

Quick Start Guide

Graduate Assistant Processing



Make an introductory offer **1**

Reiterate benefits of the GAship including: tuition remission, stipend, and health insurance if it is a 20 hour GAship.



Prepare your offer in OnBase **2**

Refer to troubleshooting guidelines on this quick start guide before calling ITS.



Student receives offer **3**

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



Candidate accepts or declines **4**

You will not receive a confirmation email that the offer has been sent. You and the student will receive the GA offer letter once the student accepts.



Screenshot & attach to EPar **5**

Attach the offer letter to the EPar. Then, send the offer letter to International Graduate Admissions if making an international offer.

Deadline for Graduate College to Receive Offer Letters attached to an EPar and Tuition Waiver Requests

Fall semester

Initiated by June 15th

Received by service teams June 1st

Spring semester

Initiated by November 15th

Received by service teams November 1st

Troubleshooting

please try these steps if you run into any issues

Staff

- Clear your cache and cookies if OnBase is not working. **Do not initiate when banner is in black and white! Only initiate if banner has an NAU heading and is in NAU colors.**
- Ensure student is fully admitted and matriculated prior to making offer. Only admitted students are eligible for GAships.
- Follow up with student in a reasonable timeframe if they have not accepted or declined their offer.
- You can use phone numbers or personal emails for follow-up conversations if they are not checking their NAU email yet.
- Encourage them to start checking their NAU email early and often for meaningful updates.
- Submit an IT ticket.

Student

- Ask them to sign into LOUIE for the first time.
- Clear cache and cookies before accessing link. **Do not initiate when banner is in black and white! Only initiate if banner has an NAU heading and is in NAU colors.**
- Use a laptop or desktop, not a smartphone.
- If Safari is not working, use Chrome or Firefox.

Remember!

The Graduate College Forms Index is your greatest resource. Explore the graduate coordinator and graduate assistantship sections to know the resources at your fingertips!