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The Arrival Guide for New International Students addresses some of the most frequently asked questions posed by international students about their arrival on campus and getting settled in the community.

The information is presented in a sequence beneficial to the needs of a new student arrival (from locating housing to recreational activities).

We hope that you will find this guide helpful. We welcome your suggestions for new material to enhance the experience of future international students and scholars.

Please contact:

Center for International Education
Northern Arizona University
Knoles Drive/ Blome, Room 200
P.O. Box 5598
Flagstaff, AZ 86011-5598
Phone: +1 (928) 523-2409
Fax: +1 (928) 523-9489
Email: studynau@nau.edu
Preparing for Arrival and Travel

Students should make their travel plans to Flagstaff as soon as they receive their visa. Students should arrive in Flagstaff a day or two prior to the arrival date written on their SEVIS Form, I-20 or DS-2019.

Pre-Departure Checklist:

- **Documents**: Keep your passport, I-20 or DS-2019, SEVIS fee receipt, admission letter, original academic records, and any other important documents with you in your carry-on bags. Do not put important documents in your checked bags. Make copies of all your important documents and keep them with you, in a different place than your original documents.

- **Money**: We suggest you bring Traveler’s Checks, a credit card and/or a small amount of US dollars when you travel from your home country. This will allow you to have cash for food, taxi, hotel and/or shuttle services.

- **Clothing**: The University is located at an elevation of 7,000 feet or 2,138 meters. There are 4 seasons here. The summers (June – August) are mild with temperatures between 7-29°C or 45-85°F. During the winter (November – March), it can be cold, with average temperatures between -10-10°C or 15-50°F. Be sure to pack some clothes for cold weather if you have them. There are shops near campus where you will be able to buy boots, coats, sweaters or whatever else you may need once you arrive in Flagstaff.

- **Medical**: Be sure to bring prescriptions, medical or dental records if you have a long-term health problem like allergies or asthma. Put these documents in your carry-on bag. The student health center on campus is open to all students. The university health insurance does not cover dental care. Be sure to have dental care done before you leave home.

- **Vaccinations/Immunizations/Health Exam**: It is not necessary for you to have a health exam or physical before you come to campus. However, you must have proof of Measles immunizations before you can register for classes. It is recommended you send this immediately and prior to your departure. For more information, please see http://www4.nau.edu/fronske/immunizations.htm.

- **Personal items**: We encourage you to bring photographs, recipes for your favorite foods, an English/home language dictionary, addresses, phone numbers and email addresses for your family and friends, and cultural items to share with other students. Other suggested items would be an international driver’s license, and marriage and birth certificates if you are coming with dependents.

- **Final Exam results, transcripts and syllabi**: If you have updated academic records since you applied, please bring these with you. Transfer students should also bring course descriptions and copies of your syllabi as your academic advisor will need these for your academic advising.
Preparing for Your Departure

**SEVIS Fee**

www.fmjfee.com

The SEVIS fee must be paid before you schedule your visa appointment. This fee is non-refundable. Please remember to keep your receipt/payment coupon after you pay this fee.

1. Go on-line (www.fmjfee.com) to fill out the Form I-901.

2. Pay your SEVIS Fee one of the following ways:
   a. by credit card or debit card
   b. Submit the Form I-901 with a money order and mail this to:

   I-901 Student/Exchange Visitor Processing Fee
   1005 Convention Plaza
   St. Louis, MO 63101
   United States
   Phone Number: 1-314-418-8833
   (United States Country Code 001)

**Getting a Visa**

http://educationusa.state.gov

A visa allows you to enter the United States. The I-20 or DS-2019 form allows you to stay in the US during your studies.

Students with an I-20 must obtain an F-1 student visa and students with a DS-2019 must obtain a J-1 exchange student visa before leaving the home country. To make an appointment and locate a Consular Office go to the Department of State website www.usembassy.gov

To apply for a student visa, you must submit the following documents to the visa official at the US Embassy or Consulate:

1. A receipt for the SEVIS fee
2. A receipt showing payment of your visa application fee (if applicable)
3. An I-20 or DS-2019 form from Northern Arizona University
4. Your admission letter from Northern Arizona University
5. A completed Form DS-160 Online Nonimmigrant Visa Application (available on-line at: https://ceac.state.gov/genniv or at any US Embassy or Consulate).
6. A passport valid for at least 6 months beyond your intended date of entry into the US
7. Two recent passport-size photographs
8. A bank letter showing sufficient funds to study in the USA

*Please check the embassy website for additional information.*
Preparing for Arrival and Travel

Preparing for Your Departure

Proof of Measles Immunization Policy
http://www4.nau.edu/fronske/immunizations.htm

Measles, Mumps, and Rubella Immunity:

Colleges and other post-high school educational institutions are potentially high-risk areas for Measles, Mumps, and Rubella transmission because of the large concentrations of susceptible people. The Centers for Disease Control advise universities to require documentation of two MMR vaccines (Measles, Mumps, and Rubella) or other acceptable evidence of Measles, Mumps, and Rubella immunization.

Submission of proof of ONE of the following to the Fronske Health Center is required.

1. Immunization record listing 2 MMR shots after 12 months of age, at least 28 days apart
2. A blood test for immunity to Measles, Mumps, and Rubella

Avoid registration hassles. You will not be able to register for classes, add or drop classes until you meet this requirement. Please submit before your arrival at NAU.

Arriving in Flagstaff

Arrival by Airline

Flagstaff’s Pulliam Airport is located 2 miles (3.2km) south of Flagstaff and taxi service from the airport to Flagstaff is available. Flight tickets to the Flagstaff airport should be purchased separately from your international flight ticket. The Flagstaff Airport is served by the following airline:

U.S. Airways: Daily flights to Flagstaff from the Phoenix Sky Harbor International Airport. Phoenix Sky Harbor Airport is the largest airport in Arizona. www.usair.com

Arrival by Ground Transportation:
Reserve a shuttle from Phoenix Sky Harbor Airport. Arizona Shuttle offers 7 daily shuttles from the Phoenix airport to Flagstaff. Travel time is approximately 3 hours.
· Arizona Shuttle: www.arizonashuttle.com

Arrival by Train

Amtrak stops in Flagstaff. Trains arrive daily from Chicago and Los Angeles. Trains from Chicago arrive 9pm-10pm. Trains from Los Angeles will arrive early in the morning, usually around 5am. For complete schedules and fare information, call Amtrak directly at 800 USA-RAIL or visit Amtrak’s website at: www.amtrak.com
Preparing for Your Departure

“Arriving in Flagstaff” continued.

When you know your travel plans, please notify us immediately. We can arrange for pick-up in Flagstaff during official pick-up days during new international student orientation.

· Complete the arrival information online at http://international.nau.edu (click on international admissions, “admitted students”).

If your plans change, please let us know.

If you arrive late at night, or outside our official pick-up times, you will need to call a taxi. The cost is approximately US$20. The number for the taxi is (928) 774-4444, (928) 774-7400, (928) 214-9000 or 1-800-853-4445. The taxi drivers are very familiar with the city and university campus. Have the driver take you to your residence hall, hotel or the hostel.

International students who have been assigned to a residence hall may move into their room during International Student Orientation. You may not move into the residence hall before orientation.

Hotels and Motels near the NAU campus:

Drury Inn  
(928) 773-4900  
300 South Milton Road  
www.druryhotels.com

Grand Canyon International Hostel  
(928) 779-9421  
19 South San Francisco St.  
www.grandcanyonhostel.com

Quality Inn  
(928) 774-8771  
2000 South Milton Rd.  
www.qualityinn.com

Embassy Suites  
(928) 774-4333  
706 South Milton Road  
www.embassysuites.com

Knights Inn  
(928) 774-8888  
224 South Mikes Pike St.  
www.knightsinn.com

Emergency Contact Information:

USA and Canada:  1-800-285-3943  
Outside the USA and Canada:  602-234-9105

**Please note that if you do NOT have an emergency, it is recommended that you call the office phone number at (928) 523-2409.
History

Beginnings

Northern Arizona Normal School opened its doors with 23 students, one professor, and two copies of Webster’s International Dictionary bound in sheepskin. The Normal School’s first president, Almon Nicholas Taylor, had searched the countryside in horse and buggy seeking students to fill the classrooms of the sole building, now known as Old Main. From the students they recruited, four women made up the first graduating class of 1901 and received lifetime teaching certificates for the Arizona Territory. Today, Northern Arizona University welcomes students from 48 states and 65 countries and reaches out to students regionally with satellite campuses and opportunities for distance learning. Internationally known, NAU has established partnerships with colleges and universities throughout the world that enhance its comprehensive academic programs. Under the leadership of its fourteenth president, John D. Haeger, NAU is ready to meet the challenges of a global society and the needs of its students.

Louie the Lumberjack

Louie the Lumberjack is NAU’s cartoonish looking and much beloved official mascot. Louie makes appearances at every home sporting event and does push-ups when the football teams scores. The identity of who is in the costume is kept secret. The name “lumberjack” has a strong tie to the history of Flagstaff because it comes from the nickname for the loggers and lumber workers who first came to Flagstaff. In 1915 when the men’s football team played their first football game, they were known as the Lumberjacks and that has been the name of the sports teams at NAU ever since. Many of the school’s traditions now revolve around our mascot and the history of lumberjacking in Flagstaff.

NAU and the other Arizona Universities

NAU is one of three universities in Arizona. All three universities are governed by the Arizona Board of Regents (ABOR). The Board consists of twelve members, eleven voting and one non-voting. This includes the Governor and Superintendent of Public Instruction as ex-officio members, each serving while they hold office, and two Student Regents.
The City of Flagstaff

Flagstaff takes its name from a Ponderosa Pine flagpole that was erected by a Boston scouting party in 1876 to celebrate the United States’ 100th birthday. Flagstaff is a medium sized city with a year-round population of approximately 60,000 people. The population grows to approximately 75,000 people when NAU classes are in session. Locals tend to divide Flagstaff into east and west sides of town. If there is a mid-point of town, it might be McMillan Mesa, home to Buffalo Park, a popular recreation spot for locals which was designed to be a wild buffalo park where people could drive through and look at the buffalo.

NAU lies in the southwest corner of Flagstaff near the intersection of Interstate 17 and Interstate 40. It is bordered on the west by Milton Avenue, on the north by Butler Avenue, Lone Tree road is our eastern border, and Interstate 40 is our southern border. There are many popular shops and restaurants along Milton Avenue that are frequented by NAU students. To find north, just look for the San Francisco Peaks.

Historic downtown Flagstaff, located a 5 minute walk north of NAU, is popular with locals and tourists. There are many restaurants, shops, and art galleries for people to stroll through and look at. The Old Coconino County Courthouse, built in 1894, is still used as our courthouse and is located downtown as well. On the weekends, downtown Flagstaff is the center for nightlife in Flagstaff with many college students enjoying the weekend.

Climate and Clothing

Arizona has a dry climate. Carrying a bottle of water around with you is recommended. At 7,000 feet (2,150m) the sun is more intense, so wearing a hat, sunglasses, and sunscreen are recommended if you are going to be outside for a long time. Please note that it may take you some time to adjust to the altitude.

Temperatures in Flagstaff are wide. A 15-20C degree difference between day and night is normal. Our summer typically runs June through August. Summer temperatures can range from 7C at night to 29C during the day due to the thin air, so having a jacket and pants are recommended. Our winter runs November through March and temperatures can be as cold as -10C or as high as 10C. A warm jacket, gloves, and heavy boots are recommended for winter. The best way to dress for winter weather is to wear clothes in layers. Lighter inner layers and heavier outer layers will keep you warmer and will allow for you take off and put on layers as needed. Shopping for clothes in Flagstaff may be more affordable than in your home country.
The City of Flagstaff

Recreation and Activities

Enjoying the natural environment. Flagstaff is surrounded by the largest continuous ponderosa pine forest in the United States. In summer, there are numerous hiking and mountain biking trails around the city. Lower Lake Mary is a popular fishing spot while Upper Lake Mary is popular with boaters.

Many locals take advantage of the Urban Trail System for exercise or to get around town on their bicycles by avoiding the traffic on city roads.

Enjoy downhill skiing and snowboarding in winter at the Arizona Snowbowl, located 22km north of town.

5 Things You Must Do in Flagstaff and Arizona

**Hike the Grand Canyon:** The immensity of this 446km long canyon has to be seen to be believed. Hike from the Rim to Colorado River and stay the night at Phantom Ranch. Reservations required. (Best season: October-April)

**Visit Lowell Observatory:** Visit the place where the dwarf planet Pluto was discovered in 1939. There is nightly viewing of the planets, moon, and other astronomical wonders as well as education programs. Bring a jacket because nights are cool. (Best Season: May-September)

**Explore the Red Rocks of Sedona and Oak Creek Canyon:** Experience an energy vortex, take an off-road Pink Jeep Tour, or just relax by the creek at Slide Rock or Grasshopper Point. Any of these is a great way to spend a day. (Best Season: April-September).

**Climb to the top of Humphrey’s Peak:** Humphrey’s Peak is the highest point in Arizona. Hike to the top and enjoy a view you have likely never seen before. Best time to go: May-August.

**Visit the Museum of Northern Arizona:** Located in north Flagstaff, the museum has excellent exhibits about the history of the southwest region. 9am-5pm daily.
Halal & Kosher Meats

Halal and Kosher meats may be available at Alberson’s Supermarket (see below). When dining out, asking for fish or vegetarian dishes because this is the best way to avoid eating non-Halaleats.

Albertson’s Supermarket (1416 E. Route 66; (928) 773-7955; www.albertsons.com). Allows people to special order meats. Orders are placed on Monday, Wednesday, and Fridays and arrive 2 days later. When ordering food, you will be required to order it in the quantity it comes in, so it might be a good idea to order with other people and share the meat.

**In many department stores there is a return policy.

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Supermarkets & Grocery Stores:

Safeway: 1201 South Plaza Way. www.safeway.com

Bashas’: 2700 South Woodlands Village Boulevard. www.bashas.com

New Frontiers Natural Marketplace: 320 S. Cambridge Lane.

Department Stores

Target: 1650 South Milton Road. Target is a national department store chain selling clothes, school supplies, electronics, cooking utensils, small appliances, sporting goods, health and beauty products, and other necessities. You can also print off all the pictures you’re taking at their photo center. It is just off campus, west of Building #56. www.target.com

Wal-Mart: 2750 South Woodlands Village Boulevard. Wal-Mart is the United States’ largest retail chain and sells merchandise similar to Target. Presently a Wal-Mart Supercenter is being built in Flagstaff that will include everything Wal-Mart sells and will have a grocery store too. www.walmart.com

Big 5 Sporting Goods: 2775 South Woodlands Village Boulevard. Located near Bashas’ and Wal-Mart, Big 5 offers a great selection of sporting and outdoor equipment at reasonable prices. They often have sales with deep discounts and is a good place to buy shoes. www.big5sportinggoods.com

The City of Flagstaff

Shopping

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**In many department stores there is a return policy.
Tipping is a standard practice in the United States. In restaurants, tipping 15% of the bill is expected. Taxi drivers and hairdressers also expect between 10% and 15%.

Food and Cuisine

Flagstaff has a good variety and selection of restaurants because of its reliance on tourism. From American to Italian, Asian, European, and Indian, there is a lot to choose from.

Here are some restaurants near the NAU campus:

- Beaver Street Brewery (American): 11 South Beaver Street
- Chili’s Grill & Bar (Southwestern): 1500 South Milton Road. www.chilis.com
- China Garden Restaurant (Chinese): 1301 South Milton Road
- El Capitan Fresh Mexican Grill (Mexican): 1800 South Milton Road #21 www.ELCapitanFMG.com
- Hunan West (Chinese): 1302 South Plaza Way
- Lu Mandarin Buffet (Chinese): 702 South Milton Road
- The Olive Garden (Italian): 2550 South Beulah Boulevard. www.olivegarden.com
- Oregano’s Pizza Bistro (Italian): 605 West Riordan Road. www.oreganos.com
- Red Lobster (American seafood): 2500 South Beulah Boulevard www.redlobster.com
Fitting In With the Locals

Here are friendly tips:

1. Get to know your classmates. This is an easy way to make friends, practice English, and maybe even get help with homework.
2. Be on time to your appointments and classes.
3. Be kind to people serving you, such as receptionists and waiters. You can do this by making eye contact, smiling, asking how they are doing, and saying please and thank you when you order.
4. When someone asks, "How are you doing?" or "How’s it going?" this is only another way of saying hello. A short reply, such as "I’m doing fine" is expected.
5. When you are invited to go out for a meal or a cup of coffee, expect to pay for your own food.
6. Get involved in American activities. You came to America so make an effort to hang out with Americans. An easy way to do this is to join a campus club (a list can be found at the student life website: nau.edu/studentlife).
7. Shaking hands is normal when you meet someone for the first time.
8. Eye contact is used as a way to show someone that you are listening.
9. If you are confused about something, don’t be afraid to ask. Americans are generally friendly and will gladly answer your question, even if your English isn’t very good.
10. When you approach a line, go to the back or end of it and wait your turn.

Child Care Options

Abundant Life Preschool
1 year - pre-Kindergarten
www.ccof.net / (928) 527-3900

Flagstaff Cooperative Preschool: Murdoch Center
2-5 years old
www.flagstaffco-op.org / (928) 774-7412

Haven Montessori
1-5 years old
www.flagmontessori.com / (928) 774-7412

Montessori School
3 years and older
www.flagmontessori.com
(928) 774-9502

Ykids Preschool at Coconino Community College
2-5 years old
(928) 556-9662

Arizona Childcare Resource & Referral
www.arizonachildcare.org
The City of Flagstaff

Getting Around Flagstaff

Public Transportation:
Mountain Line: Mountain Line is Flagstaff’s fixed-route bus system. For more information, including maps and route information, visit their website at www.mountainline.az.gov

Bicycling

Getting a bike in Flagstaff is a good idea if you want to be more independent and not rely on public transport. Bicycles can be bought at Wal-Mart and Target for less than $200, but if you’re looking to buy a bike for some serious riding, there are 2 bicycle shops located near the NAU campus that are worth a look.

Single Track Bikes:
575 W. Riordan Road. (928) 773-1862
This bike shop is the closest one to campus. Their prices are very reasonable and they carry a wide selection of bikes for every ability level and desired type of riding. They specialize in Trek and Gary Fischer brands of mountain and road bikes and they have a service department so you would be able to bring your bike back for repairs. Occasionally they have used bikes for sale as well.

Absolute Bikes:
202 Historic Route 66. (928) 774-3031
Located in downtown Flagstaff, Absolute Bikes sells bikes for the serious cyclist and specializes in Specialized, Giant, and other high-end model bikes for both mountain biking and road riding. They have an excellent service department and all bikes purchased here come with warranties and free maintenance for one year. They have lots of accessories for your bike, and good information on local trails.

Area Tour Companies:
Open Road Tours is a full service tour company. The company specializes in sightseeing and adventure travel throughout the Southwestern United States. Trips to the Grand Canyon, Sedona, and the Navajo Nation can be reserved through them. For more information, visit their website at: www.openroadtours.com

Personal Safety
Flagstaff is a small, safe city, but all students should take general safety precautions when traveling at night. Please do not leave valuables in a car or your bicycle unlocked. Police in the United States protect people, so there is no need to fear, tip, or bribe them.
Emergency Response Number:
911 is the Emergency number in the United States. If you need an ambulance, fire truck, or police car, it can be dialed for free from any pay phone or cell phone 24 hours a day. An operator will answer and will send help.

Drinking Laws
You must be at least 21 years of age or older to purchase, possess or consume alcohol in the United States (this is the same in all 50 states without exception).

Smoking Regulations
In the State of Arizona you must be at least 18 years of age or older to purchase, possess or consume tobacco products. The State of Arizona also prohibits smoking in most enclosed public places, including bars and restaurants, and requires that smoking is done at least 20 feet (or 6 meters) from an establishment’s doors, open windows and/or ventilation systems. Most establishments will have posted signs identifying smoking rules.

Water Safety
The water in America from faucets is safe for drinking and bathing.

Community Services
Postal Services
Postal service in the United States is done by the U.S. Postal Service (USPS). Flagstaff is served by two USPS branches. The closest one is in downtown Flagstaff. There are also two post offices on the NAU campus: 1) Basement of the NAU Bookstore and, 2) in the Du Bois Conference Center on south campus.

Telephone
Residence Life provides free local telephone service for students living in on-campus housing. Long-distance and international calls may be made by purchasing a phone card. Students living in off-campus housing need to call the Qwest Solutions Center at (928) 527-4365. Qwest provides local and long distance phone service. For international calling, it is recommended purchasing a special plan, such as Vonage (www.vonage.com) for discounted international calling.

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>How to Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies</td>
<td>Call 911. This is the national emergency number for police, ambulance, and fire department. If you are calling from an on-campus phone call (928) 523-3000 for emergencies (put this number in your cell phone directory).</td>
</tr>
<tr>
<td>Directory Assistance</td>
<td>Call 411. An operator will give phone numbers for people and businesses. A $1.25 fee applies.</td>
</tr>
<tr>
<td>Calling outside the U.S.</td>
<td>Call 011 + country code + city code + phone number.</td>
</tr>
<tr>
<td>In the U.S., but going outside local area code.</td>
<td>Call 1 + three digit area code + seven digit number.</td>
</tr>
<tr>
<td>In your local area code (Flagstaff is 928)</td>
<td>Call the seven digit number directly</td>
</tr>
<tr>
<td>On-campus to another on-campus phone</td>
<td>Call only the last five digits of the phone number. For example, the NAU CIE office is (928) 523-2409, so you would only dial 3-2409</td>
</tr>
</tbody>
</table>
**Skype:**  www.skype.com  
Skype is software that enables you to make free video and voice calls, send instant messages and share files over the internet with other Skype users. It’s great for international calls back home – especially if you and your caller have a web camera built into your laptop or home computer!

**Mobile Phones**
Having a mobile phone, or “cell” phone, in the United States is a good idea. Nearly every college student has one and many students use their mobile phone as their primary number, having given up a “landline” phone in their residence hall room or apartment. The popular way for college students to communicate is via text message. There are 4 primary service providers in the United States: Verizon, AT&T, T-Mobile, and Sprint. Most Americans have a calling plan contract with a carrier that gives them a set amount of calling minutes and text messages each month. To get a calling plan contract with a carrier, you will need a Social Security Number (SSN). Without a SSN, you will be charged an expensive security deposit. A more affordable option is a Pre-paid, month to month plan. Verizon and AT&T offer pre-paid plans. Sprint’s pre-paid service is through a company called Boost Mobile.

**Internet**
NAU offers free wireless internet in all of its campus buildings and residence halls. Students living off-campus will need to set up their internet separately. Some people get cable internet through NPG Cable (http://flagstaff.npgcable.com) as well as Qwest (www.qwest.com)

**Below are some mobile phone carrier stores near the NAU campus:**

**Verizon Wireless:**  www.verizon.com  
1. 112 E. Route 66 #100  
2. 2500 South Woodlands Village Boulevard  
   Verizon Wireless Corporate Store  
3. 2625 South Woodlands Village Boulevard

**AT&T:**  www.att.com  
1. 2700 South Woodlands Village Boulevard #500

Sprint (Boost Mobile):  www.boostmobile.com  
1. 1113 South Plaza Way  
2. 963 West Route 66

**Religious Services**
The City of Flagstaff

There are a variety of places of worship throughout Flagstaff. To learn more, please visit: www.flagstaffcentral.com/Subjects/Organizations/worshipdirectory.htm
Academic Year

NAU is on the semester system which means the academic year has two semesters (a fall semester which begins in late August and ends in early December and a spring semester which begins in January and ends in early May). You should check with your advisor and check the academic calendar before making any travel plans.

Office of the Registrar’s Calendars:  
http://home.nau.edu/registrar/calendars.asp

Enrolling in Classes-LOUIE

NAU students search for and enroll in classes using our student information system called LOUIE (http://home.nau.edu/louie). After a student is admitted to NAU, a user ID and password are created for them and sent to the email address used on their application for admission. Students use this ID and password to log into LOUIE and to check their student account.

Academic Progress Reports

NAU issues mid-term grades each semester for students enrolled in 100 and 200 level courses. Some teachers teaching 300 and 400 level courses may also issue mid-term grades. These mid-term grades are designed to let students know how they are doing in the class and if they need to drop the class before the deadline. Degree Progress is a part of LOUIE and allows students to track their progress toward their degree automatically.

Tips for Success in the American Classroom

1. Attend your classes. It is important to attend and participate in your classes. Non-attendance could lead to failing the course or getting dropped.

2. Know your faculty. Make sure you know who your teachers are, when their office hours are and how to contact them. It is okay and expected to ask questions.

3. Make sure the faculty knows you. Sit in the front of the classroom. Participate in class discussions. Consult with your teachers during office hours.

4. Use a daily planner. Note the dates of exams, assignments, term papers, etc.

5. Be organized. Prioritize your responsibilities. Manage your time. Remember everyone has the same 168 hours a week, only some of us use it better than others.

6. Know your campus resources. Visit your Academic Advisor regularly. Become familiar with the services and programs offered by the Counseling Center, The Gateway Student Success Center, the Campus Ministry Center, the Student Learning Center and the Student Life Office.


8. Get involved in campus activities. It will help you learn valuable skills, expand your social network and enhance your self-confidence. Seek out opportunities to apply what you learn in the classroom.

9. Keep focused on your goals. Know why you are in college in the first place. Visualize your success on a daily basis.
Academic Year

Math Placement Test

www.cefns.nau.edu/Academic/Math/studentInformation/Placement/Placement.shtml

ALL NEW STUDENTS: Take the math placement test. New students must take the NAU ALEKS Mathematics Placement Test, unless they have (A) earned credit for a college-level mathematics or statistics course via CLEP exam, AP exam, IB exam, or (B) earned credit for a college-level mathematics or statistics course (equivalent to MAT101X or higher) via dual enrollment or via transfer from another college or university.

Supplemental Instruction

Supplemental Instruction (SI) is a series of review sessions for difficult courses. SI sessions are led by your SI leader, a NAU student who attends class with you. SI sessions are voluntary, and you can expect to review materials, discuss difficult concepts and learn study skills. The SI schedule can be found at home.nau.edu/edsup/lac/si_schedule.asp.

Catalog, Academic Calendar, Degree Plans and Other Academic Resources

The academic catalog and other resources like degree plans, the academic calendar class schedule are listed online at http://international.nau.edu/international_admissions/majors.html.

Academic Standing

“Good” indicates you have maintained NAU’s minimum cumulative GPA, which is always 2.0 after the completion of 30 units. There is a sliding scale in effect for students with less than 30 units.

“Probation” indicates you have not maintained the minimum cumulative GPA. Any NAU student on probation is afforded a “second chance” and may still enroll in courses at NAU with certain restrictions. To learn more about Academic standing, please visit www4.nau.edu/gateway/Students/ImprovingAcademics/AcademicDifficulty.htm#Probation.

TRANSFER CREDIT POLICY

If your university is recognized by the Ministry of Education in your home country or if it is directly accredited by one of the US regional accrediting bodies, we will grant transfer credit.

Students can receive up to 90 credits from a 4-year institution and up to 64 credits from a two-year institution. Students must submit official post-secondary transcripts and course descriptions in English in order to receive transfer credit and have a grade of C or better. Please note that transfer credit will not be awarded for remedial level classes. The academic unit will determine direct equivalency for any major required courses.

Transfer credit is a two step process. Step 1 involves international admissions posting transfer credit and determining liberal studies designations. Step 2 involves the student working with their department advisor to determine if any classes transferred in meet major requirements.
Being a NAU Student

The Jacks Card

The Jacks Card is the name of your student ID card. On this card you will have two accounts. One account is called the JacksDebitExpress (JDE) and the other is called the Dining Dollar account. Both of these accounts work like a prepaid debit account. JDE can be used at non-dining locations such as the NAU Bookstore, the Recreation Center, and the Post office to name a few. The Dining Dollar account can be used to purchase tax free food at dining locations on campus. Meal plans are also accessed by using the JacksCard.

Dining

www.nau.edu/dining

NAU Dining offers meal plans to students which allow students to eat on campus without carrying cash. Students who buy meal plans do not pay a 10.1% sales tax on their meal purchases. There are three meal plan options for students: 10 meals per week, 14 meals per week, or 19 meals per week.

Getting Involved On-Campus:

Student Activities

The Office of Student Life has information on over 200 recognized student clubs and organizations on campus. Opportunities include community service and special interest organizations, political groups, professional or departmental organizations, sports and recreational clubs, religious organizations, and fraternities and sororities. The Associated Students of Northern Arizona University (ASNAU) serves as the student government on campus.

www.home.nau.edu/studentlife

Health & Safety

Fronske Health Center is NAU’s full-service, professional medical facility with physicians and nurse practitioners. Fronke offers a full spectrum of health care services on site, including lab, X-ray, nursing, health education, and some specialty care. They can meet many, if not all, of your primary care needs. Please remember to complete the Personal Health History Form online at www4.nau.edu/fronske/. You will need your userid and passord and it is advised that you enter this site prior to your arrival on-campus.

The Flagstaff Medical Center (FMC) is located at 1200 North Beaver Street. FMC is a member of Northern Arizona Healthcare and provides high quality healthcare services to residences and visitors to northern Arizona.
NAU also has a fully accredited police department for safety on campus. The NAUPD offers a Safety Escort program. Police Officers and Campus Safety Aides are available to accompany you to desired locations on campus. If you would like an escort, please call (928) 523-3611.

Health Insurance
www.home.nau.edu/fronske/insurance

It is mandatory for all international students to buy the university health insurance. The fee for insurance will be charged to your university bill. Even if you already have health insurance, you will need to purchase the NAU health insurance plan as only select plans are accepted by area clinics and the hospital. The most up to date health insurance costs are available on the above website.

Part-Time Work
Students studying at NAU on F-1 and J-1 visas are eligible to work on campus up to 20 hours per week. Students need authorization from their international student advisor. For more information, please visit: www.international.nau.edu/student_scholar_services
Student Support

Being a NAU Student

Student Support Services

International Student Scholar Services (ISSS):

www.international.nau.edu/student_scholar_services/index.html

The International student advisors at NAU assist students with a comprehensive orientation and they provide ongoing assistance with adjustment, academic and personal concerns. By coordinating workshops and programs, students are able to obtain information and encouraged to participate in intercultural activities. ISSS is responsible for institutional compliance with U.S. immigration related regulations and benefits governing study and employment. Because the U.S. regulations are subject to change, please visit the site above for current information and procedures. The office also provides program activities and information for the international student community, and encourages participation in the many campus events that occur during the academic year.

Counseling:
Confidential counseling is available at the NAU Counseling Center ((928) 523-2261). The first appointment is free and it is $10 for each additional appointment. www.nau.edu/ctc

Disability Resources:
Disability Resources helps students who have a learning disability succeed in college. If you have a documented disability or would like testing, they can be contacted at (928) 523-8773. www.home.nau.edu/dr

Tutoring & the Student Learning Center:
The Student Learning Center offers free, 45 minute tutoring sessions for students taking a variety of subjects (English, biology, math, etc.). There are 2 locations, a North LAC and a South LAC. For more information, visit their website at: www.home.nau.edu/edsup/lac

Writing Center Services:
This center provides help with your writing. For an appointment email writing.workshop@nau.edu

AcES : ESL Writing and Tutoring:
Free help for ESL students. Call (928) 523-5524 for an appointment.

New International Student Orientation:
International student orientation is required for all new international students. The orientation takes place on the NAU campus during the week before semester classes begin and will include topics ranging from American immigration policies, campus tours, course registration, and general information about living in the United States.
**General Housing Information**

Whether you choose to live on-campus or off campus, it is highly recommended that you have your housing arranged before you come to campus. On-campus housing is very popular and you must apply by the deadlines. Living on-campus provides a convenient, economical, and fun living environment for students. Living off-campus provides students with more choice and more freedom. Whichever type housing you choose, there are many different options available.

**On Campus Housing**

The Office of Residence Life is the campus department responsible for housing students at NAU. We recommend visiting their website at http://home.nau.edu/reslife for more information about living on campus and the cost of rent. Please note that if you are living on-campus an early arrival fee for the mandatory orientation will be added to your housing costs.

Some halls are open all year while other halls are closed during semester breaks and students need to leave their rooms until classes start again. It is not possible to move into the hall before the start of your orientation session. If you arrive before the International Student Orientation session, you will need to arrange temporary housing or stay at a nearby hotel.

Prices for on-campus residence halls include your room and all utilities. Utilities are heat, water, electricity, gas, internet access, cable TV and local phone. Residence hall contracts generally run for a complete academic year. Only students beginning their studies during the spring semester may opt for a one-semester/four month contract. Year-round contracts require additional rent for winter and summer breaks.

**Off-Campus Housing & Apartments**

**Flagstaff Homestay:**
www.ihouseflagstaff.com

**Residence Life Guide to Living Off-Campus:**
www.home.nau.edu/reslife/offcampus/default.asp

If you choose to live off-campus, there are many apartment buildings within walking distance to campus. Please note that they fill up quickly. Rent prices for 1-2 bedroom apartments are between $700-$1200 per-month. You must pay for a credit check and a security deposit before renting an apartment and for utilities each month. Utilities can add up to $150-300 per month addition to rent. Students often choose to share apartments and costs with others.
Housing Options

“Off-Campus Housing and Apartments” continued.

Some apartments offer students the option to rent a single room in a 2, 3, or 4-bedroom apartment. You may also be asked to provide proof of enrollment and some apartments require students to sign a 12-month lease contract.

If you’re not interested in renting an apartment, many students rent rooms in private homes and share the cost of utilities. The best way to find a room for rent would be to look in our local paper, The Arizona Daily Sun. The newspaper is viewable online at www.class.azdailysun.com

Housing Deposits

If you choose to live off campus, you will have to pay a security deposit that would pay for any damage to the apartment that would need to be fixed after you leave. If there is no major damage to the apartment, a portion of the deposit may be given back to you when you check out.

Paying Rent

If you are living on-campus, rent will be paid to the Bursar’s Office. Payments can be made in-person (cash or check only), E-check, and credit card (Mastercard, Discover, and American Express). If you are living off-campus, rent is normally paid to the property management company. If you’re living in a house, rent is often paid directly to the landlord.

Temporary Housing

International students who have been assigned a room on campus will not be able to move into university housing until New International Student Orientation. If you arrive before this time and plan to live on campus, you will need to make arrangements for a place to stay off-campus. Students who plan to live off-campus or who have not arranged on-campus housing before coming to NAU will need to arrange temporary housing.

NAU cannot arrange temporary housing for you. Many students who plan to live off-campus arrive early so they don’t have to try to conduct their housing search during orientation week. These students often choose to stay in a hostel while they look for off-campus housing arrangements.

*Please note that if you are living on-campus an early arrival fee for the mandatory orientation will be added to your housing costs.
**Tips for Living with a Roommate**

1. **Be clear from the beginning.** Do you know in advance that you hate it when someone hits the snooze button fifteen times every morning? That you're obsessed with having a clean space? That you need ten minutes to yourself before talking to anyone after you wake up? Let your roommate know as soon as you can about your little quirks and preferences. It's not fair to expect him or her to pick up on them right away, and communicating what you need is one of the best ways to eliminate issues before they become problems.

2. **Address things when they're little.** Is your roommate always forgetting her stuff for the shower, and taking yours? Are your clothes being borrowed faster than you can wash them? Addressing things that bother you while they're still little can help your roommate be aware of something she may not otherwise know. And addressing little things is much easier than addressing them after they've become big.

3. **Respect your roommate’s stuff.** This may seem simple, but it's probably one of the biggest reasons why roommates experience conflict. Don’t think he’ll mind if you borrow his cleats for a quick soccer game? For all you know, you just stepped over an un-crossable line. Don’t borrow, use, or take anything without getting permission first.

4. **Be careful of who you bring into your room -- and how often.** You may love having your study group into your room. But your roommate may not. Be mindful of how often you bring people over. If your roommate studies best in the quiet, and you study best in a group, can you alternate who goes to the library and who gets the room?

5. **Lock the door and windows.** This may seem like it has nothing to do with roommate relationships, but how would you feel if your roommate’s laptop got stolen during the ten seconds it took you to run down the hall? Or the other way around? Locking your door and windows is a critical part of keeping safe.

6. **Be friendly, without expecting to be best friends.** Don’t go into your roommate relationship thinking that you are going to be best friends for the time you’re at school. It may happen, but expecting it sets both of you up for trouble. You should be friendly with your roommate but also make sure you have your own social circles.

7. **Be open to new things.** Your roommate may be from someplace you’ve never heard of. They may have a religion or lifestyle that is completely different from your own. Be open to new ideas and experiences, especially as it relates to what your roommate brings into your life. That’s why you went to college in the first place, right?!

8. **Be open to change.** You should expect to learn, grow, and change during your time at school. And the same should happen to your roommate, if all goes well. As the semester progresses, realize things will change for both of you. Be comfortable addressing things that unexpectedly come up, setting new rules, and being flexible to your changing environment.

9. **If nothing else, treat your roommate like you’d like to be treated.** No matter what your relationship is at the end of the year, you can take comfort knowing you acted like an adult and treated your roommate with respect.


**Culture Shock: The Process of Adjustment**

**What is it?**
Culture shock is the natural reaction to a series of transitions that occur when we are uprooted from our cultural environment and transplanted into a new situation where the language, gestures, customs, signs and symbols that have previously helped us to make sense of our surroundings suddenly have no meaning or have new meanings. Most of all, we have lost our social supports (family, friends, classmates, coworkers) and we are must begin again in a place where things are unpredictable. While the words “culture shock” imply something immediate, the onset is usually gradual and cumulative.

**How can I avoid it?**
Since culture shock is a natural response, your strategy should not be how to avoid it, but instead, how to manage it. Being able to anticipate the feelings you may encounter, and having an understanding of the cycle of adjustment should help minimize much of the difficulty of adjusting to life in the United States. While at times it may be an unpleasant experience to go through, adapting to a new culture provides great opportunities for personal growth and development.

**When will it go away?**
Sometimes the symptoms of the hostility stage last just a few days, but more commonly, a few weeks or even months. Your friends may appear to adjust easily while you are suffering miserably. Several different factors, such as your pre-departure expectations, coping skills, and any past experience living overseas can affect the degree to which a person is affected by culture shock, making each individual’s experience unique. Also, people often move back and forth between the stages throughout their stay.

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**Suggestions for a Smooth Adjustment**

- Realize that what you are going through is normal. Remember that the unpleasant feelings are temporary, natural, and are common to any transition that a person makes during their life.

- Be patient and give yourself the time to work through this process.

- Take good care of yourself. Eat well, exercise, learn relaxation and stress reduction techniques.

- Maintain a sense of humor. Be able to laugh at yourself and at the predicaments you get into.

- Begin to consciously look for logical reasons for anything in the United States that seems strange, confusing, or threatening. There is a reason why Americans do things differently than people do in your country.

- Talk to someone about your experiences. Do not be afraid to talk to family, friends, members of your host department, a trained counselor or the staff at the CIE, especially if you are thinking of leaving the U.S.
The Stages of Culture Shock

1. Honeymoon – When you first arrive, the differences you observe are new, exciting and interesting. You are optimistic and are likely to focus on the positive aspects of your new environment.

2. Hostility – As some time passes, the differences that were once interesting have now become obstacles for you to get things done or communicate effectively. You may begin experiencing any of the following feelings or behaviors:
   • disorientation and confusion
   • acute homesickness for family, friends and places
   • loneliness
   • helplessness
   • irritability
   • sadness and depression
   • frequent frustration
   • being easily angered
   • fatigue
   • withdrawing from friends or other people
   • self-doubt, sense of failure
   • recurrent sickness
   • desire to go home

3. Recovery and Adjustment – Gradually, you begin to feel more comfortable in the new culture and are functioning well at work or school. Your confidence builds as you start to adjust to the differences and expand your social network. You are able to view things more objectively and are becoming more flexible.

4. Reverse Culture Shock – Do not underestimate the adjustment that will be required when you return home from your sojourn. People go through a similar series of stages upon re-entry to their home culture.
Money, Finance and Banking

Money

You will need to open a bank account in your name when you arrive in Flagstaff. Having a bank account (or checking account) will allow you to pay bills such as tuition, rent, and utilities. This will also give you a check or debit card you can use in Automatic Teller Machines (ATMs) at any time of day or night. Please do not carry a lot of cash around with you and do not send cash through the mail. You will need cash or traveler’s checks, your passport, and your NAU ID card to open a bank account. There are several banks and one credit union located within walking distance of campus.

· Wells Fargo www.wellsfargo.com
· Arizona State Credit Union www.azstcu.org
· Compass Bank www.bbvacompass.com

Paying Your Fees

www.home.nau.edu/bursar

Your fees (tuition, student fees, health insurance, on-campus housing, and meal plan) are due the day you register for classes. You will register for classes at New International Student Orientation or through the Priority Enrollment process. You should be prepared to pay your tuition and fees or sign-up for the NAU Payment Plan when you arrive on campus. Please contact the Student and Departmental Accounting Services for more information at bursar@nau.edu or (928) 523-3122.

You can pay your fees with Traveler’s checks in US currency, a cashier’s check from a local bank, and most major credit cards excluding Visa. Payments can also be made via wire transfer. Please contact the Bursar’s Office at bursar@nau.edu or visit the above website for current fee structures and wire transfer instructions.

Living Costs

The Office of Financial Aid has estimated costs for incoming undergraduate students. That information is available here: home.nau.edu/finaid/apply/COA.asp
### Helpful Resources

#### Absolute Bikes: (928) 779-5969; flagstaff@absolutebikes.net; www.absolutebikes.net/flag_frset.html

#### Academic Calendar: www.home.nau.edu/registrar/calendars.asp

#### Albertson’s Supermarket: (928) 773-7955; www.albertsons.com

#### Amtrak: 1-800-USA-RAIL; www.amtrak.com
Arizona Shuttle: 1-877-226-8060
www.arizonashuttle.com

#### Drury Inn: (928) 773-4900; www.druryhotels.com

#### Emergency Pager: (928) 913-7922

#### Getting A Visa: www.educationusa.state.gov

#### Grand Canyon International Hostel: (928) 779-9421; www.grandcanyonhostel.com

#### Metric Conversion Table: www.metric-conversions.org/

#### Mobile Phones
- AT&T Wireless: (928) 779-4210; www.att.com
- Sprint: (928) 226-8200; www.boostmobile.com
- Verizon Wireless: (928) 213-8000; www.verizon.com

#### NAU-Bursar’s Office: (928) 523-3122; bursar@nau.edu

#### NAU Center for International Education: www.international.nau.edu
- Main Number: (928) 523-2409
- Email: study@nau.edu

#### NAU Dining: (928) 523-2372; nau.dining@nau.edu

#### NAU Office of Financial Aid: (928) 523-4951; financial.aid@nau.edu

#### NAU Fronske Health Center: (928) 523-8995 (appointment line); fronske@nau.edu

#### NAU Office of Student Life: (928) 523-5181 student.life@nau.edu

#### NAU Office of the Registrar: (928) 523-2109; registrar@nau.edu

#### NAU Office of Residence Life: (928) 523-3978; residence.life@nau.edu

#### Online DS-160 Non-Immigrant Visa Form: www.ceac.state.gov/genniv

#### Mountain Line Bus Service: www.mountainline.az.gov

#### Open Road Tours: 1-800-766-7117; tours@openroadtours.com; www.openroadtours.com

#### Quality Inn: (928) 774-8771; www.qualityinn.com

#### Qwest: (928) 527-4365; www.qwest.com

#### SEVIS Fee: www.fmjfee; (314) 418-8833

#### Single Track Bikes: (928) 773-1862

#### Taxi’s:
- All-Star Taxi: (928) 213-8294
- A Friendly Cab: (928) 774-4444
- Sun Taxi & Tours: (928) 779-1111
- Taxi Alpine Cab: (928) 526-7162

#### US Embassy Listings: www.usembassy.gov
Maps

ALPHABETICAL LISTING

BLDG   SEC NAME
37A3  EA rdrey Auditorium
47A 5H Property Control/ ROTC
47A5  H Purchasing Services
98B 6L Program in Intensive English
50B4  HM cKay  V illage
27A3  CI nstitute for Human  Development
54A 2F Information Systems Annex
33A5  E HRM  South
23A4  DP lateau  Center
16A4  C Extended Campuses AZUN
18A5  CB iology  Greenhouse
21B5  CB iological Sciences Annex
39 4E Raymond Hall
48 4G Reilly Hall
25 6E Health & Learning Center
92 2D Ponderosa / I-17
95 4J Pine Ridge V illage
37 2E Performing and Fine Arts
10 4C Old Main
72 3L Nursing
71 4L Social and Behavioral Sciences
83 7L Science Complex
58 5A High Country Conference Center
41 5E Fronske Health Center
76 6L Chemistry
50 4H Campus Heights Apartments
35 5E Bookstore
21 5C Biological Sciences
47 5G Atmospheric  Observatory
29 4F Aspen Crossing Learning Community
23 4D Babbitt Academic Annex
49 4H Atmospheric  Research  Observatory/
26 3C Adel Mathematics
11 3B Ashurst
13 BG ammage  Building
5 5B North Hall
18 5C Liberal Arts
82 3L South Zone
88 5B Wettaw
73 5J Walkup Skydome
10 4C Old Main
42 5F Sechrist Hall
40 4E McDonald Hall
62 4K McConnell Hall
34 6D Lumberjack Stadium
19 5C North Union
47A 5H Property Control/ ROTIC
47A5  H Purchasing Services
3 8E Raymond Hall
25 6E Health & Learning Center
48 4G Neddy Hall
98F 6L Residence Life Support Services Warehouse
15 3C Rials
4 4C Palace
3 3C Student Life Services
13 3C Riles
20 2C Science Complex
12 2C Science Complex
1 1C Science Complex
5 1C Science Complex
57 5B Printing Services
3A 4B Proehnow Auditorium
99B 6L Program in Intensive English
47A 5H Property Control/ ROTIC
47A5  H Purchasing Services
3 8E Raymond Hall
25 6E Health & Learning Center
48 4G Neddy Hall
98F 6L Residence Life Support Services Warehouse
15 3C Riles

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Maps

Flagstaff
ARIZONA

Additional Points of Interest

1. Flagstaff Visitor Center
2. The Aquaplex
3. Bababi Brothers Building
4. Buffalo Park
5. Buschmaster Park
6. Coconino County Courthouse
7. Continental Country Club and Eidel Hills Golf Course
8. Flagstaff Chamber of Commerce
9. Flagstaff City Hall
10. Flagstaff Convention and Visitors Bureau
11. Flagstaff Main Library
12. Flagstaff Mall and The Marketplace
13. Flagstaff Medical Center
14. Flagstaff Police Department
15. Flagstaff Pulliam Airport
16. Fort Tuthill Coconino County Fairgrounds
17. Forsgren Park
18. Greyhound Bus Depot
19. Heritage Square
20. Jay Lively Activity Center
21. To Lake Mary/Mammoth Lake
22. McMillon (Bank) Building
23. McMillon Men's Park
24. McPherson Park
25. Monte Vista Hotel
26. Mountain View Park
27. NAU Walkup Skydome
28. Orpheum Theater
29. Samaritans County Park
30. Thorpe Park
31. Thorpe Park Softball Complex
32. Wheelerhorn Hotel
33. Wheeler Park

Historic Downtown Flagstaff

The Visitor Center is an excellent place to begin if you are interested in exploring Flagstaff and Northern Arizona. To find out about other fun events, we recommend stopping by the Tourist Visitors Center, which is located downtown or checking out this website: http://calendar.azdailysun.com/