

Quick Start Guide

Graduate Assistant Processing

1 Make an introductory offer

- Share the benefits of the graduate assistantship: tuition remission, stipend, and health insurance (20-hour/week assignments only, online students may not be eligible).
- Ensure non-residents know their residency will be changed to “resident” for tuition calculations only during the term of their appointment. This residency change is not official and will be changed back after their term has ended.

2 Prepare your offer in OnBase

- Please refer to resolution guidelines on page two (2) before calling NAU ITS.

3 Student receives offer

- This offer will only be sent to students’ NAU email account due to FERPA.
- Students can accept or decline on a desktop or laptop, not a smart phone.

4 Student accepts or declines the offer

- Faculty/staff will not receive a confirmation email that the offer has been sent. You and the student will receive the signed offer once the student accepts.

5 Screenshot and attach to onboarding ticket (ePAR)

- Attach the signed Letter of Appointment (offer letter) to the ePAR.
- If making an international offer, send the Letter of Appointment to the International Graduate Admissions team @ gradinternational@nau.edu.

Due Dates

Please note that Tuition Waiver requests are separate from graduate assistant processing and are not required for graduate assistantships as graduate assistantships already include tuition remission. A student may not have a tuition waiver and graduate assistantship tuition remission in the same semester.

Fall semester: June 1st

Spring semester: October 1st

Graduate assistant onboarding requests submitted via OnBase to HR Service Team
Tuition Waiver requests submitted via email to GATW@nau.edu



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Suggested Solutions

Faculty & Staff	Students
<ul style="list-style-type: none"> Clear your cache and cookies if OnBase is not functioning properly. Initiate a Letter of Appointment (Offer Letter) only when the banner has an NAU heading and is in NAU colors (not black and white). 	<ul style="list-style-type: none"> Sign in to <u>LOUIE</u> for the first time.
<ul style="list-style-type: none"> Ensure the student is fully admitted, matriculated, and has the required 3.0 GPA prior to making an offer. 	<ul style="list-style-type: none"> Clear cache and cookies before accessing link to review and accept/decline their OnBase Letter of Appointment (offer letter).
<ul style="list-style-type: none"> Follow up with the student in two (2) days if they have not accepted or declined their offer to identify potential technical issues. 	<ul style="list-style-type: none"> Ensure the banner has an NAU heading and is in NAU colors (not black and white). Clear cache and cookies if the header is in black and white.
<ul style="list-style-type: none"> You are permitted to use phone numbers and/or personal emails if they are not able to check their NAU email yet. 	<ul style="list-style-type: none"> Use a laptop or desktop, not a smartphone, to review and accept/decline their Letter of Appointment.
<ul style="list-style-type: none"> Encourage them to start checking their NAU email early and often for important updates. 	<ul style="list-style-type: none"> If Safari is not working, try using a different browser (Chrome, Firefox, or Explorer).
<ul style="list-style-type: none"> Submit an <u>NAU ITS Ticket</u>. 	<ul style="list-style-type: none"> Submit an <u>NAU ITS Ticket</u>.

The [Office of Graduate & Professional Studies Forms index](#) is your greatest resource for information and required forms.