

RESOURCE GUIDE

NATIONAL UNIVERSITY

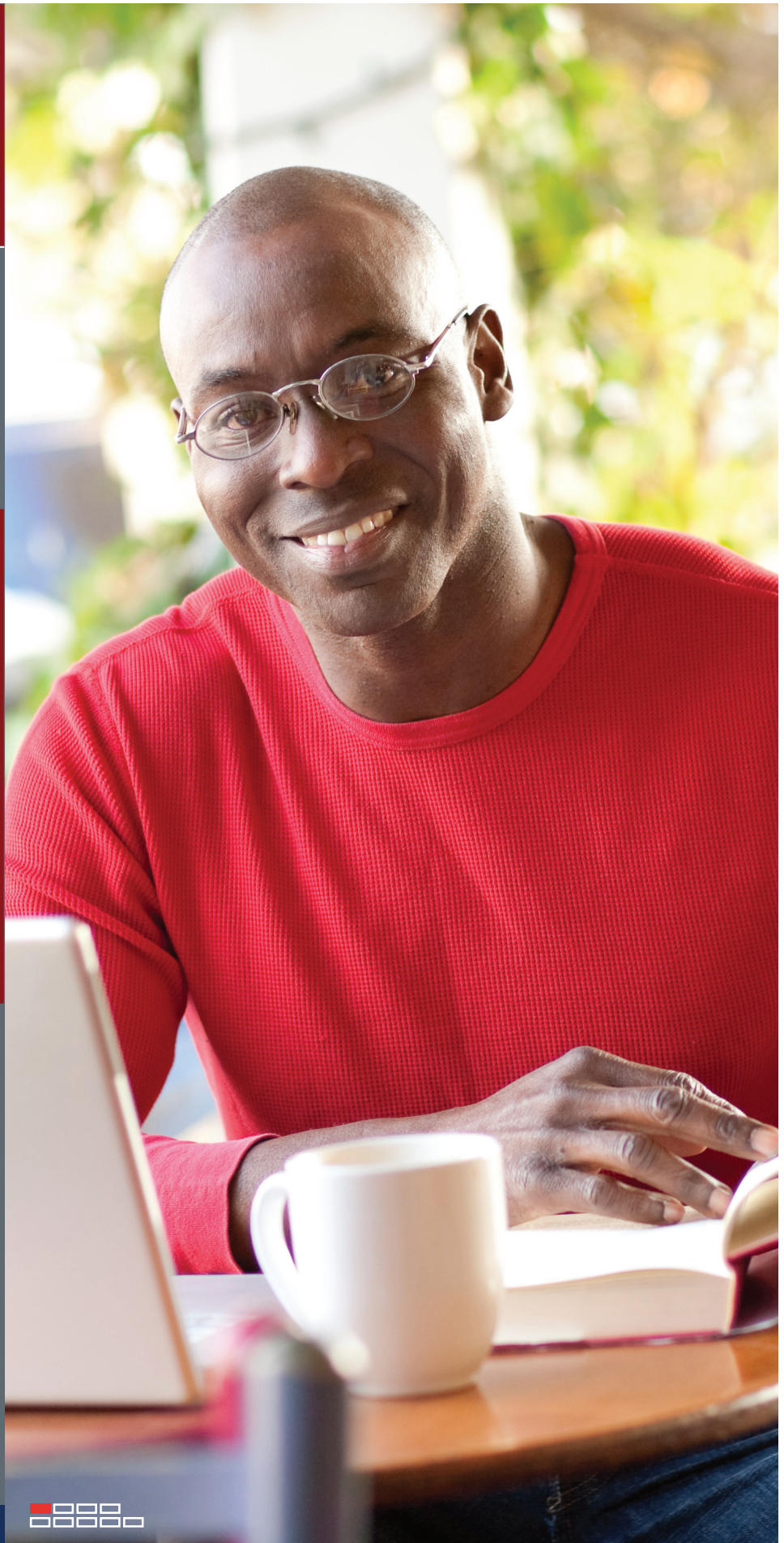
The University of Values

- CONVENIENT LOCATIONS ■
- ONE COURSE PER MONTH ■
- EVENING CLASSES ■
- ON CAMPUS AND ONLINE ■

WE'VE BUILT THIS HANDY
GUIDE TO HELP YOU FIND
EXACTLY WHAT YOU NEED,
WHEN YOU NEED IT.



LEARN MORE TODAY
800.NAT.UNIV
www.nu.edu



Accredited by the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges (WASC); the Commission on Collegiate Nursing Education (CCNE) for the Bachelor of Science in Nursing Program; the International Assembly for Collegiate Business Education (IACBE) for the School of Business and Management; and approved by the Commission on Teacher Credentialing (CTC).

National University is nonprofit and does not discriminate in any of its policies or practices on the basis of race, ethnicity, religion, national origin, sex, disability, age, or veteran status.

RESOURCE GUIDE

NATIONAL UNIVERSITY

The University of Values

CONVENIENT LOCATIONS 

ONE COURSE PER MONTH 

EVENING CLASSES 

ON CAMPUS AND ONLINE 

HERE'S WHERE IT ALL
STARTS. STEP-BY-STEP
INSTRUCTIONS FOR
EVERYTHING YOU MAY
NEED THROUGHOUT YOUR
EDUCATIONAL CAREER.



LEARN MORE TODAY
1.800.NAT.UNIV
www.nu.edu

TABLE OF CONTENTS:

Transcripts	1
Student Portal	1
eCollege Online Classroom	2
Student Concierge Services	2
Textbooks	3
Refund Policy	4
Technical Requirements	4
Online Library Services	5
Writing Center	5
Testing Services	6
Career Center	6
Degree Progress Report (DPR)	7
Catalog	7
Financial Aid	8
Tuition Payment	8
Graduation	9
Students with Disabilities	9
E-forms	10
Veterans Affairs	11
Directory	12

TRANSCRIPTS:

Please be sure your official transcripts are sent to our Records Office within 90 days.

Undergraduates:

If you have taken less than 60 units total, please provide official transcripts from all previous schools attended, including your high school. National University will order and pay for transcripts on your behalf. Please speak with your admissions advisor about this process.

Graduates:

Please submit transcripts from where you received your bachelor's degree only, unless you will be transferring graduate level courses from any other schools.

Military:

Please submit a copy of your DD-214 and official SMART transcripts if applicable.

Address for transcripts to be sent to:

National University
Attn: Records
11355 N. Torrey Pines Road
La Jolla, CA 92037

STUDENT PORTAL:

The SOAR student portal is your online gateway to all your student records. In the SOAR portal you may view your class schedule, make payments, order textbooks, submit petitions, add/drop classes, view to-do lists, and see financial aid status updates.

Below is a step-by-step process to access the portal.

1. Launch Internet Explorer or another browser.
2. Go to the National University homepage at www.nu.edu.
3. Click on "Login" at the top right of the page.
4. Under "For Students," click on "SOAR Student Portal" to sign on.
5. Username: Enter your student ID number (nine characters).
6. Password: Enter first two characters of first name, first two characters of last name, and last four characters of your student ID. (Please change your password after you log in.) Your password must be entered in all CAPS.
7. Once you access the portal, you will find additional instructions.

ECOLLEGE ONLINE CLASSROOM:

This is your online classroom, where you will be taking your online course.

Through eCollege you can participate in threaded discussions, submit course assignments, e-mail classmates and your instructor, and much more.

To access your course, you will need to login to www.myonlinellogin.com. We recommend saving this website to your “favorites” because you will be accessing this site quite frequently.

Your username will be your student ID number and your password will be your birth date (MMDDYY).

Once you have logged into the online classroom you will see two tabs at the top left corner.

Select the course tab to navigate you to your current course. The course will not be available until the first day of the class. There is an online course tutorial that you can access at anytime that will guide you through the structure of an online course format.

STUDENT CONCIERGE SERVICES:

Student Concierge Services is your one-stop center for student service.

Advocates are trained in a range of areas such as financial aid, credentials, admissions, and graduation. Student Concierge Services is dedicated to providing innovative and individualized solutions for students. We recognize that students may not be available to contact us during normal business hours, which is why we have expanded our hours of operation.

In addition to your advisor, the advocates serve as an additional resource for:

- Adding/dropping courses from your schedule
- Submitting petitions
- Helping you read your Degree Progress Report
- Basic financial aid questions
- Interpreting university policies and procedures
- Directing you to a specialist when needed
- And much more

They are available to assist you 24 hours a day, seven days a week. E-mail: scs@nu.edu
Phone: (866) 628-8988

TEXTBOOKS:

The University has a contract with one of the largest mail order textbook vendors in the country, Follett Higher Education Group.

Follett has the largest used textbook inventory in the industry, sells more used textbooks than any other higher education bookstore vendor, has the most competitive pricing on new textbooks, and offers higher textbook buy-back prices than other university textbook vendors.

Find out what texts are required for your course by logging into the student portal.

Step-by-step process to purchase textbooks:

- 1.) Login to the student portal.
 - a. **User ID:** Your nine-digit University ID number. (For students enrolled at National University before March 2005, this is your seven-digit University ID number preceded by two zeros, e.g., 001234567.)
 - b. **Password:** Your assigned password will remain the first two letters of your first name (in caps), the first two letters of your last name (in caps), and the last four numbers of your Student ID, until you opt to change it in the Password and Personalization section of SOAR (e.g., John Doe's password would be JODO4567).
- 2.) Under the "Academics" portion of the page (middle column), click on "View My Class Schedule." All your courses will be listed here.
- 3.) Click on the blue link titled "Buy Books" on the far right side of the page next to your course. This link will direct you to the National University TextDirect website where you can view and purchase all your required books with ease and convenience.

Please note:

The Buy Books link is active for only seven weeks prior to the start date of your upcoming course and for any current courses.

Order your books seven weeks prior to class in one of a number of ways:

1. On the Internet via National University TextDirect at www.nutextdirect.com. The virtual bookstore can be accessed 24 hours a day, 365 days a year. Payments may be made by credit card to the secure website. Accepted credit cards are Visa, MasterCard, Discover, or American Express.
2. By phone with a credit card at (866) 243-0077.
3. By fax with a credit card at (480) 829-9497.
4. By mail with a check, credit card, or money order at 918 South Park Lane, Suite 105, Tempe, AZ 85281.

REFUND POLICY:

In order to obtain a refund on any course fee, you must drop a course prior to midnight Pacific Time (PT) of the ninth (9th) day of the session, and no grade or notation appears on your student record.

The term “withdrawal” signifies that a student has withdrawn from a course after midnight (PT) of the ninth (9th) day of the session, and a “W” will appear on the student’s record. Students who withdraw after midnight (PT) of the twenty-first (21st) day of the session will receive a grade of “F” or “U,” as appropriate for the course. This is a permanent mark with no grade points assigned. Notifying the instructor of one’s intent to withdraw is insufficient and will not constitute an official withdrawal. Students may drop a course prior to midnight (PT) of the ninth (9th) day of the session, by contacting 1 (866) NU-ACCESS (682-2237) or scs@nu.edu. The student is responsible for ensuring that the drop or withdraw is reflected in their record appropriately by viewing their schedule on the student web portal.

TECHNICAL REQUIREMENTS:

Below is a list of minimal system requirements that are needed to successfully access your courses on the eCollege platform.

Windows Users

- Windows 2000, XP, Vista, or 7
- 28.8 kbps modem (56K recommended)
- Soundcard & Speakers
- Internet Explorer 8.0

Mac OS Users

- Mac OS X or higher (in classic mode)
- 28.8 kbps modem (56K recommended)
- Sound card & Speakers
- Safari 3.0

Note:

Browsers listed above have been validated with the course platform. A user risks running into problems with the course software if they choose to use a non-supported browser.

Technical Assistance with Online Class:

For any issues logging into your course or with any technical difficulties during your online course, please contact the SPL Technical Help Desk which can be reached 24 hours a day, seven days a week. E-mail: splhelpdesk@nu.edu
Phone: (877) 533-4733

ONLINE LIBRARY SERVICES:

The award-winning National University Library System (NULS) supports the educational and research activities of the students, faculty, and staff of all of the affiliates of the National University System.

With easy onsite and online access to more than 70 databases, 285,000 electronic books, and 18,000 full-text journals, the library's professional librarians and support staff are dedicated to helping you meet your academic needs.

For an overview of the library, view our online video orientation, iLibrary.

The Quick Start Guide which was provided to you in your welcome packet provides prompts for using the library catalog to find books and searching EBSCO or ProQuest to find articles.

Ask a Librarian:

Our librarians are available to assist you with your research questions all hours that the Library is open.

- E-mail us at refdesk@nu.edu
- Call us toll free: (866) NU-ACCESS, ext. 7900 / (866) 682-2237, ext. 7900
- Call us direct: (858) 541-7900
- Request a consultation

WRITING CENTER:

The goal of the Online Writing Center at National University is to help you improve your writing skills—whether you are a beginning student struggling with an idea for a class essay or a graduate student wrestling with complex arguments. We offer 45-minute online consultations about writing and critical thinking.

Although the Online Writing Center can accept drop-ins (wonline@nu.edu), we encourage you to make an appointment online to be sure consultants are available.

These consultations take the form of conversations on the topics you'd like to address: for example, developing a thesis statement, developing your ideas, organizing your argument, citing sources, or working on mechanics. Please note, however, that we will not “fix” your paper for you: We are here to provide you with the tools to improve your own writing. We are not editors, but teachers.

TESTING SERVICES:

Testing services include ACCUPLACER Testing, CLEP, and Credit by Exam/Challenge Exam.

For more information about National University's testing services, please call (858) 541-7951 or (866) NU-ACCESS, ext. 7951, or contact via e-mail: testingservices@nu.edu.

CAREER CENTER:

The Career Center of National University is committed to providing professional career and employment related services to National University's current students and alumni.

Regardless of the geographical location of students, the Career Center provides online assistance in the following areas: resume review and development, job search assistance, interviewing and negotiating techniques, career management assistance, and career exploration through online assessments for those seeking additional support. The Center also offers an online portal that enables students and alumni to search for jobs and post résumés. The portal contains additional career-related resources as well.

Career Center:

(858) 541-7950 or (866) NU-ACCESS, ext. 7950, or e-mail: careerservices@nu.edu.

DEGREE PROGRESS REPORT (DPR):

This is an official evaluation of the courses required to complete your degree program.

You will be e-mailed approximately 2-4 weeks after your official transcripts have arrived at the Records Department to let you know you may view the report online via the SOAR student portal. Please note that all courses on the DPR must be on scheduled and successfully passed in order to complete your program. You are required to take all courses of your program found in the current catalog

Below is a step-by-step process to access your degree progress report:

1. Login to the student portal
2. On the left hand side select "Academics"
3. A new tab will open up "My Academics"
4. Under "My Academics you will select "Degree Progress Report"
5. In the drop-down menus, you will first select the academic institution (National University) and report type (Degree Progress Report for undergraduate students or Degree Progress Report Grad for a graduate student)
6. Select "GO"

CATALOG:

A PDF version of your current catalog has been downloaded on your USB drive.

Students are held liable to all policies and procedures in the catalog under which you are enrolled. Please read through and become familiar with your program as well as the University's standards.

Faculty advisor:

Your faculty advisor can assist you with any specific questions and concerns about the program itself, including content, waiver of prerequisites, career advisement, etc. Please locate your program in the current catalog to determine who your designated faculty advisor is.

FINANCIAL AID:

FAFSA Application:

www.fafsa.gov

National University School Code:

011460

You may also find scholarship information online at the National University website.

E-mail:

financialaid@nu.edu

Phone:

(866) 682-2237, ext. 8500

TUITION PAYMENT:

You will receive a statement for payment in the mail two weeks prior to the start of each course.

You may also view your balance and pay with a credit card online via the SOAR student web portal under the FINANCES link. Tuition is due by the first day of each course or a \$25 late fee will be applied to your account. If you are using financial aid and your tuition is being deferred until it is processed, the \$25 late fee will be reversed once your balance is squared off.

Questions about your student account may be directed to the Student Accounts Department.

E-mail:

stuact@nu.edu

Phone:

(866) 682-2237, ext. 7770

GRADUATION:

When you are within three classes from finishing your degree or planning on attending National University's annual commencement exercises, you may be ready to begin the graduation process.

Before you begin, plan on spending a few minutes with your student advisor to check your schedule of classes with your Degree Progress Report (the document that specified your course requirements after your academic records were officially evaluated) to see if you have met your requirements for graduation.

Graduation is a three-step process:

Step 1

Submit the Application for Degree form during the application period for your degree conferral date. Applications are available for submission electronically online.

Remember, all remaining course work should be scheduled before your application can be processed for graduation.

Step 2

Complete all academic requirements for your degree by the deadline for course completion. All courses must be completed prior to the degree conferral date. Courses completed after the conferral date will be processed for the next quarter.

Step 3

Settle all financial obligations, including payment of the graduation fee, prior to your conferral date. If you have outstanding financial obligations at the time diplomas are mailed out, your diploma will be filed away until you notify the Graduation Department that you have met all financial obligations.

Please be advised that diplomas will take approximately 6-8 weeks after your conferral date to arrive. If you need additional information, please contact the Graduation Department at scs@nu.edu.

STUDENTS WITH DISABILITIES:

National University complies with the Americans with Disabilities Act of 1990 and Section 504 of the Federal Rehabilitation Act of 1973.

Accordingly, qualified persons with disabilities may not, on the basis of that disability, be denied admission or subjected to discrimination in admission decisions. Further, no qualified student with a disability, on the basis of that disability, may be excluded from any academic, research, counseling, financial aid, or other post-secondary education program or activity that the University provides to all students.

Students or prospective students who want to read the complete National University Policy and Procedures, Services to Students with Disabilities, should request a copy from an advisor. Applications for accommodations for a disability may be sent to:

The Office of Scholarships and Special Services
National University
11255 North Torrey Pines Road
La Jolla, CA 92037-1011

Phone:

1 (858) 642-8185

The California Relay Operator can be reached at 711.

E-FORMS:

The following e-forms can be found and submitted through the student portal:

DEPARTMENT	E-FORM DETAIL	NATURE OF REQUEST FOR FORM
Academic Services	Accelerated Study Request	Accelerated study requests are used when a student is requesting to take two classes in the same term that would have more than 7.5 qtr units total. (Allow 4 weeks for processing.)
Student Records	CAS	The CAS e-form should be utilized by/for students who are requesting exceptions to a published academic University policy. Requests for financial refunds of any type should not use this form.
Student Records	Concurrent Enrollment	Apply for Concurrent Enrollment at another institution. Credit earned at another institution may not apply toward an academic program without prior approval. Course descriptions must be attached. Allow 2-4 weeks for processing.
Student Records	Course Waiver	Course Waiver requests are for “active” graduate or credential-seeking students ONLY. This e-form should be used by students wanting to waive the requirements of a particular course within their respective program with an equivalent course taken at another institution.
Student Records	Credit/Challenge by Exam	<p>The Credit/Challenge by Exam form is used to submit a request to the Registrar’s office when a student wishes to “test out” of a class. Please allow 2-3 weeks processing time for a decision to be rendered.</p> <p>This form is for graduate and undergraduate students. Graduate students are only eligible for challenge exams.</p>
International Programs Office	F1 Student Break Exception	USCIS (immigration) requires F-1 students to be enrolled in a full course of study throughout their program’s duration. All students on F1 visas are required to pursue a “full course of study” each term to maintain their visa status. U.S. Immigration regulations require that a student complete an academic year prior to taking a break in their schedule. An academic year is nine courses taken in a row, therefore a student must complete nine courses in a row prior to taking a break in the schedule. A student may use this form to apply for an exception to this policy if the student can demonstrate a compelling and exceptional need for a break prior to the completion of nine months. All applications must be completed within the first seven days of the course.

VETERANS AFFAIRS:

National University's VA Office will process applications based on the current class schedule.

Upon certification, the applications are mailed to the VA in Muskogee. Processing time for these applications is approximately 6-8 weeks. VA payments are distributed through the VA Department in Muskogee directly to the student.

First-time applicants requesting to activate your Montgomery GI bill or VA benefits:

- To apply for your VA benefits, you will need to complete the VA 22-1990 form.
- You may obtain this form by downloading it from www.gibill.va.gov or by calling the VA REGIONAL OFFICE at (800) 827-1000.
- Once the form is completed, it must be submitted to National University's VA Office.

If you have received VA benefits at another school and are requesting to reactivate your Montgomery GI bill or VA benefits:

- To apply for your VA benefits, you will need to complete the VA 22-1995 form.
- You may obtain this form by downloading it from the official VA website or by calling the VA REGIONAL OFFICE at (800) 827-1000.
- Once the form is completed, it must be submitted to National University's VA Office.

If you are currently utilizing your VA benefits at National University and have changed programs or degree:

- You will need to complete the VA 22-1995 form.
- You may obtain this form by downloading it from the official VA website or by calling the VA REGIONAL OFFICE at (800) 827-1000.
- Once the form is completed, it must be submitted to National University's VA Office.

If you have any questions concerning your eligibility for VA benefits, monthly entitlement, or confirmation of your certification:

- To ensure and maintain the Family Educational Rights and Privacy Act of 1974, all inquiries regarding your eligibility must be made directly through Muskogee. Their toll-free number is (888) 442-4551.

DIRECTORY:

Most frequently used contacts:

Student Accounts

9388 Lightwave Avenue
San Diego, CA 92123
(858) 541-7769
(858) 541-7793 Fax
stuact@nu.edu

Financial Aid

11355 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8500
(858) 642-8720 Fax

Student Concierge Services

(866) 628-8988 or
call (866) NU-ACCESS ext. 8900
(619) 563-7240 Fax
scs@nu.edu

Transcripts

(858) 642-8260
(858) 642-8718 Fax
transcripts@nu.edu

Online Admissions

(858) 309-3531
(858) 309-3540 Fax
onlineadmissions@nu.edu

Registrar

11355 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8260
registrar@nu.edu

Graduation

(858) 642-8260
(858) 642-8721 Fax
graduation@nu.edu

Credentials

(858) 642-8300
(858) 642-8717 Fax
credentials@nu.edu

Academic Affairs

11355 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8592
(858) 642-8708 Fax

Career & Assessment Center

9393 Lightwave Avenue
San Diego, CA 92123
(858) 541-7950
(858) 541-7996 Fax
careerservices@nu.edu

College of Letters
and Sciences

11255 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8450
(858) 642-8715 Fax

University Relations

11255 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8093
(858) 642-8748 Fax
alumni@nu.edu
development@nu.edu

English Language Programs

9393 Lightwave Avenue
San Diego, CA 92123
(858) 541-7960
(858) 541-7995 Fax
elp@nu.edu

Evaluation/Matriculation

(858) 642-8260
(858) 642-8721 Fax
evaluations@nu.edu

Executive Vice President for
Business and Marketing

11355 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8593
(858) 642-8711 Fax

Extended Learning

11355 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8600
(858) 642-8714 Fax
finaidinfo@nu.edu

General Information

(619) 563-7100 or
1-800-NAT-UNIV (628-8648)
Grades and Attendance
(858) 642-8260
(858) 642-8718 Fax
grades@nu.edu

Information Technology

11255 North Torrey Pines Road
La Jolla, CA 92037
(619) 563-2647
(619) 563-7399 Fax

International Programs Office

9388 Lightwave Avenue
San Diego, CA 92123
(858) 541-7960
(858) 541-7995 Fax
ipo@nu.edu

Leadership/Scholarship Awards

11355 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8185
(858) 642-8732 Fax

Library

9393 Lightwave Avenue
San Diego, CA 92123
(858) 541-7900
(858) 541-7994 Fax
refdesk@nu.edu

Office of the President

11255 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8802
(858) 642-8701 Fax

School of Business and Management

11255 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8400
(858) 642-8716 Fax

School of Education

11255 North Torrey Pines Road
La Jolla, CA 92037
(858) 642-8320
(858) 642-8724 Fax

School of Engineering and Technology

3678 Aero Court
San Diego, CA 92123
(858) 309-3412
(858) 309-3420 Fax

School of Health and Human Services

3678 Aero Court
San Diego, CA 92123
(858) 309-3472
(858) 309-3480 Fax

School of Media and Communication

3678 Aero Court
San Diego, CA 92123
(858) 309-3443
(858) 309-3450 Fax

Student Business Services

(858) 642-8564
(858) 642-8712 Fax
refunds@nu.edu

Student Services

11355 North Torrey Pines Road
La Jolla, CA 92037
1-866-NU-ACCESS (682-2237)
stuact@nu.edu

Transcripts

(858) 642-8260
(858) 642-8718 Fax
transcripts@nu.edu

Tuition Assistance (Military)

9388 Lightwave Avenue
San Diego, CA 92123
(858) 541-7970
(858) 541-7975 Fax
tuitionassistance@nu.edu

Veterans Affairs (Military)

9388 Lightwave Avenue
San Diego, CA 92123
(858) 541-7970
(858) 541-7975 Fax
veteransaffairs@nu.edu