



Program in Intensive English

The Program in Intensive English

Student Handbook 2021 – 2022

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Welcome Message from the PIE

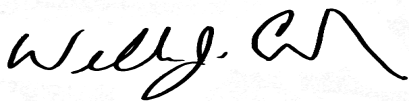
Welcome to the Program in Intensive English (PIE) at Northern Arizona University in Flagstaff. We are very happy that you will be studying with us this year. The PIE is a great program to prepare you for success at a U.S. university because we are committed to your success at the PIE and throughout your entire academic experience at Northern Arizona University.

We expect you to study, practice, and attend and participate in all your classes. This is your opportunity to become very proficient in English. Please use the many resources PIE and NAU provide for you, including our online tutoring resources and meeting with your PIE instructors.

This Student Handbook has information about PIE policies, academics, and life in Flagstaff.

Please contact us if you have any questions.

Have a great semester!



Dr. William J. Crawford
Academic Director, Program in Intensive English

The PIE Mission Statement

The mission of the Program in Intensive English at Northern Arizona University (NAU) is three-fold:

1. To improve the English proficiency and academic preparedness of international students
1. To provide teacher training and professional development for NAU's MA-TESL/PhD in Applied Linguistics students
2. To provide research opportunities for university faculty, doctoral students, and MA-TESL students that advance disciplinary knowledge and effective second language teaching and learning

About the Program in Intensive English

The PIE, which is part of the Center for International Education, serves 100–200 international students per academic year. The PIE offers several levels of instruction and delivers approximately 20 hours of Intensive English instruction per week to prepare our students for successful careers as NAU undergraduate or graduate students. Please see the PIE website <http://nau.edu/pie> for more information about the program.

After finishing the PIE English program, students will be ready to study for a Northern Arizona University degree and will enjoy all the benefits of being a full-time NAU student.

In this program, students work to improve English skills by

- taking full-time English language coursework
- developing study skills in a university environment
- gaining confidence as a student and as an English speaker
- making friends in the university student community
- immersing themselves in American culture
- having access to university services, facilities, and activities. This includes living on campus, checking out books from the library, and using the recreation center

PIE Administrative Staff

PIE Academic Director—Dr. William Crawford, Room 202

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Important Phone Numbers

NAU Emergency – 928-523-3000

Flagstaff Emergency – 911

NAU Police, Non-emergency – 928-523-3611

Center for International Education – 928-523-2409

Campus Health Service Urgent Care – 928-523-3121

Parking and Transportation – 928-523-6233

NAU Escort Service SAFE Ride – 928-523-6233

Residence Life – 928-523-6223

Useful Acronyms

The following groups of letters are called acronyms. An acronym is made by taking the first letter of each word and forming a new word that is written in all capital letters. Here is a list of acronyms used in this handbook:

PIE	Program in Intensive English
NAU	Northern Arizona University
CIE	Center for International Education
HLC	Health and Learning Center
PD	Police Department
LOUIE	The nickname for NAU's enterprise system. Through LOUIE each student can access for individual account information, BlackBoard Learn (BBLearn), etc.

PIE Instruction – Online

Online English Only – Minimum English Test Scores DET 70, TOEFL 45, IELTS 5				
COURSE	Reading/ Vocabulary		Listening/ Speaking	
HOURS	2 hours online live lectures ~8 hours self-guided activities		2 hours online live lectures ~8 hours self-guided activities	
Online Pathway – English Test Scores: DET 85-90, TOEFL 57-69, IELTS 5.5				
COURSE	Reading/ Vocabulary	Listening/ Speaking	ENG 105 Lab	ENG 105
HOURS	2 hours online live lectures ~8 hours self-guided	2 hours online live lectures ~8 hours self-guided	1 hour online live lecture ~4 hours self-guided	4 credits

PIE Instruction – In Person

Full-time English Only – 20 hours per week Minimum English Test Scores DET 55, TOEFL 20, IELTS 4					
COURSE	Reading/ Vocabulary	Listening/ Speaking	English Fluency	English Accuracy	Computer Assisted Language Learning
HOURS	5 class hours	5 class hours	4 class hours	4 class hours	2 class hours
Pathway Program – 20 hours per week English Test Scores: DET 85-90, TOEFL 57-69, IELTS 5.5					
COURSE	Reading/ Vocabulary	Listening/ Speaking	English Fluency	ENG 105 Lab	ENG 105
HOURS	5 class hours	5 class hours	4 class hours	2 class hours	4 NAU credits

Course descriptions

Listening and Speaking:

Listening and Speaking courses teach advanced academic listening, academic notetaking, and academic language speaking skills through academic content. This course targets and enhances skills and content knowledge considered necessary for university readiness.

Reading and Vocabulary

This course is designed to prepare students for mainstream academic reading. The course will focus on extensive reading, fluency building, practice with timed reading, vocabulary, reading comprehension, and reading strategies.

English Fluency

This course emphasizes the development of English fluency that is relevant to communication, both spoken and written.

English Accuracy

This course emphasizes the development of accurate usage of English in both spoken and written communication.

ENG 105 Lab

This course provides language support and scaffolding to enable students to succeed in NAU's ENG 105 composition course.

ENG 105 – Critical Reading and Writing in the University Community

This course teaches writing skills for completing university coursework. It fulfills the liberal studies requirement for English Foundation. (4 credits)

PIE Grades

Students earn a grade for all of the work they complete in the courses they take in the PIE. The grades in each course are then averaged into an overall PIE grade for the session.

Current PIE students can access their grades in the PIE Student System. Students can use their NAU user ID and password to access the PIE Student System.

Report Cards and Transcripts

PIE students can access their grades and print their report cards through LOUIE. PIE does not provide official transcripts. Transcripts must be requested from NAU's Registrar' Office and students must pay a fee to receive their official transcripts. Students can go to the Registrar's website for more information: <http://nau.edu/Registrar/Transcripts-and-Verifications/>

Academic Advising

Students who have questions about their PIE classes should see the Academic Program Coordinator. Students who are conditionally admitted to NAU and want to change their major should contact the Center for International Education (CIE) to update their immigration documents.

Students in Pathway courses who are earning grades of 70% or above in all their PIE classes and their university credit classes will be released for early advising for NAU classes. Early advising means that the students meet with their new advisers and register for their university academic classes for the following semester. At the end of the semester, any student who did not pass all of their PIE and university-credit classes will not exit the program and their university classes will be dropped.

All students in PIE have an Academic Advising hold on their student account. This hold prevents students from registering for classes without speaking to their adviser first. This hold is removed when students exit the program.

Level Promotion

Students in PIE can move to a higher level in two ways:

1. Any student earning grades of A, B, or C in every class at a given level will be promoted to the next level.
2. Any student who earns an English Test Score that meets the minimum requirement for a higher PIE level will be promoted. (Not including exiting, see below for exiting policy)

PIE students are expected to attend all classes and apply themselves to their studies. Students must earn a C or better in all classes—including PIE classes and university-credit-bearing classes—in the next semester to remain in the program and/or to receive PIE's endorsement to enter NAU. Students receiving a D or an F in any class will be put on academic eligibility notice and must meet with the PIE administration to determine their eligibility to begin the next semester.

Exiting PIE

Students enrolled in the PIE will need endorsement for university entrance before taking university classes at NAU. Full-time PIE students can exit the program and receive the PIE endorsement for university entrance in two ways:

1. Any student in Level 5 or the Pathway program earning grades of A, B, or C in every class, including PIE and any university classes, can exit the program.
2. Any student in English Only who earns grades of A, B, or C in every class, including PIE and any university classes, and provides an official Duolingo, TOEFL or IELTS score that meets NAU's minimum entrance requirement can also exit.

Transition to the University

PIE students are enrolled as either Conditionally Admitted to NAU, or PIE ONLY. Upon exiting the program, Conditionally Admitted students will be fully admitted to NAU and begin their degree programs. PIE ONLY students must go to the Center for International Education (CIE) to apply for NAU admission before starting a degree program. Students should contact their immigration advisor at the CIE for admission questions.

Certificates

Students may request a certificate of completion after successfully completing a level of PIE instruction. Certificates can be given directly to students, emailed to students, or mailed to a U.S. address.

Please note that certificates will not be issued to any student with a hold on his or her NAU account.

Student Evaluation of PIE

At PIE, we value everyone's input. We always want to know what students think and how we can make things better. We regularly assess student satisfaction in several ways:

- **Course Evaluations:** Students fill out evaluations about their teachers and classes two times every semester. The first time is during mid-semester and the other at the end of the semester,
- **PIE Evaluations:** Students fill out an evaluation about PIE as a program during the mid-semester, and
- **Suggestion Box:** A suggestion box is located near the front entrance of the PIE. Students are welcome to leave suggestions anonymously (without a name) for the PIE administration.

PIE Registration and Enrollment Policy

All PIE students are enrolled in a one-credit NAU course. Enrollment in this course gives PIE students access to all NAU services and benefits, including meal plans, student housing, health insurance, and campus recreation services. This course does not count toward degree progress.

Students must be officially enrolled to attend classes. Students are expected to attend classes beginning on the first day of instruction.

The PIE enrolls students according to their level of proficiency, based on placement test results. Students do not enroll themselves.

Late Arrivals

Late arrivals will not be accepted after the first week of each semester. Late students must report to the CIE and the PIE office to make arrangements for enrollment and fee payment. Late arriving students will be marked absent for the classes they missed.

Drop/Withdrawal

Any student who leaves the PIE for any reason will be subject to NAU's policies regarding drops and withdrawal deadlines. They will be responsible for paying all charges for the semester according to the university deadlines. This includes both PIE and any University class fees in which students were enrolled in.

Students who need to leave during a semester should meet with the PIE Director or the Academic Program Coordinator and their immigration advisor as soon as possible.

For specific deadlines to drop or withdraw from classes see the registrar's calendar of important dates and deadlines: <http://nau.edu/Registrar/Important-Dates/>

Please see the [Attendance Policy](#) section of this handbook for specific information regarding attendance requirements.

PIE Tuition and Fees

Charges for tuition and fees come in two separate parts: NAU tuition and fees, and PIE fees. All NAU tuition and fees will be charged to the student account upon enrollment. NAU tuition is based on credit hour, so advanced students taking an academic class other than ENG 105 may incur additional fees.

The PIE fees will be charged to the student account no later than 2 weeks after the start of the semester. PIE fees are not eligible for any type of payment plan.

All students must pay their accounts in full or produce an active Financial Guarantee within 30 days from the start of the semester.

Online Tuition and Fees

-Online English Only \$3,559

-Online Pathway \$5,979

In-Person Tuition and Fees

-Full-time English Only \$7,576

-Full-time Pathway with ENG 105 \$11,808

Other fees students must pay in addition to PIE tuition and fees include the following:

- Housing
- Meals
- Books
- Course fees
- Personal expenses

For important information about health insurance requirements, see the [International Student Orientation Handbook](#).

Student Accounts

Each student at NAU has a personal account, where they can find information about:

- Enrolled classes
- Tuition and fees
- Other charges (such as insurance, housing, printing, etc.)
- Making payments
- Checking for holds (see below for information about holds)
- Changing their resident address

You can view your student account by logging into LOUIE with your NAU User ID and password, which you will receive when you enroll.

Holds

A hold on a student account means the person cannot register for classes because they have a specific requirement to fulfill, such as seeing an adviser or going to the Health Center.

There are many different types of student holds, such as advising, measles or other vaccination holds, or past due charges.

Returning students who have holds on their accounts will not be allowed to attend classes until their holds are cleared, and they will be marked absent for any classes they miss until they are officially enrolled.

Life in Flagstaff

(<http://www.flagstaff.com>)

Arizona has a dry climate. At 7,000 feet above sea level (2150 m), the air is thin and dry, and the sun is more intense. It may take you some time to adjust to the altitude.

Flagstaff frequently has sunny blue skies, but the temperatures in Flagstaff vary widely. A 15–20°C difference in temperatures between day and night is normal. Flagstaff weather has four distinct seasons. Summer is beautiful, with nice temperatures and monsoon rain showers in July and August. Average temperatures are in the mid-70s to 80s F (23–31°C). During autumn, the leaves on the Aspen trees turn golden and the days get cooler, with high temperatures from 50 to the mid-60s (10–20°C). In the winter, expect occasional snow from December to about March. The average annual snowfall is almost 100 inches (2.54 meters). High temperatures in winter are usually in the 40s (4.4–9.4°C), but can be as cold as 14°F degrees (-10°C). 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 you to take off and put on layers as needed.

Restaurants

Flagstaff has a good variety and selection of restaurants because of its year-round tourism. From American to Italian, Asian, European, and Indian, there are a lot to choose from. Tipping is a standard practice in the United States. A tip of 15% of the total bill is expected in restaurants.

For up-to-date information on restaurants and other entertainment, see the local magazine [FlagLive](#).

Ride the Bus

Flagstaff has two bus systems: Mountain Line and Mountain Link.

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

Mountain Link (Route 10) is a bus system that links the NAU campus with downtown Flagstaff, and apartments and businesses along the Woodlands Village corridor. NAU students can ride the Mountain Link for free with a JacksCard ID. At the downtown transfer station, you can easily transfer from Mountain Link to other Mountain Line routes.

Ride a Bicycle

NAU has been recognized as one of the top 10 bike-friendly campuses in the country. The NAU campus has a “Yellow Bike” program that provides bikes for students to check out and use for free.

Biking in Flagstaff provides independence for students without the need for them to rely on the public transportation system. Flagstaff has many bike lanes on the roads, bike routes, and trail systems on which to bike. From NAU, there are many banks, grocery stores, and restaurants within biking distance.

A wide variety of bicycles are also available for purchase in Flagstaff.

Banking

When you arrive in Flagstaff, you will want to choose a bank to open a checking account. Three of the most common choices for banking are:

- **Chase Bank**: There is a Chase Bank within walking distance to NAU and an ATM (cash machine) in the NAU bookstore.
- **Bank of America**: <https://www.bankofamerica.com/>
- **Wells Fargo Bank**: <https://www.wellsfargo.com/>

Off-Campus Housing

Apartments: Flagstaff has many apartment complexes within walking distance to NAU. Some of the most popular among our students are Woodlands Village, Sterling Point, Highland Village, University Square, and The Lodge. Many of these complexes are along Mountain Link’s Route 10, which is free for NAU students.

For most off-campus housing options, you will be required to sign a lease. Here is some information on how a lease works:

A lease is a legal contract, explaining the rules agreed upon between the landlord or property owner and you, the tenant. A lease tells exactly how long you'll be renting the apartment (six months, one year, two years and so on) and exactly how much money you'll pay in rent each month (and on what day). Other major points often include security deposits, a requirement to pay first and last month’s rent, restrictions on pets, a decision about who pays for what utilities, and who is responsible for maintenance and

repairs. Even things like overnight guests, pool privileges, and parking lot access might be mentioned in a lease agreement.

(Adapted from <http://home.howstuffworks.com/community-living/apartments/apartment-lease.htm>)

Questions you should ask concerning off-campus housing:

- How much is the rent?
- Is there an application fee?
- Is a credit check required?
- Is there a security deposit?
- How much of the deposit is refundable?
- How long is the lease?
- When is rent due, and how much are the late fees?
- What forms of payment do you accept for rent? (payment options)
- What are the consequences for ending the lease early?
- What utilities are included in the rent (such as electricity, gas, or Internet access)?
- Who is available in case of a problem? (your place needs maintenance or you are locked out)
- What are the limitations on decorating?
- Are there rules for visitors?

Life on the NAU Campus

NAU JacksCard

Upon arriving and checking in to NAU, you will receive an NAU JacksCard. Students should carry their student ID cards at all times. It is required for:

- Residence hall access
- Checking out library materials
- Recreation Center access
- Admission to athletic, cultural, and recreational events and facilities

The JacksCard can also be used for payment on campus at laundromats, vending machines, the bookstore, the recreation center, the NAU postal service, and more.

NAU Email

PIE students will be assigned an NAU email when they arrive on campus. PIE, CIE, and other places on campus will send important information to students via email. It is very important that students check their emails regularly. PIE can only communicate with students through their NAU email.

NAU Student Organizations

NAU offers more than 300 student organizations that provide a wide variety of opportunities for you to gain experience, meet new people, and get involved on campus. Student organizations include academic, club sports, cultural, fraternities and sororities, service, and religious organizations. For more information, visit: <https://nau.edu/student-life/clubs-organizations/>.

NAU Campus Restaurants

NAU has more than 30 restaurants on campus, including Chick Fil-A Express, Einstein Brothers, Pizza Hut Express, Jamba Juice, and Starbucks.

Students can add dining dollars to their student ID cards to buy food on campus and at certain restaurants close to campus. <http://nau.edu/dining/>

Campus Housing

To live on campus, students must apply to [Residence Life](#):

1. International House (iHouse) is open to American and International students. It provides a place to learn about cultures from around the world, and to practice foreign

languages. To live at iHouse, students must submit applications both to iHouse and to Residence Life.

2. For more information, visit: <http://nau.edu/cie/international-house/>

Campus Health Center

The [NAU Campus Health Center](http://nau.edu/campus-health-services/) offers a variety of student health services. See their website: <http://nau.edu/campus-health-services/>

Health Insurance

All international students in F-1 and J-1 status are required to have the NAU student health insurance, which will be charged to all students' LOUIE accounts each semester. There are some exceptions to this policy. To check for exceptions, contact the CIE or see the [International Student Orientation Handbook](#).

For more information about health insurance for international students, see the [CIE website](#).

Medical Services

The Campus Health Center is the most convenient place for you to go when you need [medical attention](#). Visit the health center for sickness, immunizations, physical therapy, massage, and more. There is also a pharmacy in the center to get any necessary medications.

<http://nau.edu/Medical-Services/>

Counseling Services

If you are feeling sad, homesick, or stressed, contact the [Campus Health Center](#) for help. They offer professional counseling services, and the first visit is free for students.

<https://nau.edu/Counseling-Services/>

Disability Resources

[Disability Resources](#) works with all departments on campus to make sure the campus is accessible to students with disabilities. They also provide free services and accommodations to students with disabilities. <http://nau.edu/Disability-Resources/>

Cline Library

NAU has an outstanding library. It is a great place to study or find information. [Cline Library](#) has many quiet places for individuals to read or study, and it also offers study rooms for groups to work or study together. Cline has a variety of materials available for use in the library or to borrow and use at home, then return when you are finished, including books, newspapers, movies, magazines, and music. <http://library.nau.edu/>

Recreation Center

NAU has a high-quality recreation center available to all NAU students, including PIE students. At the [NAU Recreation Center](#), students can use the exercise machines, attend group exercise classes, and enjoy the climbing wall. <http://nau.edu/recreation-services/recreation-center/>

Bikes (yellow bikes)

The university's [Yellow Bike Program](#) provides free bike rentals to students, staff, and faculty. Bikes rentals are good for up to seven days, and rentals include a lock, key, and helmet. <http://nau.edu/Green-NAU/Yellow-Bike-Program/>

The Center for International Education (CIE)

The CIE provides many services for international students. The [CIE](#) issues the I-20 forms and assists students with immigration, housing, and other issues. CIE is located in the Blome Building, building 2, on North Campus. For more information, visit <http://nau.edu/cie/>.

PIE Policies and Procedures for Students

The teachers and staff at the PIE want all students to have a good experience and to be successful. PIE's policies help make the learning environment productive and safe for all students. PIE students are NAU students; hence, they are expected to follow NAU policies and procedures.

Attendance Policy (only for in-person classes)

PIE attendance is mandatory, and attendance affects your immigration status. Students are allowed a limited number of absence hours per semester. If you exceed this limit, your immigration status is subject to termination. If you have to be absent for any reason, let your teachers and the PIE administration know immediately, although there are no excused absences. It is your responsibility to make up the work you have missed.

PIE students can check their attendance for the current semester through the PIE Student System. **For the 2021-22 academic year, the absence limit is 36 hours for full-time students.**

The following examples are absences:

- Arriving late for the semester – Students who arrive after the semester starts will be marked absent for all class hours missed.
- Sleeping – Sleeping during class will be marked as an absence.
- Missing 20 minutes of class for 2-hour classes and missing 15 minutes of class for 1-hour classes – This includes arriving late, taking long breaks, and leaving early.
- Using electronic devices – If you use an electronic device in class, you will get a warning. If you do it again, you may be asked to leave and will be marked absent.
- Disruptive behavior – If you are disruptive in class, you will get a warning. If you continue, you may be asked to leave and will be marked absent.

There are no excused absences in PIE, including medical issues. If you have an emergency, please contact the PIE administration as soon as possible.

If students accumulate excessive absence hours, the following actions will be taken:

- 15 hours (total for all classes): students receive first warning letter
- 20 hours (total for all classes): students sign an attendance contract and meet with PIE administration
- 25 hours (total for all classes): students receive a second warning letter
- 30 hours (total for all classes): students sign a second attendance contract and meet with PIE administration
- 36 hours (total for all classes): students are suspended from the PIE and are sent to the CIE to discuss their visa status

Tardy Policy (Only for in-person classes)

Coming to class on time is important for students' success. Tardiness disrupts the classroom learning environment for all and is not acceptable.

Three occurrences of tardiness (total for all classes) equal one absence hour. These hours will be added to the students' overall absence hours.

Academic Integrity

Academic integrity is important in American universities, and the PIE takes it seriously. All the work done in the program is expected to be the student's own work. Plagiarism is cheating. This includes copying from friends, classmates, the Internet, books, or any other source. If you are not sure, ASK before handing in an assignment. Any student suspected of cheating will be asked to meet with the PIE administration. If it is determined that a student has cheated or plagiarized, the PIE administration will decide on a course of action, and a report will be placed into the student's permanent file.

PIE follows the NAU Academic Integrity policy:

<https://policy.nau.edu/policy/policy.aspx?num=100601>.

For help understanding the NAU Academic Integrity policy, NAU offers a helpful tutorial at

https://bblearn.nau.edu/webapps/blackboard/content/listContent.jsp?course_id= 109120_1&content_id= 3704806_1

Student Conduct

PIE is committed to providing a safe and disruption-free learning environment. Every semester students and teachers will make a classroom contract that outlines the rules and responsibilities agreed to by the class. This contract is signed by the students and the teacher and is posted on the classroom wall.

Students are expected to behave in accordance with the standards set forth in the Student Code of Conduct. Any behavior that disrupts classroom learning is a violation of the NAU Student Code of Conduct and is unacceptable. Students who violate the Code of Conduct will be asked to leave the classroom and meet with the PIE administration before they are allowed to return to classes. These standards, along with sanctions for violation of these standards, can be found in the Student Handbook at the following website:

<http://nau.edu/Student-Life/Student-Handbook/>

For more information on the NAU Student Code of Conduct and what is expected at NAU and PIE, please see the NAU Classroom Disruption Policy:

http://nau.edu/uploadedFiles/Administrative/EMSA_Sites/Folder_Templates/Forms/Classroom_Disruption_Policy.pdf

Electronic Devices

PIE does not allow electronic devices in class. Students must turn off their cell phones and place them in the cell phone basket or keep them in their bags. Tablets, laptops, and translators are not allowed unless specifically approved by the teacher. PIE provides dictionaries for students to use, if needed.

PIE and NAU Smoking Policy

Since July 1, 2016, Northern Arizona University has become a tobacco and smoke-free campus.

Smoking and the use of all tobacco products, including those not approved by the FDA for cessation, is prohibited at all facilities and in vehicles owned, operated or leased by Northern Arizona University. This includes, but is not limited to, the use of cigarettes, e-cigarettes, hookah, e-hookah, chew, dib, snuff, cigars, pipes, vaporizers, etc.

Smoking and the use of all tobacco products shall not be permitted in any enclosed space, including private residential space or private vehicles on university property.

Smoking and the use of all tobacco products shall be prohibited outdoors on all NAU campus properties including parking lots and athletic facilities.

Visit <http://nau.edu/Tobacco-Free/Help-Quitting/> for free and low-cost resources to help quit using tobacco products.

Letter Requests

PIE issues various kinds of letters to students upon request if the student has no holds on their account. No correspondence will be released until the holds have been cleared.

To request a letter, fill out a form online. It may take up to 48 hours for the letter to be issued. <http://nau.edu/CAL/PIE/PIE-Student-Letter-Request/> . Or you can stop by the Academic Program Coordinator's office to request for a letter.

PIE Complaint Procedure

The PIE would like all students to have a positive experience and will work to try to solve any problems with the best possible outcome for everyone. If a student is unhappy about something that has happened at the PIE, they are encouraged to talk to someone at the PIE as soon as possible, such as a teacher, the Academic Program Coordinator, or the Director.

The PIE and NAU encourage people to try to work out their differences directly. The first step in solving the problem is to talk to the person directly involved. Calmly explaining the issue is the best way to start to understand and solve the problem.

The best time to talk with a teacher is during office hours. Teachers' office hours are listed on the class syllabus. Students may also email teachers to make an appointment to talk.

If talking to the person does not resolve the issue, or if a student is not comfortable talking directly to the person with whom they are having a problem, they should make an appointment with the Academic Program Coordinator to discuss the issue and any possible options. Go to PIE Room 101 or email to make an appointment with the Student Services Coordinator.

PIE Grievance Procedure

If a student has followed the PIE complaint procedure and is not satisfied with the outcome, they can follow a written grievance procedure.

Email or write to the PIE Director. Use your NAU email address only. The Director will meet with the student and any others directly involved within one week. Depending on the nature of the grievance, NAU policies will apply.

All grievances and resolutions will be kept on file by the PIE Director.

Grade Appeal Procedure

With all grade appeals, the burden is on the student to show why the grade should be changed. A student has the right to appeal a final course grade that the student thinks is unfairly or incorrectly assigned. The student must first write or email the faculty member who assigned the grade in writing to request a meeting to discuss the grade. This request must be made within the next semester. The faculty member must meet with the student within five business days. After meeting with the faculty member, if the issue of the grade is not resolved, the student can meet with the PIE Director. If the student is still interested in pursuing a grade appeal, he or she may initiate a formal grievance procedure following [NAU's Grade Appeals Policy](https://policy.nau.edu/policy/policy.aspx?num=100105): <https://policy.nau.edu/policy/policy.aspx?num=100105>

Level Placement Appeal Procedure

If a student disagrees with their level during the first week of classes, he or she should talk with the teachers and may meet with the PIE Director or Academic Director. All students are assessed by their teachers during the first week of classes and teachers make recommendations to administration regarding student placement at the end of week 1. Please note that individual teachers do not make this decision. The PIE Director and the Academic Director review these recommendations and make a final decision regarding placement. Level placement appeals must be made in the first week of classes.

Students who arrive late do not have the option of appealing their level placements.

FERPA

Student privacy is very important in the United States. The Family Educational Rights and Privacy Act of 1974 (FERPA) is a law designed to keep educational records private. Your educational records will not be shared without your written consent. For more information visit the [FERPA](http://nau.edu/registrar/ferpa/info/) website: <http://nau.edu/registrar/ferpa/info/>.

Revised: 3/2/2022