the information is granted to the individual. If the individual is authorized, then the requested information may be released.
2. *Confirming Identity in Person* – If someone requests information regarding a student in person at the Registrar's Office, he or she must present his/her picture ID. The FERPA form in student's file should be reviewed to confirm the release of the information is granted to the individual. If the individual is authorized, then the requested information may be released.

Exceptions for Release

FERPA allows for information to be released to certain individuals, even if they are not listed on a student's FERPA form. They are listed below.

1. *Common Exceptions*
 - a. School officials may access a student's file and records as long as they have a "legitimate educational interest."
 - b. Basic student information such as name, e-mail address, etc. may be released in a directory. However, the student must be given ample opportunity to withhold their information from a public directory. NAU uses the census date for directory purposes, which is twenty (20) class days after classes have started.
 - c. School records may be released to another institution if the student is attempting to enroll at that institution. However, unless the student has initiated the release of information, attempts must be made to contact the student prior to releasing information.
 - d. Pertinent student information may be released to Financial Aid if the information will affect the student's eligibility.
2. *Other Exceptions*
 - a. *Dependent Student Exemption* - If a student is claimed on a parent's most recent federal tax return, they are viewed as a "dependent student." In this case, the school may non-consensually disclose the eligible student's education records to both parents. Regarding international students and the Dependent Student Exemption rule, quote from discussion with LeRoy Rooker (The Director of the United States Department of Education's Family Policy Compliance Office) reads: "The "dependent student" exception to FERPA's general consent rule applies only in domestic situations because that provision specifically references the IRS rules. There is no comparable provision for international students. Consent is required unless one of the other exceptions applies." Therefore, the Dependent Student Exemption cannot be applied for international students.
 - b. *Health and Safety Emergency* - Under this provision, colleges and universities may notify parents when there is a health or safety emergency involving their son or daughter, even if the parents do not claim the student as a dependent. For the purposes of this policy, "emergency" is defined as an immediate danger.
 - c. *Alcohol, Drugs and Criminal Acts* - FERPA also permits the non-consensual release of information to parents if the student has been charged with a crime by any local, state or federal law enforcement agencies in regards to the crime that the student has been charged with. If a student is in violation of school rules and faces disciplinary charges regarding alcohol and controlled substances AND they are under 21 at the time of disclosure, the parents may also be informed of the violations that have occurred.

4. Who Should Read This Policy

- Students
- Faculty and Staff

5. Related Documents and References

- [Student Authorization to Release Information Form](#)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99)

6. History

- Revision: 08/2014
- Revision: 08/2013
- Created: 08/2012

Policy Title: Grade Change Policy

Policy Number: REG.1300.2

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Registrar's Office

Revision Date: 10/07/2019

1. Purpose and Scope

North American University support students who have valid reasons for desiring a grade change. The purpose of the Grade Change Policy is to maintain accurate academic records; to ensure that all grade changes are approved by the appropriate people; and finally to ensure that all grade changes are handled within a single university department, i.e. the Registrar's Office.

2. Policy

At the close of each semester, professor post final grades for students. A grade can be changed only if a "clerical or procedural error" can be documented. No change of grade may be made on the basis of reassessment of the quality of a student's work or, with the exception of an Incomplete (I) grade, the completion of additional work. The Registrar's Office is the only department which may change grades within CampusVue.

3. Procedures

Bulk Grade Changes

- 1) Campusvue allows a one-time grade entry for final grades. Very often professors will accidentally enter only a few grades with the intention of entering more grades in at a later time. When this happens, the remaining grades for that course are entered as zeroes. When the professor discovers he/she has been locked out of making changes to the un-entered grades, he/she may contact either their department chairs or the Registrar's Office. Grade changes are processed by the Registrar's Office and a confirmation email is sent to the professor.
- 2) If the professor mistakenly enters a bulk of grades incorrectly, he or she should send an e-mail to the department chair or Registrar's Office and provide the correct grades. The Registrar then will send a confirmation e-mail to the professor and copies it to the department chair once the changes are processed.

Single Grade Changes

- 1) If a professor enters an incorrect grade, a Grade Change Form must be submitted to the Registrar's Office with all appropriate signatures, the professor, the department chair and the VP for Academic Affairs. It should indicate the term, the course, the current grade, what the new grade should be, and the reason for the grade change.
- 2) If the Academic Appeals Committee determines that the grade originally assigned ought to be changed, the grade change request is directly sent to the Registrar's Office to update the grade accordingly. The Registrar's Office then informs the student of the grade change.
- 3) When a student receives an Incomplete (I) grade in a course, he or she has a maximum of one full semester to complete the coursework and receive a grade from his or her professor. If a grade change form has not been received by the specified deadline, which cannot be after the conclusion of the next full term, the grade will be changed to an "F" by the Registrar's Office.

Time Frame

Grade Change Forms may be accepted by the Registrar's Office at any time within one year the course was taken.

Handling of Grade Change Forms

All forms submitted to the NAU Registrar's Office are scanned and then filed electronically and physically. Physical files are securely stored in the NAU Registrar's Office Records Room. As with all student related documents, FERPA regulations apply.

4. Who Should Read This Policy

- Faculty and Staff
- Department Chairs

5. Related Documents and References

- [Change of Grade Form](#)
- Academic Catalog

6. History

09/17/2017

Policy Title: Graduation Policy

Policy Number: REG.1300.3

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Registrar's Office

Revision Date: 10/07/2019

1. Purpose and Scope

The purpose of the Graduation Policy is to maintain accurate student records; to distinguish between students who have completed vs. graduated; and to ensure that graduation applications are received in a timely manner in order to best prepare for that semester's commencement ceremony.

2. Policy

Students who have been approved for graduation shall be considered a "Graduate" at the close of their final term at NAU by following the procedures outlined below.

3. Procedures

Eligible Students

Undergraduate students who will have completed 120 or more credit hours with a CGPA of 2.0 or better at the close of a term, will have taken all required courses as listed in their degree audit and have no outstanding holds on their account are eligible to apply for graduation. Graduate students who will have completed the required number of credit hours (36 for education master programs and 30 for business and computer science master programs) or more with a CGPA of 3.0 or better at the conclusion of the term; will have taken all required courses as listed in their degree audit and have no outstanding holds on their account are eligible to apply for graduation. Students who have holds on their account will be listed as "Completed" upon the conclusion of their final term until the holds are removed. Upon removal of the holds, their status then will be changed to "Graduate."

Forms and Fees

Students who wish to graduate must fill out a Graduation Application Form and pay associated fees for graduation to the Bursar's Office. The Graduation Application Form must be approved and signed by the student's advisor and department chair, and then submitted on or before the following deadlines in order for it to be accepted:

- by last Friday in October for December graduation,
- by last Friday in February for May and August graduation.

If a form is not submitted or fees are not paid, then upon the conclusion of the student's final semester and completion of all academic requirements, the student's status will be changed to "Completed." Students who have applied for graduation for a semester but not completed the academic requirements before the end of the semester must re-apply for graduation and their graduation date will be moved to the next conferral date.

Conferral Dates

North American University awards degrees three times a year corresponding with the end of each semester. The University will only award degrees to the students who applied and completed all requirements at the time final grades are posted.

Students who have been approved for graduation and complete all coursework and paperwork by the close of the semester will have a graduation date as follows:

- For students who are graduating in Fall, their graduation date shall be the closing of the Fall semester. Students who fail to complete their graduation requirements

at the close of Fall semester, their graduation date will be the date all paperwork, coursework, fees, etc. have been satisfied.

- For students who are graduating in Spring, their graduation date shall be the closing of the Spring Semester. Students who fail to complete their graduation requirements at the close of Spring semester, their graduation date will be the date all paperwork, coursework, fees, etc. have been satisfied.
- For students who are graduating during the Summer, their graduation date shall be the closing of the Summer semester. Students who fail to complete their graduation requirements at the close of Summer semester, their graduation date will be the date all paperwork, coursework, fees, etc. have been satisfied.

Students with an Incomplete

Students who intend to graduate but receive an “I” in one of their courses during their final term should not be given more than 4 weeks to complete the course work unless the course is a practicum course. If it is a practicum course, the student must then register for a completion course and pay any applicable fees for that course during the next full semester unless the student receives an “I” in the Spring term and complete the course work during the Summer.

Handling of Graduation Applications

All forms submitted to the NAU Registrar’s Office are scanned and then filed electronically and physically. Physical files are securely stored in the NAU Registrar’s Office Records Room. As with all student related documents, FERPA regulations apply.

4. Who Should Read This Policy

- Students
- Advisors
- Department Chairs
- Business Office

5. Related Documents and References

- Academic Catalog
- [Graduation Application Form](#)

6. History

9/19/2017

Policy Title: Withdrawal and Termination Policy

Policy Number: REG.1300.4

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Registrar's Office

Revision Date: 10/07/2019

1. Purpose and Scope

The purpose of the Withdrawal and Termination Policy is to maintain accurate student records; to ensure that students who are listed in the system in an active status are currently attending the school; to encourage students to complete all required paperwork; and to keep all affected offices apprised of changes in a student's enrollment status.

2. Policy

Students who no longer attend the North American University (NAU), and are not documented as being on a leave of absence, and have not graduated or completed must be withdrawn from the University. Students who have previously withdrawn or have been administratively withdrawn and who have enrolled in NAU for two regular semesters after their withdrawal can apply for reenrollment to the university. Students not enrolled at NAU for three or more semesters must apply for readmission through the Admissions Office.

North American University reserves the right to terminate enrollment of any student if, in the opinion of the North American University, further association is not in the best interest of the student or the University. Administrative termination can occur for reasons including, but not limited to, the following: the student code of conduct policy, attendance policy, satisfactory academic progress policy, or due to failure to complete remedial classes within the prescribed timeframe or nonobservance of other student regulations.

Students who are terminated or withdraw from NAU may be entitled to a refund of tuition in accordance with the refund policy, or may owe funds to the university to cover unpaid tuition. Students are responsible for officially dropping courses to be eligible for a refund. Nonpayment for classes for which a student is registered or non-attendance in a registered class does not release the student from financial obligation. The university may attempt to collect any funds from a student that the university was required to return to the financial aid programs and/or funds received from a third-party.

Any forms submitted outside business hours, during weekends or holidays will be processed and effective the next business day. Failure to complete a withdrawal form will result in the recording of the grade of "F" for all courses at the end of the term. Administrative withdrawals are executed when a student appears to no longer be active within the school and fails to submit an official withdrawal form. Students who are administratively withdrawn for non-attendance are not entitled to a refund of tuition or fees. Students withdrawing receive a "W" for each course in which they are enrolled.

3. Procedures

Official Withdrawal

When a student notifies the school of his or her intent to withdraw from the University by filling out an official withdrawal form, he or she is eligible for an official withdrawal. A student who wishes to drop all courses in a semester is considered as withdrawing from the University and must fill out the official withdrawal form. The student must fill out all applicable fields in the Official Withdrawal form and indicate why he or she is leaving the school, whether he or

she plans to return to school, etc. The student must sign the form and submit it to the Registrar's Office either in person, via e-mail or fax.

Unofficial Withdrawal

Unofficial withdrawals are determined when a student appears to no longer be active within the school but has failed to submit an Official Withdrawal Form. Unofficial withdrawals are most commonly documented shortly after the census dates.

Termination

The University reserves the right to terminate a student prior to completion of the program upon determination that a student is not complying with North American University's rules, such as the student code of conduct policy, attendance policy, satisfactory academic progress policy, or due to failure to complete Remedial classes within the prescribed timeframe or nonobservance of other student regulations.

Notifying Other Departments

When a student is withdrawn or terminated, the Business Office shall be notified by the Registrar's Office as soon as possible. Additionally, Financial Aid Office shall be notified regarding any withdrawn students who were eligible for federal student aid. Similarly, the International Student Office shall be notified when an international student has withdrawn.

Handling of Official Withdrawal Forms

All forms submitted by a student to the NAU Registrar's Office are scanned and then filed electronically and physically. Physical files are securely stored in the NAU Registrar's Office Records Room. As with all student related documents, FERPA regulations apply.

4. Who Should Read This Policy

- Students
- Department Chairs
- Advisors
- Financial Aid Office
- International Student Office
- Business Office
- Student Success Coordinator

5. Related Documents and References

- Academic Catalog
- [Official Withdrawal Form](#)

6. History

- 9/19/2017

Policy Title: Change/Declare Major, Minor, or Concentration Policy

Policy Number: REG.1300.5

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Registrar's Office

Revision Date: 10/07/2019

1. Purpose and Scope

The purpose of the Change/Declare Major, Minor, or Concentration Policy is to outline the standard procedure students must follow to change or declare major(s), minor(s), and concentrations. This procedure will allow students to understand their personal choices and their potential repercussions. The policy further clearly defines a student's degree plan; identifies a student's academic need; and ensure students graduate in a timely manner.

2. Policy

A student has the right and may decide within their academic journey to change or declare a new major, minor or concentration. Department Chairs and Academic Advisors are required to collaboratively work with students to ensure decisions are made which will positively impact the overall success of the student earning a degree.

Procedures

Declaring a Major, Minor or Concentration

Major:

All students must declare a major when they enroll at NAU unless the student is a Non-Degree Seeking (NDS) student.

Minor:

Students must fill out the Change of Major/Minor/Concentration Form located on the NAU Registrar's webpage. Students shall complete and sign the form, obtain their academic advisor's signature, and submit the form to the Registrar's Office either in person or via e-mail. Students who wish to pursue a minor must be advised at least one time by the minor program department chair or a faculty member regarding the minor requirements for that program. It is the student's responsibility to comply with those requirements.

Concentration:

Students must fill out the Declaration of Concentration Form located on the NAU Registrar's webpage. Students shall complete and sign the form, and submit it to the Registrar's Office either in person or via e-mail. For students who wish to pursue dual concentrations in their major, they must enter both concentrations into the box for new concentration. Once the form has been received, the Registrar updates the student's concentration in the system.

Changing a Major, Minor or Concentration

Major:

Students must fill out the Change of Major/Minor/Concentration Form located on the NAU Registrar's webpage. It must be completed, collectively signed by the student, student's advisor, and the new major's department chair. International students are required to meet with the International Student Office when changing majors. Students can submit the form to the Registrar's Office either in person or via e-mail. Once the form has been received, the Registrar updates the student's major in the system.

Minor:

Students must fill out the Change of Major/Minor/Concentration Form located on the NAU Registrar's webpage. Students shall complete and sign the form, obtain their academic advisor's signature, and submit the form to the Registrar's Office either in person or via e-mail. Students who wish to pursue a minor must be advised at least once by the minor program department chair or a faculty member regarding the minor requirements for that program. It is the student's responsibility to comply with those requirements.

Concentration:

Students must fill out the Change of Major/Minor/Concentration Form located on the NAU Registrar's webpage. Students shall complete and sign the form, obtain their academic advisor's signature, and submit the form to the Registrar's Office either in person or via e-mail. Students who wish to have double concentration should indicate their current concentration in the "Current Concentration" box and enter their current concentration and their new second concentration in the "New Concentration" box. Once the form has been received, the Registrar updates the student's concentration in the system.

Student Confirmation

Students may confirm that their declaration or change has been successful by checking their student portal and reviewing their degree progress audit.

Handling of Change of Major/Minor/Concentration Forms

All forms submitted to the NAU Registrar's Office are scanned and then filed electronically and physically. Physical files are securely stored in the NAU Registrar's Office Records Room. As with all student related documents, FERPA regulations apply.

4. Who Should Read This Policy

- Students
- Advisors
- Department Chairs
- International Student Office

5. Related Documents and References

- [Change of Major/Minor/Concentration Form](#)
- [Declaration of Concentration Form](#)

6. History

09/07/2017

Policy Title: Returning Student Policy

Policy Number: REG.1300.6

Policy Owner: Provost and Vice President for Academic Affairs

Responsible Office: Registrar's Office

Revision Date: 10/07/2017

1. Purpose and Scope

The purpose of the Returning Student Policy is to set guidelines for students who wish to return to North American University (NAU) withdrawal from the university for a period of time. This policy does not apply to students who were suspended or expelled due to academic or disciplinary reasons.

2. Policy

Students who have previously withdrawn or have been unofficially withdrawn and have not been enrolled at NAU for no more than two regular semesters after their withdrawal can apply for reenrollment to the university. Students not enrolled at NAU for three or more semesters must apply for re-admission through the Admissions Office. Should a student be re-enrolled or re-admitted, appropriate departments will be notified of the student's return.

3. Procedures

Re-enrollment

Students wishing to re-enroll must fill out a Re-Enrollment Form and pay the applicable fees to the Business Office. If the student has attended any college or university after his/her last enrollment at North American University, the student should submit official transcripts from each previously attended institution.

The application for re-enrollment must be approved by the Registrar and the Dean of Enrollment in order for a student to re-enroll at the University. Students will be automatically re-enrolled if they fulfill all the following requirements:

- Student has no holds on their account.
- Undergraduate students left the university with a CGPA of 2.0 or higher. Graduate students left the university with a CGPA of 3.0 or higher.
- Student was not reprimanded before the NAU Disciplinary Committee.

Students who do not fulfill those requirements must have their files examined by the Registrar and the VP for Administrative Affairs before approval. Once a student is approved for re-enrollment, the appropriate departments shall be notified of the student's status.

Re-admission

Students wishing to return to the university after the third full semester after their withdrawal must apply for re-admission to the Admissions Office.

Handling of Re-enrollment Forms

All forms submitted by a student to the Registrar's Office are kept in both an electronic file and a physical file. These files are securely stored in the Registrar's Office Records Room. As with all student documents, FERPA regulations apply.

4. Who Should Read This Policy

- Students
- Admissions Office
- Business Office
- Financial Aid Office

- International Student Office
- Department Chairs

5. Related Documents and References

- Academic Catalog
- [Re-Enrollment Form](#)

6. History

09/17/2017

Policy Title: Room Reservation Policy

Policy Number: REG.1300.7

Policy Owner: Provost & Vice President for Academic Affairs

Responsible Office: Registrar's Office

Revision Date: 10/07/2019

1. Purpose and Scope

The purpose of the Room Reservation Policy is to outline the guidelines for reserving a room for faculty and staff members, to mitigate conflict in times, to maintain a robust level of security for all rooms; and to keep all applicable parties informed of changes that may take place in relation to meetings.

2. Policy

All authorized faculty, staff, and students who wish to reserve a room for meetings, club events, or any other activities must follow the procedures outlined in this policy. If someone is interested in reserving a room, he or she must contact the appropriate Office in charge of the reserving the specific room. Only faculty and staff are permitted to reserve the 9th floor Administration room and must consult with the University Secretary for availability of times.

3. Procedures

Meeting Rooms

When a faculty or staff member needs a meeting room, he or she will log on to his or her Office 365 account and click on the 'Calendar' application. When setting up a new event, he or she should select a specific room listed under the "Add a Room" button. If a meeting room is unavailable, the application will notify the event organizer promptly. If the room is available, the event will be saved and there will be no notification indicating scheduling conflicts. The room will then appear 'unavailable' for anyone else who may wish to reserve the room at that date and time. If a faculty or staff member has difficulties in reserving a room, he or she may contact the IT department for assistance

Classrooms, Computer Labs, and the Auditorium

When a faculty or staff member is in need of one of the classrooms, computer labs, or the auditorium, he or she should contact the Registrar at registrar@na.edu and describe their needs. The Registrar's Office will respond within 3 business days to such requests. The Registrar's Office wishes to make best use of space, so unless there are mitigating circumstances, rooms that are size appropriate for the event will be provided, when available. Rooms may not always be available due to classes, special events, or other previously made reservations. If the request can be processed, the Registrar's Office will send a confirmation of the reservation. On occasion, the Registrar's Office may request that the faculty or staff member post a note on the door of the room he or she wishes to reserve to notify students that the room will temporarily be unavailable due to an event. Under no circumstances may faculty attempt to reserve a room for upcoming semesters until the schedule of the semester in question has been published.

Room Rules and Special Requests

If a faculty or staff member who reserved a room needs to use the audio and/or visual equipment in a room, he or she is ultimately responsible for the handling of the equipment as well as room's overall maintenance. If the faculty or staff member finds that such equipment are malfunctioning, he or she should notify facilities or the IT department as soon as possible. If the event or meeting requires special equipment, they should contact facilities or the IT

department as early in advance as possible. Food and drink are prohibited in all rooms without explicit permission from facilities management. Any requests for before or after the operational hours need special permission from facilities management. Faculty and staff should also be aware that maintenance and cleaning happen throughout the day but are more common after 5:00pm. If an event is going to take place and the faculty and staff need cleaning or maintenance to cease during that time in the area of their event, they may contact facilities management to see if a change of schedule may be made. However, not all requests will be accommodated.

Moving and Cancellations

If a meeting room is no longer needed, it is the responsibility of the event organizer to log in to Office 365 and enter the calendar and delete the event. If a room reserved through the Registrar's Office is no longer needed, the event organizer is responsible for contacting the Registrar's Office and canceling the reservation. If the time or venue of an event changes, the organizer should use a similar procedure to edit the specifics of the original event. In extreme cases, some room reservations may have to be moved due to unforeseen circumstances or special requests by the Provost or President of the University.

4. Who Should Read This Policy

- Faculty and Staff

5. Related Documents and References

- Office 365 Calendar

6. History

06/09/2016

Policy Title: Leave of Absence Policy
Policy Number: REG.1300.8
Policy Owner: Provost and Vice President for Academic Affairs
Responsible Office: Registrar's Office
Revision Date: 10/07/2019

1. Purpose and Scope

The Leave of Absence (LOA) policy and procedure describes the guidelines that must be adhered to for students wishing to take a temporary leave of absence from their program of study. A Leave of Absence is considered a formal process and the procedures below must be completed for the LOA to be granted. Should a student need to take an LOA, North American University is committed to ensuring all students can complete their program of study within the appropriate time allotted for completion.

2. Policy

A Leave of Absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time during a program when a student is not in attendance. An approved LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal. If the LOA does not meet the conditions outlined in this policy, the student is considered to have ceased attendance and will be withdrawn from the university.

A student must apply in advance for an LOA unless unforeseen circumstances prevent the student from doing so. The University may grant an LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances if the university documents the reason for its decision and collects the LOA Request form and supporting documentation from the student at a later date. The beginning date of the LOA would be determined by the school to be the date the student was unable to attend school because of the unforeseen circumstance.

For an LOA to be granted, there must be reasonable expectation that the student will return from the leave. For the school to make such a determination the University must know the student's reason for requesting the leave. Students may request an LOA if there are documented, legitimate extenuating circumstances that require the students to interrupt their education. Extenuating circumstances include but are not limited to: personal, medical, military obligations, religious reasons, and jury duty. The LOA, together with any additional leaves of absence, must not exceed a total of 180 days in any 12-month period. This 12-month period begins on the first day of the student's initial LOA.

Students who deem a LOA warranted are required to submit an LOA Request Form to their Department Chair. Failure to submit required documentation can result in students being withdrawn/dropped from the university. If a student is withdrawn/dropped from the university, they are required to re-submit admission paperwork for re-entry.

3. Procedures

- The student requesting an LOA must submit a completed signed and dated Leave of Absence Request Form, along with supporting documentation to the Department Chair *before* the start date of the leave.
- The student must get signatures from all required parties on the Leave of Absence Request Form before submitting it to the Department Chair.

- The Department Chair will review, approve or deny the Leave of Absence (LOA) request.
- Department Chair will notify the student regarding the approval or denial of the Leave of Absence (LOA) request.
- If the LOA is approved, the Department Chair will forward the Leave of Absence Request Form and student's supporting documentation to the Registrar's Office.
- Registrar will process the (LOA) request.
- If the LOA is approved, Registrar will inform the appropriate departments, Financial Aid, International Student Office and Bursar's Office via a contact manager activity.
- LOA documents will be kept on file in the student's academic file.
- If a student fails to return to the university at the expiration of their LOA, the student's status will be changed to drop, and the withdrawal date is the date the student began the LOA.

4. Who Should Read This Policy

- Students
- Financial Aid Office
- International Student Office
- Department Chairs

5. Related Documents and References

- [Leave of Absence Request Form](#)

6. History

08/17/18

CAREER SERVICES

Policy Title: Career Services Policy

Policy Number: CSO.1400.1

Policy Owner: Dean of Student Affairs

Responsible Office: Career Services

Revision Date: 05/11/2020

1. Purpose and Scope

This policy is in place for students and alumni to find careers following their academic journey at North American University, and the University holds itself accountable to provide the resources and services to help students be as successful as possible in the careers. Job placement is very important for students, and it is the duty of the Career Services, in collaboration with staff and faculty, to help students reach their career goals.

2. Policy

The career services policy is in place to provide career education and resources for students and alumni. The policy also applies to the Career Services, as well as department chairs and faculty that wish to help students. The career services policy is set to ensure services for professional endeavors.

3. Procedures

Career Services Coordinator is available for students wishing to receive career services. Distance education students may also email career@na.edu for online support. Students can attend appointments and discuss career-related concerns, ask questions, and receive assistance, as well as attend career-related events. Online resources are also available for students and alumni, including job search resources, resume and cover letter templates, career exploration resources, and interview tips at www.na.edu/career-center.

Procedure for students wishing to schedule appointments:

- Step 1: Students will send an email to career@na.edu
- Step 2: A reply email will be returned to confirm time.
- Step 3: Alumni and distance education learners who are unable to come to office will be offered assistance over the phone, email or Skype.
- Step 4: Student meets with Career Services Coordinator to request resources, including but not limited to: resume templates, job and internship search strategies, preparing for interviews, or career exploration.
- Step 5: Career Services Coordinator addresses students career concerns through online resources and related handouts, which may include:
 - Resume templates
 - Cover letter templates
 - Ace the Top 50 Interview Questions handout
 - Reference to career website and links (www.na.edu/career-center)

4. Who Should Read This Policy

- Students

5. Related Documents and References

- Academic Catalog
- www.na.edu/career-center

6. History

- Revision: 9/5/2017
- Revision: 08/2014
- Revision: 08/2013
- Created: 08/2012

Policy Title: Employment Classification and Verification Policy

Policy Number: CSO.1400.2

Policy Owner: Dean of Student Affairs

Responsible Office: Career Services

Revision Date: 05/11/2020

1. Purpose and Scope

This policy is in place to justify the classification of each graduate as employed in a training related field and how verifiable employment records are maintained in accordance with accreditation standards.

2. Policy

North American University maintains verifiable records of each graduate's initial employment for five years. Each graduate is classified as employed in a training related field based on the employment information obtained from graduates or their employers. The employment is expected to be a paid position that is related to the training program and must be for a reasonable time period and sustainable.

The employment classification is in place to ensure that appropriate and reasonable employment is:

- Directly related to or aligns with, the majority of the educational and training objectives of the program from which the individual graduated.
- Sustainable
- Paid position
- Verified by the school

3. Definitions

Related employment: An employment is deemed to be related to the training program if the job title is included in the Department of Labor CIP-SOC crosswalk, or the skills needed to perform the job matches the program objectives.

Sustainable employment: The employment is considered as sustainable if no future termination date provided with the employment agreement. Employment for a reasonable time period: A minimum of 30 days of employment is considered reasonable period of time.

Graduation Cohort: Students who graduated/completed on or after the 1st day of classes in a semester but before the 1st day of classes in the subsequent semester.

4. Procedures

Collecting Employment Information

- The Career Services conducts exit interviews with all graduate candidates to discuss career plans, current and future employment information. Contact information of the students are also updated.
- At the exit interview, each student will be asked to sign a written release form that gives written consent to verify their employment information with their employer.
- After the start of each semester, the Coordinator reviews the exit interviews for the graduation cohort of the previous semester.
- For the students who provided an employment information during the exit interview, the information is verified with the graduate or employer.
- All other graduates will be contacted to obtain and secure written verification from the graduate regarding their employment status. Verifying and Classifying Employment Information.

- The Coordinator will make multiple attempts (email, fax, phone calls, etc.) to obtain and secure written verification from the graduate regarding their employment status. Graduate employment is classified as follows:

Regular Employment

The Career Services will secure written documentation from the employer or graduate, verifying the employment and that the employment is related to the student's program of study at the school within three months' post-graduation. The following records will be maintained for verification:

- The graduate's name and contact information
- Date of initial employment
- Place of employment
- Employer address
- Supervisor and direct contact information (e.g., phone number, e-mail address, etc.); and
- Descriptive job title and duties

Self-Employment

The Career Services will secure written documentation from the self-employed graduate verifying that the employment is valid and will include at a minimum:

- The graduate's name and contact information
- An attestation that the self-employment is aligned with the individual's employment goals and is in line with the educational objectives
- An attestation that the graduate is receiving training-related income

Career Advancement

ACCSC Standards state, *students that are already employed at the time of graduation will be considered employed when completing the program of study as follows:*

- The Coordinator obtains written documentation from the employer or the graduate that the training allowed the graduate to maintain the employment position or to qualify for career advancement (such as salary increase or promotion) due to the training provided by North American University.

In cases where there have been diligent efforts made to secure written documentation, but without success, the Coordinator will create an employment record that includes the graduate's and employer's name and contact information, date of initial employment, descriptive job title and duties, along with a signature and date that the information was obtained verbally, and will indicate from whom the information was obtained. Once the employment information is verified, Coordinator reviews the information to ensure that employment is related to the student's field of training, sustainable and for a reasonable period of time.

5. Who Should Read This Policy

- Graduates/Alumni
- Employers

6. Related Documents and References

- [Employment Information Form](#)

7. History

- Created: 9/11/2017

STUDENT SUCCESS OFFICE

Policy Title: Student Success Office Policy

Policy Number: SUC.1500.1

Policy Owner: Dean of Student Affairs

Responsible Office: Student Success Office

Revision Date: 05/12/2020

1. Purpose and Scope

The Student Success Office (SSO) is committed to the success of the individual students at North American University. The goal is to assist, guide, advise, mentor or steer students to the right person or place on campus to find an appropriate resolution to their academic achievements.

2. Policy

The Student Success Office (SSO) is committed to offer a variety of services that enhance the students' academic success. These services are also catered to Distance Education students to better supplement their academic experience at NAU using various technological solutions. Tutoring is available to support the academic development of the student. At Risk advising is available to improve the academic standing of a student. Academic Workshops are available to supplement the students' experience at North American University. The SSO caters to Freshman students with specific services. The Freshman early registration and registration is conducive to the Freshman students to transition into North American University. The Peer Mentor Program, Freshman Seminar Class and the Timeline of the Freshman student are all aligned with the academic plan for the freshman student.

3. Procedures

NAU encourages individuals to seek out opportunities that pertain to student success.

Tutoring:

Step 1: The student will Submit the tutor request form located on the SSO Website at <https://www.na.edu/student-success/>

Step 2: Students are required to sign in to the Success Center

Step 3: Students are required to attend the tutoring sessions prepared with questions, homework assignment, exam, and/or related materials

Step 4: Students are required to complete a survey upon completion of the tutoring session
If a student is enrolled in distance education courses, they may access e-tutoring information through the Student Success website. If an online student has a specific need, he or she may contact the success office for more information pertaining to their request.

At Risk Advising:

At Risk is identified as any student likely that needs more academic support due to possible failure of a course(s). At risk notifications are sent mid semester to the student informing them of their academic standing. Details of the at-risk advising procedure is explained in At-Risk Advising Policy.

Academic Workshops:

Step 1: The SSO offers continuous academic workshops throughout the semester and notifies the students via email in advance with the name, location and time of the academic workshop

Step 2: Students must sign in when they arrive for the academic workshop

Step 3: Each student must complete the short survey at the end of the workshop

Freshman Student Success

A First Time Freshman (FTF) student who has no prior postsecondary experience attending any institution should read the Freshman Student Success Policy and procedure which includes the Peer Mentor Program, Freshman Seminar Class and the Timeline of the Freshman. Detailed information is included in Freshman Student Success Policy.

4. Who Should Read This Policy

- Students
- Faculty
- Department Chairs

5. Related Documents and References

- At-Risk Advising Policy
- Freshman Student Success Policy

6. History

- Revised: 9/8/2017
- Created: 08/2016

Policy Title: At-Risk Student Advising Policy

Policy Number: SUC.1500.2

Policy Owner: Dean of Student Affairs

Responsible Office: Student Success Office

Revision Date: 05/12/2020

1. Purpose and Scope

At-Risk Student Advising Policy explains the process of identifying at-risk students and taking action to improve their academic performance. The procedure section outlines this process so all involved parties may best understand how to take such action appropriately and positively. This policy applies to all students during the Fall and Spring semesters.

2. Policy

An ‘at-risk student’ is defined as a student who is likely to receive a "D" or "F" according to his or her professors. Student Success Office/Advisors meet with at-risk students as many times as necessary to ensure the success of these students.

3. Procedures

Identifying At-Risk Students

- In the 6th week of a semester, SSO will email faculty requesting that they fill out the “At-Risk Student Form”
- Instructors assess and identify at-risk students based on their heretofore academic performance, grades, and attendance.
- Instructors submit form to the SSO. SSO then shares the completed list with the Department Chairs and Academic Advisors.
- The Student Success Office sends a letter through regular mail and e-mail to inform the students of their at-risk status.
- During the 7th and 8th week, Student Success Office/Advisors meet with the at-risk students to discuss their academic progress.
- Students are engaged in a dialogue to discuss possible causes for poor academic performance, including but not limited to low grades, attendance concerns, interpersonal issues that are affecting one’s academic success, and are proposed alternatives to mitigate those problems.
- Students in SAP Warning or Probation status shall be informed of the consequences of poor academic performance.

4. Who Should Read This Policy

- Faculty
- Department Chairs
- Students

5. Related Documents and References

- Internal At-Risk Student List

6. History

- Created: 9/5/2017

Policy Title: Freshman Student Success Policy

Policy Number: SUC.1500.3

Policy Owner: Dean of Student Affairs

Responsible Office: Student Success Office

Revision Date: 05/12/2020

1. Purpose and Scope

The Student Success Office (SSO) is committed to the success of the Freshman students at North American University. The goal is to assist, guide, advise and mentor the Freshman students to the appropriate person or place on campus.

2. Policy

The Freshman Student Success Policy was established to provide information concerning Freshman related programs and outline the appropriate procedures for the students. The Freshman early registration helps the student take the appropriate courses according to their degree plan. The Peer Mentor Program provides Freshman student with a smooth transition into NAU. The Freshman Seminar Class and the Timeline of the Freshman student provide the students with the necessary tools to be successful.

3. Definitions

Freshman (First Time Freshman FTF): A student who has no prior postsecondary experience attending any higher education institution.

4. Procedures

Registration should be done with academic advisors.

Peer Mentor Program

Step 1: All First Time Freshman (FTF) will be assigned to a Peer Mentor preferably from their department if interested.

Step 2: Peer Mentors will attend the Freshman Seminar to introduce themselves during the first week of classes.

Step 3: Peer Mentors and Freshman students will meet weekly (or as needed) to discuss any challenges or obstacles.

Step 4: Peer Mentors will document weekly session outcomes on the internal database in confidence.

Freshman Seminar Class

Step 1: This class is required for any First Time Freshman (FTF) student

Step 2: The Student Success Coordinator will work closely with the Freshman Seminar instructor and the Freshman students throughout the semester to ensure success of the students

Step 3: The Freshman student must complete a pre and post survey for the Freshman seminar class

Timeline of a Freshman Student

Orientation Week:

Peer Mentors are assigned to all new first time Freshman students. Student Success Coordinator will introduce Student Success Office

Week 1:

Peer Mentors and Tutors will introduce themselves in the Freshman Seminar classes.
Peer Mentors will officially begin weekly meetings with Freshman students.
Departmental advisors will be assigned to all Freshman students.

Week 3 and 4:

Freshman students will be escorted to their first departmental advisor meeting by the Peer Mentors

Week 5 through 11:

Freshman students will be escorted to their departmental advisors for their advisor social activity meeting

Week 8 and 9:

Freshman students will be escorted to the Student Success Office for their At Risk Meeting.

Week 13 and 14:

Freshman students will work closely with the Student Success Office and Peer Mentors for early-Registration. All continuing freshman students must early register.

5. Who Should Read This Policy

- Freshman Students
- Faculty and Advisors
- Department Chairs

6. Related Documents and References

- [Freshman Seminar Survey](#)

7. History

- Created: 9/5/2017

SURVEY POLICIES

Policy Title: Survey Policy

Policy Number: SUR.1600.1

Policy Owner: Associate Dean, Institutional Effectiveness and Planning

Responsible Office: Office of Institutional Effectiveness and Planning

Effective Date: 06/20/2018

1. Purpose and Scope

The purpose of this policy is to ensure survey requests are timely, adequate, and serve the NAU community accurately. This Survey Policy is also an effort to provide continuous improvement to all academic and departmental units.

2. Policy

Surveys should have purpose and be conducted sparingly. Survey requests are communicated and handled by the Office of Institutional Effectiveness and Planning (OIEP) and the Distance Education Department, and a decision will be granted based on need. Offices or Departments wishing to conduct an on-campus survey must submit a Survey Request Form and submit to the Office of Institutional Effectiveness and Planning (OIEP) for appropriate approval.

3. Procedures

Conducting survey procedure is as follows:

1. Survey Request Form is filled out and submitted to the Office of Institutional Effectiveness and Planning
2. All survey content (recipient email addresses and additional notes) should be attached to the form.
3. Once the form is received, a decision is granted in five business days and the survey owner is informed. Approved surveys are created and released in five business days after the approval date.
4. Survey recipient emails should be complete and ready to upload to the system. File formats accepted are Microsoft Excel and Word.
5. The survey will be released to intended parties and results submitted to responsible office one week after the survey end date.

4. Who Should Read This Policy

- Administrators
- Department Chairs
- Faculty and Staff

5. Related Documents and References

- [Survey Request Form](#)

6. History

- 06/20/2018

Policy Title: Course Evaluation Policy

Policy Number: SUR.1600.2

Policy Owner: Associate Dean, Institutional Effectiveness and Planning

Responsible Office: Office of Institutional Effectiveness and Planning

Effective Date: 08/20/2018

1. Purpose and Scope

North American University takes pride in the opinion of its students. Course evaluations are a vital way to gauge student opinions of class performance, faculty instruction, and provide diagnostic feedback on progress. The purpose of the Course Evaluation Policy is to outline how the IDEA Student Ratings of Instruction (a nationally ranked standardized tool) is administered for all courses.

2. Policy

All courses offered at North American University whether online or ground are evaluated through use of IDEA Student Ratings of Instruction. Ground courses will utilize a student proctor and online courses are assessed through the Distance Education Department. Faculty members are highly encouraged to promote the course evaluation tool throughout the course to ensure students understand its importance.

3. Procedures for Chairs

1. Be sure to review the new IDEA course evaluation method with all respective faculty members and its importance.
2. Every faculty member assigned a course must have his/her course formally evaluated.
3. Urge faculty members to fill out the green Faculty Information Form (FIF) before giving the packet to the student proctor.
4. Training sheets will be placed in course evaluation packets for faculty and students.

Procedures for Faculty

1. Pick up the course evaluation packets from the University secretary.
2. Review the Faculty Information Form (FIF) Instructions and be sure to completely fill out and place the (FIF) back into the course packet before giving it to a student proctor.
3. Have student proctor return the course packets to the University secretary.

4. Who Should Read This Policy

- Faculty
- Students
- Student Proctors
- Distance Education Department

5. Related Documents and References

- Faculty Information Form (FIF)

6. History

- Effective Date: 08/20/2019

RESIDENTIAL OPERATIONS AND FACILITY MANAGEMENT (ROFM)

Policy Title: Campus Security Policy

Policy Number: ROFM.1700.1

Policy Owner: Vice President for Administrative Affairs

Responsible Office: Residential Operations and Facilities Management

Revision Date: 01/20/2019

1. Purpose and Scope

North American University goes to great lengths to ensure students, faculty, staff, and visitors are safe while on campus. The Campus Security Policy is meant to outline the methods in conjunction with the Emergency Response Guidebook the University takes to keep and maintain a safe environment.

2. Policy

The Residential Operations and Facilities Management (ROFM) Department under direct supervision of the Vice President for Administrative Affairs is responsible for promoting a positive learning environment and maintaining safety on campus. Campus security personnel is made up of experienced security professionals who make campus security and safety their number one priority. To promote safety on campus, North American University encourages individuals who see any suspicious activity on campus to immediately notify **Campus Security at 832-230-5550** security@na.edu or contact through email (security@na.edu). **Visitors must check-in at the front desk and go through the check-in process.**

NAU Campus Security actively endorses the following goals:

- Protecting students, faculty, staff, and visitors from harm and reasonable fear of harm.
- Maintain an equitable level of order, control and safety in campus buildings and on University grounds.
- Protecting personal and university property from theft, misuse and vandalism.
- Conveying an image of professionalism and behaving in a favorable manner for University and community relations.
- Enforcing applicable University rules and regulations.
- Enforcing fire drills, emergency preparedness events, and mitigating risks of harmful events on campus.
- Ensure all security personnel are trained through their attendance at ongoing security training.
- Disseminate the Emergency Response Guide to students, faculty, staff,

Under the Student Right-to-Know and Campus Security Act (Public Law 102-26) Higher Education Technical Amendment of 1991 and the Higher Education Amendment of 1992 (Public Law 102-325), and the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 U.S.C. Section 1092 (f)), North American university adheres to publish the Campus Crime Statistics Report annually, the report is distributed by the Registrar and Student Service Office and same will be published on NAU website as Campus Crime Report under Campus Security section.

3. Who Should Read This Policy

- Faculty and Staff
- Students
- Visitors

4. Related Documents and References

- Student Handbook
- Residence Handbook
- Emergency Response Guidebook

5. History

- Revision Date: 01/20/2019

Policy Title: Key Request Policy

Policy Number: ROFM.1700.2

Policy Owner: Vice President for Administrative Affairs

Responsible Office: Residential Operations and Facilities Management

Revision Date: 01/20/2019

1. Purpose and Scope

The purpose of the Key Request Policy is to outline guidelines and procedures for administration of keys and to provide security and control for appropriate key requests. North American University utilizes a unique KABA SAFLOCK key system and each key has a unique communication credential with a high level of security of encrypted codes programmed.

2. Policy

The Residential Operations and Facilities Management (ROFM) Department at North American University is the designated point of contact for key requests and issues building master keys to each department and sub-master keys to accommodate faculty, staff, and student employees. Any exemptions or special provisions will be made only with the approval of the Vice President for Administrative Affairs. Keys issued by the (ROFM) Department are always to remain the property of the University and an individual will only be issued one key per door. If a person loses their assigned key the University reserves the right to assess a \$50.00 fine.

3. Procedure

Key Request Procedure:

When requesting new keys faculty, staff, and student employees will be required to fill out a work order request form through the ROFM Department. The work order request must include the appropriate supervisor's name and signature for approval. The requests are processed upon approval and the ROFM Department will send a notification the key is ready for pick-up. The individual requesting the key must bring their ID to the ROFM department to collect the key(s).

Lost or Stolen Keys:

Lost or stolen keys must be reported immediately to the appropriate supervisor, security personnel, and the ROFM Department. The Department will use its best judgment in evaluating the request of replacing a key.

It is the individual's responsibility to secure their keys as the University does not encourage transfer of keys between departments or employees. Keys are University property and must be used only for the purpose of conducting University business. Keys should not be loaned to anyone for any reason at any time. If a person loses their assigned key the University reserves the right to assess a \$50.00 fine.

Return of Keys:

It is the key holder's responsibility along with the respective Supervisor/Manager to return all the keys that he/she accounted for at the time of

- i. Transfer to another department
- ii. Resignation of employment
- iii. Termination of employment
- iv. Change of assignments

4. Who Should Read This Policy

- Faculty and Staff
- Student Employees

5. Related Documents and References

- Faculty Handbook
- Employee Handbook
- Student Handbook

6. History

- Revision Date: 01/20/2019

Policy Title: Work Order Request Policy

Policy Number: ROFM.1700.3

Policy Owner: Vice President for Administrative Affairs

Responsible Office: Residential Operations and Facilities Management

Revision Date: 01/20/2019

1. Purpose and Scope

The property and care of North American University is handled through the Residential Operations and Facilities Management Department under the supervision of the Vice President for Administrative Affairs. The purpose of the Work Order Request Policy is to outline how work orders are processed for the maintenance and care of the University.

2. Policy

All maintenance requests, building improvement projects, maintenance of facilities, or on-campus resident/dorm student issues are handled through the Resident Operations and Management Facilities (ROFM) Department for proper tracking purposes. For prompt service a work order request must be submitted through facilitysupport@na.edu. Only work order requests submitted through this channel will be handled. Below find the procedures for all work order requests.

3. Procedures and Guidelines

1. Submit a work order request through the work order request system at facilitysupport@na.edu.
2. The work order request system will generate an automatic email indicating your work order request was submitted.
3. The ROFM Department will process all work order requests in the order they are received.
4. Facilities will contact you regarding the work order request and schedule a time to meet with you regarding your request.
5. An email will be generated based on the work completed.

Work order requests dealing with work performed to maintain utility services like electric, water, air conditioning, lighting, gas, and parking/security etc. are supported by ROFM Department and will be completed as a non-chargeable expense. Depending on the type of on-campus resident/dorm student request fees are assessed. For more information on fee schedules please refer to the <https://pay.na.edu/fees/>.

4. Who Should Read This Policy

- Faculty and Staff
- Students
- On-campus resident/dorm Students

5. Related Documents and References

- Faculty Handbook
- Student Handbook
- Residents Handbook

6. History

- Revision Date: 01/20/2019

Policy Title: Faculty and Staff Parking Permit Policy

Policy Number: ROFM.1700.4

Policy Owner: Vice President for Administrative Affairs

Responsible Office: Residential Operations and Facilities Management

Revision Date: 01/20/2019

1. Purpose and Scope

The Parking Permit Policy at North American University establishes on-campus regulations for all vehicles. The policy is applicable to all faculty and staff and each vehicle driven on campus. The University has designated parking for visitors and visitors are required to use the designated assigned parking for scheduled visits.

2. Policy

University approved parking on campus is mandatory. Student and faculty/staff parking permits may be purchased per semester. All parking permits must be purchased at the Bursar's Office or online for the corresponding semester. A visible parking permit is required for all vehicles and must be properly displayed. Vehicles are subject to parking and traffic regulations while on University property and will be towed at the owner's expense for serious or cumulative violations.

3. Procedure

Below are the online links to purchase parking permits:

Students: <https://pay.na.edu/product/16>

Faculty/Staff: <https://pay.na.edu/product/41>

4. Who Should Read This Policy

- Faculty and Staff

5. Related Documents and References

- Faculty Handbook
- Student Handbook
- Residents Handbook

6. History

- Revision Date: 01/20/2019

Policy Title: Visitor Check-in Policy

Policy Number: ROFM.1700.5

Policy Owner: Vice President for Administrative Affairs

Responsible Office: Residential Operations and Facilities Management

Revision Date: 01/20/2019

1. Purpose and Scope

North American University welcomes the external community to visit the campus and in keeping with its mission of “providing a nurturing environment” would like to ensure all visitors are safe. The purpose of the Visitor Check-In Policy is to outline the process for the external community visiting North American University.

2. Policy

All visitors are required to check-in with security personnel on the first floor and must identify themselves with their photo ID. North American University reserves the right to deny visitors entry onto campus should a visitor not be willing to go through the security checkpoint process.

3. Procedures for Security Check-In

Visitor Check-In

1. Before proceeding to a designated floor or walking around on campus visitors are required to sign the visitor log sign-in sheet on the first floor, show a Photo ID, and wait to gain clearance from the campus security officer.
2. Upon check-in a campus security officer will provide the visitor with a visitor’s badge if the visit is scheduled or deemed appropriate. Visitor badges must be worn the entire time the visitor is on campus.
3. The campus security officer will call the appropriate office or department to come down to the 1st floor to escort the visitor to the appropriate floor. The visitor must wait on the first floor until the appropriate person comes to the first floor to escort the visitor to the designated floor.

4. Who Should Read This Policy

- Visitors
- Campus Security

5. Related Documents and References

- N/A

6. History

- Revision Date: 01/20/2019

UNIVERSITY MARKETING & COMMUNICATION RELATIONS (UMCR)

Policy Title: Advertising Materials Policy

Policy Number: UMCR1800.1

Policy Owner: Vice President for Administrative Affairs

Responsible Office: University Marketing and Communication Relations

Effective Date: 01/20/2019

1. Purpose and Scope

The University Marketing and Communication Relations (UMCR) department at North American University is committed to branding the University in a positive light to the local community. The purpose of the Advertising Materials Policy is to ensure marketing materials and university collateral accurately and factually represent North American University and branding efforts.

2. Policy

The University shall maintain consistency when representing itself to prospective students, faculty, staff, and external stakeholders. All brochures, pamphlets, and university collateral must accurately display the appropriate university logo, colors, font style and type before being distributed to students, faculty, staff, and external stakeholders. Marketing materials and collateral are not deemed official until they are verified through the UMCR department under the supervision of the Vice President of Administrative Affairs to maintain brand consistency and awareness.

3. Who Should Read This Policy

- Faculty
- Staff
- Students

4. Related Documents and References

- University Marketing and Communications Relations Request Form

5. History

- Effective Date 01/20/2019

Policy Title: University Marketing and Communication Relations Request Policy

Policy Number: UMCR.1800.2

Policy Owner: Vice President for Administrative Affairs

Responsible Office: University Marketing and Communication Relations

Effective Date: 04/04/2019

1. Purpose and Scope

The purpose of this policy is to develop a streamlined approach for requests for collateral, marketing materials, and event set-up preparation and to ensure all marketing requests are performed at an optimum level. The University Marketing and Communication Relations (UMCR) department understands the unique needs of faculty, staff, and students who have marketing requests.

2. Policy

All requests which come to the University Marketing and Communication Relations (UMCR) department must utilize a UMCR Request Form as seen below. A UMCR Request Form is required 10 days before the event or activity date. The form must include all appropriate signatures and will need to have all details filled out to process the request.

3. Procedures

- Obtain a UMCR Request Form from the UMCR Department and the form is required 10 days before the event or date needed.
- The UMCR Request form must include all appropriate signatures and will must be completed in an appropriate time frame.
- Once request is submitted UMCR will contact designated office or department to finalize arrangements.

4. Who Should Read This Policy

- NAU Community
- Staff
- Students

5. Related Documents and References

6. History

- **Effective Date:** 04/04/2019

NAU LIBRARY SERVICES

Policy Title: Archives Usage Policy

Policy Number: LIB. 2600.1

Policy Owner: Librarian

Responsible Office: NAU Library Services

Revision Date: 12/20/2019

1. Purpose and Scope

Library resources are a vital component to student learning and academic success. The North American University Library (NAUL) goes to great lengths to secure documents and make documents accessible to students and faculty.

2. Policy

North American University welcomes interested parties to review archives of well-known journals, newspapers, magazine publications. Inquiries on donations to the archives are welcome and encouraged. Please contact the Librarian for details.

3. Procedures

Faculty, staff, or students who wish to see archives must submit a request ahead of time by filling out an Archives Request Form (also online) so that library staff can accommodate individual requests.

4. Who Should Read This Policy

- Students

5. Related Documents and References

- Archive Request Form
 - <http://www.na.edu/library-archives/>

6. History

- Updated: 12/20/2019
- Updated : 05/01/2019
- Created: 07/15/2017

Policy Title: Circulation Policy
Policy Number: LIB. 2600.2
Policy Owner: Librarian
Responsible Office: NAU Library Services (NAUL)
Revision Date: 12/20/2019

1. Purpose and Scope

North American University welcomes faculty, staff, and students to check out books and use resources made available through the NAUL system. The Library staff and volunteers are responsible for operating within the policies and procedures established by the University. The purpose of the Circulation Policy is to ensure that the NAUL circulation is applied consistently, fairly and accurately. The policy provides guidelines to all library staff members, volunteers, and faculty members in implementing the circulation of the library materials.

2. Policy

Students/Employees of North American University must present a valid NAU identification card or a photo ID and must have a valid library account in order to check out library materials. A valid library account is one that belongs to an active NAU student or employee, has no more than the maximum allowed in accrued fines or fees or has no holds for any other reason.

All library materials, except Reference Material and items in Reserves, may be checked out for two weeks (14 days) and may be renewed up to three times for another two weeks, if the item is not requested by another patron. Each patron can check out no more than ten items from the library at a time.

The NAU Library maintains a Reference Section in its open stacks at the end of the circulating collection. These print materials include dictionaries, encyclopedias, atlases, etc., and are intended for in-library use only, and therefore, do not circulate. Library staff can direct patrons to online resources if they need reference materials for use outside the library.

Items in Reserves can be borrowed, one at a time, to use in the Library on first come first serve basis. Patrons requesting use of reserved materials must present their NAU student/employee ID. The library staff will hold the ID while the patron uses the book/material within the library. The ID will be returned when the patron returns the item to the Reference Desk. The loan period for items in Reserves is 2 (two) hours per item, per patron. The loan period can be extended for an additional 2 (two) hours unless others have requested for the same item.

It is the responsibility of the borrower of the library material for the use and return of all library materials borrowed under the account.

North American University Library reserves the right to limit borrowing privileges or deny to anyone who repeatedly infringes the library's Circulation Policy and procedures and fails to take appropriate measures for damaged or lost library materials.

3. Procedures

Faculty, staff, or students who wish to check-out, check-in and/or renew the library material must contact the Library Reference Desk. All library materials can only be checked out during school fall and spring semesters, and summer sessions.

4. **Who Should Read This Policy**

- Students
- Faculty
- Staff

5. **History**

- Updated: 12/20/2019

Policy Title: Late Return Policy
Policy Number: LIB. 2600.3
Policy Owner: Librarian
Responsible Office: NAU Library Services (NAUL)
Revision Date: 12/20/2019

1. Purpose and Scope

The North American University Library (NAUL) system has numerous resources that include catalogued books, journals, newspapers, magazines, and electronically accessible books and periodicals. To ensure effective and efficient circulation of these resources by all potential users, it is crucial that the borrower returns/renews the materials on time in accordance with the Circulation Policy.

2. Policy

Late fees and damaged or lost library materials are the responsibility of the borrower. Library staff informs patrons about the material due date at the time of check-out/renewal. However, it is the patrons' responsibility to check their library account status by contacting the library either by email, phone call or in person. If item(s) are not returned within the designated borrowing period, applicable fees will be assessed to the cardholder's account and the patron's borrowing privileges are suspended.

NAU Library does not accept replacement items in exchange of payment for lost items. Unless damaged or lost materials are accounted for and the library record is clear, the patron's borrowing privileges are suspended. Further, the Bursar's office will be contacted, and a hold may be placed on the borrower's account, which can affect the ability to register for classes and/or get transcripts. Patrons do not pay overdue fees if they are charged for paying a lost item; however, library fees can be charged if the lost item is found or returned by the patron before the lost fee is paid. The maximum overdue fine is listed below in the fee schedule.

At the end of each semester and summer session, all those account with outstanding library material or late fees will be held. If the patron does not return the item within the school semester/session, item will be counted as lost unless returned; the lost penalty fee will be dropped upon returning the material, but not late fees.

FEE SCHEDULE

Overdue fee	\$0.10 per day per item
Accrued fee checkout limit	\$5.00
Maximum overdue fee per item	\$30.00
Material from Reference and Reserves (e.g. textbook)	\$5 per item for the first day and then an additional \$5 per item each day for a maximum of 3 days. After the third day, the replacement cost of the material, a hold on the patron's account, and immediate suspension from borrowing items from Reserves for 6 weeks.
Damaged or Lost item	Cost of item & processing fee (cost of item + \$5.00)
Insufficient funds/return check fee	\$30.00
Talking books replacement disc	\$7.00 per disc
Damaged/lost item barcode	\$1.00
Case for video, DVD, CD or CD-ROM	\$2.00
Case for a Talking Book	\$5.00
Jacket cover (video, DVD, Talking books)	\$3.00 (includes barcode)
Back jacket cover from CD or CD-ROM	\$1.00 (includes barcode)

3. Procedures

After getting information from the library on late fees and/or lost penalty fee, fees are paid through the Bursar's office. The Bursar's office will generate a receipt which the patron must bring to the library staff. A copy of the receipt is kept on file at the library to ensure that payment was made in case of future inquiries. It is recommended that patrons paying fines to the library bring a valid Student/employee ID card or a photo ID with their receipt to ensure the correct account is credited. The NAU Library does not keep cash on the premises, nor it is able to make change for the patrons.

4. Who Should Read This Policy

- Students
- Faculty
- Staff

5. History

- Updated: 12/20/2019

Policy Title: Holds for Library Material Policy
Policy Number: LIB. 2600.4
Policy Owner: Librarian
Responsible Office: NAU Library Services (NAUL)
Revision Date: 12/20/2019

1. Purpose and Scope

In order to provide user-centric services, NAU Library provides a facility to put library items on hold. Patrons may request items that are currently checked out from the library and such items will be held for them after they get checked-in by the borrower.

2. Policy

Patrons may request a specific item(s) to be placed on hold to be picked-up at the library. A person must use his/her student/employee ID card or a photo ID to place holds and retrieve held items.

Library materials that are on hold may be retrieved and checked out only by the patron who placed the hold or a person with written approval (electronic formats not accepted, i.e., cell phone images) from the patron with the holds.

Patrons can place hold on maximum five (5) items from the Library collection at a time. Items can be on hold for one week (7 days, not including weekends and holidays). If the patron does not retrieve the holds by them, the items will be placed back on the library shelf for circulation.

3. Procedures

To place an item on hold, patrons can email the Librarian, call the Library, or visit the Library during library hours and provide details about the item to be held (title, author/s, year of publication, ISBN etc.) and also about themselves (like first name, last name, student/employee ID#). Library staff will place a Hold on the items requested by patrons. Such items will not be renewed and when they get checked-in, they will be placed behind the counter and labeled clearly with the retriever's name. Library staff will inform the patrons through email when the item is ready for pick-up. Patrons can claim the item they have on hold and check them out using their student/employee ID card or a photo ID.

4. Who Should Read This Policy

- Students
- Faculty
- Staff

5. History

- Updated: 12/20/2019

Policy Title: Lost and Found Policy
Policy Number: LIB. 2600.5
Policy Owner: Librarian
Responsible Office: NAU Library Services (NAUL)
Revision Date: 12/20/2019

1. Purpose and Scope

Patrons sometimes forget their personal belongings in the library. In order to provide excellent, user-centric services, North American University Library System will put in efforts to keep such items in the library for some days, in case the owner claims them. The purpose of this policy is to provide procedures for handling lost and found articles by the library staff.

2. Policy

Library patrons are responsible for their own property and are expected to properly monitor their belongings. The Library is not responsible for any personal items or belongings that Library patrons lose or leave behind. However, if such items are found in the library, they will be held at the Library for 4 (four) weeks and then will be disposed of. The exceptions are food and drink items and any other unsanitary items, which will be disposed of shortly before closing.

3. Procedures

Items that are turned in to the Service Desk, or items that are left in the library and found at the time of closing (e.g., in study rooms, on table surfaces, etc.) will be held behind the counter at the Reference Desk in a special drawer. Items will be tagged with the date, time and location found with a note. If the patron's name is clearly marked, every attempt will be made to contact owners via NAU email.

For certain items of value, such as wallets/purses, electronics (including cellphones, laptops, and tablets), jewelry, etc., the library staff reserves the right to ask persons claiming such items for a photo ID to verify identify.

4. Who Should Read This Policy

- Students
- Faculty
- Staff

6. History

- Updated: 12/20/2019

Policy Title: Computer and Internet Use Policy
Policy Number: LIB. 2600.6
Policy Owner: Librarian
Responsible Office: NAU Library Services (NAUL)
Revision Date: 12/20/2019

1. Purpose and Scope

The mission of North American University Library is to assist students in their search for attaining knowledge by providing information resources and services that encourage learning, support education, and promote intellectual growth. The Library aims to achieve these goals through instruction, scholarly inquiry, the free discussion and dissemination of ideas, and creativity. To ensure this mission, NAU Library offers access to the Internet for educational and personal benefit. Use of the Internet in the library provides both expanded access to global resources and an opportunity to become familiar with state-of-the-art information technology. Though the Internet offers a wealth of information that is educational and inspirational to individuals of all ages, it is an unregulated medium that changes rapidly and unpredictably. Information from the Internet may not always be accurate, complete, or current. The purpose of this policy is to make the Library's responsibility clear to the patrons regarding the use of computers and the internet in the Library.

2. Policy

Students and other library users must accept responsibility for determining the validity and suitability of content using the computers and the internet in the Library. The library staff is prepared to offer assistance in locating resources on and/or about the Internet, and training will be provided on request. However, websites that present material of a questionable or unethical nature exist and the Library and Library staff are not responsible for material displayed on the Web. Illegal use of the Internet, including—but not limited to—viewing child pornography or obscenity and infringement of copyright laws, is prohibited and can be grounds for loss of student and library privileges and/or criminal prosecution.

In accordance with the Library Code of Conduct, computer users are expected to use library workstations responsibly and respectfully as not to disturb other patrons. The Library staff reserves the right to ask patrons engaging in nonacademic/recreational activities requiring a computer such as gaming, watching movies, and sporting events that encourage congregation of groups and elevated noise levels to move to a campus computer lab where those activities are more readily accommodated.

Please see the NAU Appropriate Use of Information Technology Resources Policy for more details:<https://www.na.edu/wp-content/uploads/2019/11/ITO.101-Appropriate-Use-of-Information-Technology-ResourcesPolicy.pdf>

3.Procedures

Library staff will offer and provide assistance to patrons in locating information resources using computer and the internet in the Library. Library staff will make sure that the Library Code of Conduct is followed at all times and be vigilant about any illegal use of the internet by any patron. Patrons who violate this Computer and Internet Use Policy will be asked to exit the Library immediately.

4. Who Should Read This Policy

- Students
- Faculty
- Staff

5. History

- Updated: 12/20/2019

Policy Title: Collection Development Policy
Policy Number: LIB. 2600.7
Policy Owner: Librarian
Responsible Office: NAU Library Services (NAUL)
Revision Date: 01/3/2020

1. Purpose and Scope

Collection development is an essential function of any library. It encompasses many activities like, identifying information needs of library patrons, selecting and acquiring appropriate information sources, making them available to patrons, evaluating and maintaining resources, weeding them out in a timely manner, resource sharing with other libraries, etc. This policy is designed to guide the overall development of the North American University Library collections of print, audiovisual, and electronic materials in accordance with the mission of the Library and the University. This policy considers collection development and management issues within the continuously changing framework of global access to information resources, and as such will require regular assessment and adjustment. NAU library collection depends on support and recommendations by faculty, students and staff, the financial support of the institution and the expertise of library staff.

2. Policy

The Librarian, in consultation with departmental Chairs and Coordinators, has the primary responsibility of developing the library collection. The Library welcomes and will consider those requests for purchase of library materials from students, faculty, staff and administrators that fall into the scope of the selection criteria and other necessary factors. If requested materials meet the criteria established in this collection development policy and funds are available, the materials will be procured. The Librarian and the Provost of NAU have the final decision over purchases.

General Criteria for Selection of Materials

In selecting materials for the collection, the Librarian takes following criteria into consideration:

- Relevance to the curriculum in at least one but preferably several courses
- Timeliness
- Value
- Indicators of quality content, including positive reviews, authority of the author or creator, accuracy, etc.
- Reading level appropriate for university students and faculty
- Appropriate size, physical format and durability for library use
- Ease of access or user-friendliness
- Depth of current holdings in the same or similar subject
- Demand and frequency of purchase requests
- Cost of material relative to the budget and other available material
- Availability in different formats (physical or online)

The library is not responsible for purchasing materials such as textbooks, software and other supplemental items that are required for individual coursework as these are considered the responsibility of the individual student. Items that support specific classes may be purchased if the materials will benefit the greater portion of the student population, but the items must still conform to the selection criteria listed above. Materials purchased by the library will be housed in the library.

As funds allow, the Librarian may select outstanding, classic or those considered “professional standards” in fields of knowledge outside the curriculum, if the materials contribute to the overall effectiveness of the library collection. Materials for individual research (i.e., advanced students, faculty or staff members) will usually not be purchased.

Formats of materials collected

Print and electronic formats will both be considered in the library’s purchase and/or access decisions. The microform format is not considered for purchase due to its impending obsolescence, a lack of viewing equipment and storage space. Electronic access to periodicals provides access to materials during the library’s closed hours and to all distance education students who are served by the university, as well as offering a greater scope of topic coverage. Preference will be given to electronic access for serial titles as it is believed to be more economical and provides wider access for students. Cooperative sharing of electronic serials databases may be considered if such an option is available with other library systems as funds allow and/or such cooperative sharing partnerships are developed.

All library materials will be collected primarily in the English language, with the exceptions of a) foreign language materials supporting introductory language courses and b) donated materials and gifts in non-English languages, provided that the subject matter still falls into one of our core disciplines.

Duplicates will be purchased only when high demand is anticipated.

Out-of-Print materials are rarely purchased. Most selections are current publications. The library recognizes the need for some out-of-print purchases, primarily for replacement of heavily used items which are lost or withdrawn due to poor physical condition. However, in view of the difficulty and expense in obtaining rare, out-of-print, and reprinted material, it is most important to spend funds for current publications of long-term worth.

Reserve Collection supports the instructional program by providing library resources, which are directly related to course offerings. Reserve materials are provided by the individual instructor to support classroom instruction for a particular class. It is the responsibility of the faculty to obtain any necessary copyright clearance before placing materials on Reserve. The library does not select nor purchase materials for this collection.

All faculty members and instructors are invited to place items on course reserve. Materials can be books (personal copies or titles the library already owns), handouts, articles, audiovisual materials, etc. Faculty should contact the Librarian directly to make arrangements regarding the following:

- What materials will be placed on reserve
- How long materials should be held
- Any special instructions
- Materials should be clearly marked with the instructor’s name

Most reserve items are expected to stay in the library under the usage and circulation guidelines (Circulation Policy, LIB. 2600.2). However, exceptions can be made for certain types of material (for example, a DVD that may need to be checked out overnight).

The library does not provide audiovisual equipment to play DVD/CDs and/or computer programs. The library has multiple workstations that can be used by patrons during normal operating hours.

Types of Materials Collected

• Books

Books are collected in hardback editions unless cost is significantly higher than a paperback edition or if the book is available only in the paperback format. A single copy of a title will be purchased unless the title has been identified by the selector as a high use item.

Electronic books (eBooks) are selected for their relevance to the university curriculum and student needs, appropriate style and reading level, reviews, and cost. EBooks may duplicate print resources in some circumstances. If a book is available in an electronic format that format will be chosen unless there is a demonstrable high demand for a print copy.

• Fiction

Established literary works, literary prizewinners, and new works receiving critical acclaim in the literary field, are considered for purchase, particularly works that support literature curriculum. Popular fiction having short-term interest among readers will be purchased if funds are available; donated copies in good condition will also be considered for addition to the collection.

• Graded Readers

Graded readers, sometimes called “easy readers”, are also considered for purchase, particularly those that are published by established houses or authors. These special materials support the Gulf Language School activities by supporting English reading skills as well as providing recreational reading.

• Reference materials

Reference materials support the research needs of NAU students, faculty, and staff. The reference collection contains, but is not limited to, encyclopedias, dictionaries, atlases, directories, indexes, bibliographies, statistical compilations, handbooks and Internet resources. Items in this collection tend to be general in nature though there may be select titles that pertain to NAU’s core disciplines. Items in the reference collection do not circulate. The reference collection is reviewed by the Librarian periodically to ensure currency and accuracy. Reference materials are collected mainly print formats, but other formats may be considered due to demand, cost, and/or accessibility.

Reference material is chosen because of its authority, scope, treatment, arrangement, cost and need. It must be as current as possible for the provision of reliable information. Superseded editions that are removed from the reference collection may be added to the circulating collection, if the information in them is not obsolete or likely to be misleading to users.

• Textbooks

Textbooks are not selected unless recommended by faculty as exceptional resources. Faculty members and department heads are welcome to purchase or provide textbooks for the library’s course reserves, but these items are not part of the library’s permanent collection.

- **Periodicals (magazines, journals, newspapers)**

NAU subscribes to some periodicals that are acquired via subscription. Currently titles are purchased to fulfil minimum accreditation requirements due to budgetary constraints. Evaluation of current subscriptions is conducted annually, and two years of back issues are kept in the archives. Factors to be considered in the acquisition of periodicals are:

- o Support of academic programs
- o Subject coverage for the college library
- o Cost (short- and long-term)
- o Professional reputation o Usage
- o Full-text availability via electronic databases

- **Serially published monographs**

Serial monographs are not generally purchased.

- **Audiovisual resources**

Audiovisual resources are purchased to support the curriculum in standard formats for which the library has equipment or facilities, such as compact disks and DVDs. Audiovisual formats may change or expand as technology changes. Some materials may circulate, with certain limitations, to faculty, staff and students. The library normally acquires audiovisual materials at the request of faculty members. Similar selection criteria as those outlined in the collection policy for print materials will be employed for audiovisual resources.

- **Electronic materials**

Electronic materials will be collected when that format is most effective in support of teaching and research, and when cost effective. Similar selection criteria as those outlined in the collection policy for print materials will be employed for electronic resources.

- **Government publications**

The library is not a federal or state depository and does not maintain a separate collection of government publications.

- **Online Resources/Internet-based materials**

Online Resources/Internet-based materials will be considered when they provide the most current and/or cost-effective resources. The following online resources will be selected: Licensed commercial, fee-based resources and databases will be selected when they provide cost-effective means of providing resources for the library. These resources may include electronic books; citation, abstracting and full-text databases covering journals, magazines, newspapers or reference materials; and databases providing information portals for specific subject areas.

In addition to general selection criteria of selection of materials, the following criteria will be used:

- o The resource supports the curriculum, faculty research interests, or the reference collection

- o The resource enhances the library's collections
- o Broad appeal to a large number of library users
- o Serves the special needs of an identified user group
- o Comparable to similar products in quality and scope
- o Multiple user access if possible
- o User-friendly interface
- o Online help and technical support available

Access to usage statistics if possible

- o Vendor trials available
 - o The library is not required to subscribe to both print and electronic versions of the product
 - o The license agreement, under copyright law supports standard library rights and privileges
- Access and design considerations include:
- o Is the purpose of the site clearly stated?
 - o Are author and title information clearly identified?
 - o Is the page stable, or do features frequently disappear or move between visits?
 - o Is it usually possible to reach the site or is the server often down or overloaded?
 - o How large are the files; how long do the pages take to load?
 - o Is the site open to everyone or does access to most of the site require membership and/or fees?
 - o Must you have or must you download software to use the site?
 - o Are there clear instructions for use?
 - o Do all parts of the site work?
 - o Does the site employ navigation buttons or links, enabling the user to return to an index page or easily locate a particular page?

Archives

The library maintains materials selected to document the history of North American University as well as back issues of print subscription periodicals. Please refer *Archives Usage Policy (LIB. 2600.1)* for more information.

Donations

The library does accept gifts directly. All gifts are accepted by the Librarian. Guidelines on what books the Library will or will not accept:

Acceptable:

- o Books in good, working condition
- o Books without loose or missing pages and writing or highlighting in them

NOT Acceptable:

- o Publication date older than past 10 years or with obsolete information
- o Instructor's editions and manuals
- o Student solution manuals
- o Test item files, Study guides
- o Textbooks that are more than 5 years and/or more than 2 editions behind
- o Books with yellowed, brittle or damaged pages/bindings
- o Books that are dirty, dusty, or stained

The Library may dispose of the material as it sees fit and is not obliged to add material to the Library's collection.

Deselection (Weeding)

Deselection of library materials (the process of removing items from the collection) is essential for the maintenance of a current, academically useful library collection. De-selection provides quality control for the collection by elimination of outdated, inaccurate, and worn-out materials. The Librarian is responsible for conducting an ongoing de-selection effort.

• Print and Audio-Visual Resources Deselection

- o Superseded editions are regularly deselected from the collection.
- o Materials that cannot be repaired containing information that is readily available elsewhere are deselected.
- o Older materials will be regularly deselected, so that outdated or inaccurate information is eliminated.
- o Materials that do not support the current course offerings may be deselected.
- o Material that has not been used based on circulation and browsing statistics may be deselected after five years of inactivity. Classic works in their fields, however, have long-term value and should be kept in the collection.

• Disposal of Deselected items

Deselected items may be disposed of according to the following guidelines:

- o An item will be immediately withdrawn and discarded if it is severely damaged or contains material so outdated as to be grossly inaccurate or dangerous.
- o An item that is deselected according to the criteria set in this policy may be offered at no cost to library patrons or to other non-profit entities.

• Serials Deselection

- o Incomplete and short runs of a title may be withdrawn, particularly when the title is not currently received.
- o Titles that do not contain substantial amounts of information supporting the current curriculum. o Items where information currency is of the essence
- o Annuals, biennials, and regularly updated editions of guidebooks, handbooks, almanacs, and directories have a deselection schedule established depending on the value of the information contained in earlier editions.
- o Deselected serials may be disposed of according to the guidelines listed under print and audiovisual materials.

• Online Resources/Internet-based materials Deselection

Online de-selection of Internet resources is a necessity because of the dynamic nature of such resources. The following guidelines are used:

- o An Internet resource is no longer available or maintained
- o The resource is no longer sufficiently current or reliable

- o Another Internet site or resource offers more, and or better, coverage of the same topic

Replacement of Materials

Decisions are made regarding the replacement of lost, damaged, missing, or worn-out items, based on the following criteria:

- Does the item being considered meet the general library collection policy?
- Does the frequency of use justify replacement?
- Is the item heavily used or is it on a faculty recommended reading list?
- Is the same item available in another format that would better meet the needs of users?
- Is the content better covered by another title?
- Is an electronic version available that would provide remote access for users?

Preservation of Materials

Library materials are expensive to purchase, process, and house. The North American University Library acknowledges the necessity of preserving all holdings.

- Library employees and library users will be informed of the proper care and handling of library materials.
- Temperature and humidity controls are essential for maintenance of library materials.
- Book repair is provided for damaged materials.
- Newly acquired paperbound books are not rebound. Exceptions may be made when heavy use is anticipated.

Standards

The North American University Library supports the statements on collection development contained within the Standards for Libraries in Higher Education (SLHE) approved and adopted by American Library Association's Association of College and Research Libraries in 2004, revised in 2011 and revised again in 2018. (available at <http://www.ala.org/acrl/standards/standardslibraries>)

Intellectual Freedom

North American University Library supports the American Library Association's Library *Bill of Rights*, *Intellectual Freedom Principles for Academic Libraries*, *Freedom to Read Statement* and *Access to Digital Resources and Services: An Interpretation of the Library Bill of Rights*. The library acquires materials that represent differing opinions and without censorship in regard to controversial issues. The library does not add or withdraw, at the request of any individual or group, material which has been chosen or excluded on the basis of stated selection criteria.

An individual or group questioning the appropriateness of material within the collection will be referred to the Librarian. An individual may register a complaint in writing to the library concerning material that he or she considers objectionable. Librarian is responsible for reviewing the material in question, following current collection development objectives and selection criteria.

The librarian may consult book reviews, other commentaries, and outside advice and then forward a recommendation to the Provost. The complainant will receive a reply from the Provost indicating the library's position and action planned or taken.

Copyright

North American University Library complies fully with all of the provisions of the U.S. Copyright Law (17 U.S.C.) and its amendments. The library supports the Fair Use section of the Copyright Law (17 U.S.C. 107) which permits and protects citizens' rights to reproduce and make other uses of copyrighted works for the purposes of teaching, scholarship, and research.

Interlibrary Loan

For budgetary reasons, NAU Library at this time has no provisions for interlibrary loan services. The library will certainly consider interlibrary loan services if and when participation becomes financial and logistically feasible.

Policy Review

This policy will be reviewed and updated as necessary in order to reflect the changing information environment in the university library.

3. Procedures

The Librarian and Library staff will follow the Collection Development Policy to develop and maintain the collection of the NAU Library

4. Who Should Read This Policy

- Staff in general, and Library staff in particular
- Faculty
- Students

5. History

- Updated: 1/3/2020

Please note: This policy was developed using the Fresno City College Library's Policies and Procedures Manual as a model. The original policy can be viewed at <https://www.fresnocitycollege.edu/uploadedfiles/documents/faculty-and-staff/2016librarypoliciesprocedurescombined.pdf>.

Policy Title: Study Room Usage Policy

Policy Number: LIB. 2600.8

Policy Owner: Librarian

Responsible Office: NAU Library Services (NAUL)

Revision Date: 12/20/2019

1. Purpose and Scope

NAU Library Services offer a facility of five study rooms (four can hold 1-2 students each, one holds up to 8 students) that can accommodate up to 16 patrons. Patrons can use these rooms for studying in a distraction-free environment or conduct meetings and collaborate with other patrons for learning purpose. The purpose of this policy is to provide clear understanding for an efficient usage of study rooms in the Library.

2. Policy

- Any available study rooms will be checked out on a first come, first served basis during Library working hours.
- Study rooms are intended to provide temporary day-to-day private study space for individual/group work and study for classroom or research-related activities. These rooms may not be used for formal research labs, formal instruction or office hours.
- Rooms will be assigned by library staff depending on group size and availability:
 - Study rooms #1-4 can be occupied by 1-2 users.
 - Group study Room #5 can be occupied by 3-8 users. Study room #5 requires at least THREE or more group members to be physically present at the Service Desk at the time of check out. If there is no previous reservation for the room, smaller groups (no less than 2 people) may use the room, but if a larger group requests the space, the room must be relinquished by the smaller group.
- Room keys are NOT issued to users. Library staff will unlock study room doors for the users.
- The study room checkout period is limited to two hours. If another group or user is not waiting to use the room at the end of the two hours, the original person or group may re-checkout the room for another two hours. Any person or group who leaves a room unoccupied past the due time will lose the use of the room if other users are waiting for a study room.
- Rooms are not checked-out when only half an hour is left before closing, i.e after 4:30 pm on Fri-Sun, and after 9:30 pm on Mon-Thu.
- Checkout time starts when patron/s sign in at the Service Desk. If patrons leave during their 2-hour checkout period, their time limit is still active. Items left in rooms over 2 hours with no renewal may be cleared by the library staff and held at the Service Desk.
- Patrons must sign out at the Service Desk and inform the Library Staff when they are done using the study rooms.
- Doors should be locked if a person or group leaves the room. Library staff in Circulation will treat any personal papers and belongings left behind in a study room as Lost and Found items.
- Unattended personal property may not be used to "hold" a room by any individual or group.
- The user(s) is responsible for the condition of the room. Immediately upon entering a room, the user(s) must inspect the room and report any previous damage, graffiti, etc. to the staff at the Service Desk.

- Patrons are responsible for their belongings. NAU Library is not responsible for lost or stolen items that are left in study rooms.
- Food is prohibited in the study rooms. Drinks in a reusable container (NOT fast food cups) with a secured lid are permissible.
- Windows on study room must remain uncovered.
- Furniture is not to be moved in or out of a study room except by authorized staff.
- Study rooms are not soundproof. Hence, users need to be considerate of other library users and maintain reasonable noise levels. To prevent noise from leaving the room, the door should be closed when the room is occupied. Headphones are to be used with all electronic devices.
- Patrons using study room facility must follow the Library Code of Conduct and other Library Policies. Library staff has the right to refuse the use of a study room, if Library Code of Conduct or other Library Policies are violated.
- Occupants of study rooms (or any area in the NAU Library) may be asked to leave for inappropriate behavior or for failure to follow these guidelines for use. Failure to follow the room policies may result in loss of study room privileges.
- The NAU Library reserves the right to add, modify, or delete any or all of these policies, with or without prior notice.

3.Procedures

- To check out a study room, patrons need to contact the Service Desk with their NAU student/employee ID or a photo ID and sign in.
- The Library staff at the Service Desk will make sure that the patrons have filled out information in Study room Statistics document and then, check out the available room using Library System.
- If an extension of additional two hours is requested by patron/s, the Library staff need to re-checkout the room using Library System and in the Study room Statistics document.
- Patrons must sign out at the Service Desk and inform the Library Staff when they are done using the study rooms.
- The Library staff will check-in study rooms when patrons are done using them and at the time of closing the library.
- Any damage in the study rooms will be reported to Facility Support by the Library.

4. Who Should Read This Policy • Students • Faculty • Staff

5.History

- Updated: 12/20/2019

Policy Title: Library Code of Conduct Policy

Policy Number: LIB. 2600.9

Policy Owner: Librarian

Responsible Office: NAU Library (NAUL)

Revision Date: 04/20/2020

1. Purpose and Scope

North American University Library welcomes all patrons to use resources and services made available through the NAUL system. In order to maintain a safe and welcoming environment for reading, learning and other library activities, the Library has formulated this policy of Library Code of Conduct which provides guidelines regarding DOs and DON'Ts on the Library premises. All patrons are required to comply with this policy.

2. Policy

1. Patrons may not engage in conduct that disrupts or interferes with the normal operations of the Library, its staff, or its use by other patrons. Such conduct may include, but is not limited to:
 - a. Harassing or threatening behavior towards other patrons or library staff.
 - b. Using obscene or abusive language or gestures.
 - c. Making unreasonable noise, including loud talking on a cell phone or otherwise. Library users should be considerate of others by keeping noise levels low enough not to disrupt study and research of others.
 - d. Engaging in sexual conduct or lewd behavior.
 - e. Possessing a knife, gun, or any other weapon in violation of NAU rules and regulations.
 - f. Smoking, including electronic cigarettes and chewing tobacco.
2. In order to provide an optimum environment for using the Library, users must conduct cell phone, Facetime, Skype or any other audio/video conversations outside the library and turn off ringers while in the Library.
3. Headphones must be used while listening to audio through phones, tablets, workstations, mp3 players or any other devices. The library does not provide headphones to patrons.
4. In order to keep the library clean and pest-free, food is not allowed anywhere in the library. Drinks are allowed in re-usable containers with a secure lid, such as a sport bottle or thermos. Fast food drink containers are not permitted.
5. Library patrons are responsible for their personal property at all times and should never leave personal property unattended. The library is not responsible for any loss or damage to personal property. Library staff will not hold or watch items for patrons.
6. Theft, vandalism, graffiti, and other intentional tampering with or damage to library property, collections, and exhibits are criminal activities and NAU security will be contacted.
7. Library materials **MUST** be checked out prior to leaving the Library.
8. Reserve materials **MUST** be used in the library only and cannot be taken out. Reserve materials are also subject to time limits for usage.
9. Library patrons are expected to comply with the Library's Computer and Internet Use Policy (LIB.2600.6) and Appropriate Use of Information Technology Resources Policy (<https://www.na.edu/wp-content/uploads/2019/06/policy.pdf>) regarding use of library computer workstations.

10. Library users **MUST** clean up after themselves. Discard trash in trashcans and clean up spills. Also, report them to the Reference Desk.
11. Library patrons **MUST** respect a staff member's request to relinquish a computer or other equipment for use by another patron or for any other reason.
12. Study rooms are for the use of the NAU community. Library patrons **MUST** be respectful to others and remember the rooms are not soundproof. Certain rooms and other library spaces may have additional restrictions.
13. Clothing and shoes **MUST** be worn in the library.
14. Parents/guardians are responsible for their children's safety and behavior in the Library. Children under 12 should be supervised at all times. Library staff can neither be responsible to oversee unescorted or unsupervised children, nor for their safety.
15. Service animals actively assisting persons with disabilities are allowed in the library. Otherwise, animals are not allowed in the library.
16. Filming and photography are permitted if they represent an academic or University purpose. Filming or photography of Library staff and patrons without their permission is prohibited.
17. Entering restricted areas of the library is prohibited and is considered trespassing.
18. Library patrons are expected to comply with library policies, the U.S. Copyright Law (17 U.S.C.) and its amendments, and the Fair Use section of the Copyright Law (17 U.S.C. 107).

The NAU Library reserves the right to add, modify, or delete any or all of these policies, with or without prior notice.

3. Procedures

Library staff will make sure that the Library Code of Conduct is followed at all times and be vigilant about any illegal use of the Library resources and services by any patron. Patrons who violate the Library Policy will be asked to exit the Library immediately and/or reported to higher authorities.

4. Who Should Read This Policy

- Students
- Faculty
- Staff

5. History

- Updated: 04/20/2020

DISTANCE EDUCATION DEPARTMENT

Policy Title: Student Identification Verification and Proctored Exam Policy

Policy Number: DED.1000.1

Policy Owner: Distance Education Coordinator

Responsible Office: Distance Education

Revision Date: December 12, 2019

1. Policy

North American University (NAU) Student Identity Verification Policy describes the procedures and methods of verifying and protecting Distance Education student identity. This policy applies to all credit bearing distance education courses or programs offered by the North American University (NAU), beginning with the application for admission and continuing through to a student's graduation, transfer, or withdrawal from study.

2. Reason for Policy

The purpose of this policy is to ensure that NAU operates in compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) concerning the verification of student identity in distance education. The HEOA requires that institutions offering distance education or correspondence courses or programs have processes in place through which the institution establishes the identity of the student who registers in a distance education course or program is the same student who participates in and completes the course or program and receives the academic credit. In verifying the identity of students who participate in class or coursework the institution, HEOA requires that institutions use one of the following three methods:

- A secure login and pass code;
- Proctored examinations; and
- New or other technologies and practices that are effective in verifying student identification.

3. Procedures

Secure Login and Passcode: North American University utilizes a secure login process to determine that the student who registers in a distance education course is the same student who participates in, completes, and receives credit for the course. NAU delivers distance learning courses over the internet utilizing Moodle as the online course management system (NAUmoodle). Upon admission, new students receive a unique user ID and a unique user-determined password to access NAU Office 365. User accounts are stored inside NAU Active Directory. NAU Moodle system is accessible through Office 365 portal with an authentication method that recognizes the credentials that are stored in the Active Directory in order to protect and verify user identity. No 'Guest' or any other third-party accounts are allowed to log into NAUmoodle system.

Students are not allowed to change their user ID for any reason. The password must meet following complexity requirements to enhance security:

- Passwords must have a minimum of 7 characters.
- Not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Contain characters from three of the following four categories:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, #, %)

Complexity requirements are enforced when passwords are changed or created.

- Passwords must be changed significantly and cannot repeat more frequently than every two years (Past 5 passwords are kept in the system).

Passwords that are written down or stored electronically must not be accessible to anyone other than the owner and/or issuing authority.

- Passwords must not be shared unless explicitly permitted by the issuing authority.

The delivery of instruction and all user activities including viewing course content, assignments, quizzes, and discussion forums require every user to log in to the NAU Moodle. Personally identifiable information collected by the university may be used, at the discretion of the institution, as the basis for identity verification. For instance, a student requesting that their learning system password be reset may be asked to provide two or more pieces of information for comparison with data on file, or to come to the NAU IT office in person with a valid photo ID or verification. In addition, the NAU self-service portal requires that the students create three secure questions and answers to be used in the event that students need to change/reset their password on or off campus by their own. NAU self-service portal can be reached at: <https://passreset.na.edu/> If students are not able to reset their password by their own, they can request password reset via email, phone call, submitting a help ticket, or in person with a valid photo ID or verification. Students are responsible for providing their complete and true identity information in any identification verification process. All NAU Moodle users are responsible for the protection of their unique username and password as well as prevent disclosing such data to unauthorized party.

Proctored Examinations: Faculty might require to use up to two proctored examinations per course. Online students cannot be required to take a proctored exam on-campus. It is the instructor's responsibility to clearly state in the course syllabus if proctored exams will be required along with the dates and times, exam duration, and special instructions (specify to the proctoring center/proctor what items are allowed/prohibited, i.e. open book, calculators, formula sheet, etc.). Students are responsible for making the arrangements with proctor. Students are responsible for any proctoring center exam fees. The exams can be proctored at one the following locations;

1. a testing center at a university or a community college;
2. a testing center approved by the National College Testing Association Consortium of College Testing Centers. Please visit <http://www.ncta-testing.org/interactive-map> to find a certified test center.

Students are required to inform the instructor following items no later than the date indicated in the syllabus prior to exam:

- Name of the proctoring center;
- Name and title/position of the proctor;
- Proctor's phone number and email address;
- Date and time requested for the exam

Policy Title: Intellectual Property and Copyright Policy

Policy Number: DED.1001.2

Policy Owner: Distance Education Coordinator

Responsible Office: Distance Education

Revision Date: December 12, 2019

1. Purpose of the Policy

North American University (NAU) Intellectual Property and Copyright Policy is established to describe the procedures and guidelines, to create an environment that will encourage creativity and innovation, to recognize and protect the intellectual property rights of faculty, staff, students, and the university. North American University's Intellectual Property and Copyright Policy applies to all employees and students.

2. Policy

North American University holds the copyright to all course materials including videos, webinar recordings, discussion questions, assignments, articles, lecture notes and syllabi. NAU has the rights to use and import course materials to any other course. Using online course shells out of NAU requires Provost's approval.

North American University reserves the right to affirm ownership to any intellectual property created under any of the following circumstances:

- Works created/uploaded by NAU faculty
- Works created with significant use of university facilities, resources, technical support or financial support
- Works created as a result of external funding.
- Funding an employee or student to develop the material
- All student works

North American University has the ownership of all student course work, such as assignments, homework, projects, videos, and articles. Course instructors have the responsibility to properly use copyrighted material and protect intellectual property rights for their courses. If any course material has a third-party copyright, such as book publisher's presentations and quizzes, then a copyright notice is required to protect and recognize authorship and the integrity of the work. A copyright notice must be affixed to the intellectual property and should contain:

- the word "copyright"
- a "c" in a circle (©)
- the date of publication, and
- the name of either the author or the owner of all the copyright rights in the published work.

Any disagreements in regards to the ownership of the intellectual property will be resolved by the Provost. Please sign and return to HR Office for your records. By signing below, I, _____ hereby acknowledge that I have completely read and fully understand the North American University Intellectual Property And Copyright Policy.

Date: ___/___/_____ Signature: _____