



Northcentral University Student Success Orientation Support Team

Introduction

Northcentral University is strongly committed to supporting students throughout their entire educational experience. We want our students to feel a sense of connection, from the first stages of applying to their programs, all the way through to graduation. The university is composed of several support teams that are available to assist students with any questions or concerns. In this section you will have the opportunity to view who these team members are and how they provide you with individual attention and service to ensure all your needs are met and questions answered.

Administrative Support

Accounting – Student Account Specialists can assist you with managing your financial account, as well as answer any questions you may have regarding your student account. Your Student Account Specialist has the ability to assist you in obtaining invoices and receipts promptly to provide the information that may be needed for tuition reimbursement. You can find your Student Account Specialists contact information on your student portal or at AccountingStaff@ncu.edu. The preferred method of communication is e-mail; however, it is their goal to return telephone messages within 24 hours.

Financial Aid – Financial Aid - The Financial Aid Team understands how important financial assistance is to the majority of its students, and is aware that every student situation is different. The FA Team is committed to helping students through the entire financial aid process and ensuring students are on a financial plan that best suits their needs. You can find their contact information on your student portal or at financialaid@ncu.edu.

Registrar – The Registrar Team can assist you with incoming and outgoing transcript requests and orders, as well as letter requests and requests for grade reports. They can also help with documentation for loan deferment, verification of enrollment, attendance, processing of name changes, and issuance of Student ID cards. You can find your representative's contact information on your student portal or at registrar@ncu.edu.

IT Help Desk – The IT Help Desk is ready to answer any questions related to the use of technology and the internet while attending Northcentral University. They can assist you with logging into your portal, software set up, connectivity and any other questions that may arise with regards to your computer configuration. You can find their contact information on your student portal or at servicedesk@ncu.edu.



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Academic Support

Enrollment Team – The Admissions team initially assists applicants with determining which School and program is the best fit and applying to the University. The Enrollment Specialists assist with ordering previous institution’s transcripts and the completion of your transcript evaluation, along with discussing payment options and the registration processes. Once you have enrolled and accepted your first course, your primary point of contact becomes your assigned Academic Advisor. You can find your assigned Enrollment Specialist by contacting Enrollment Services at EnrollmentServices@ncu.edu.

Academic Advisors – As the main point of student contact, Academic Advisors assist students throughout their program with academic questions related to course scheduling, attendance, managing one’s degree plan and progress, as well as policy and procedure clarification. They also serve as a support network to encourage and motivate you as needed throughout your studies. You can find your assigned Academic Advisor’s contact information on your student portal or at academicadvisors@ncu.edu.

Faculty – Every NCU course is taught by a doctoral-level faculty member who works individually with each student to meet the learning outcomes of their program. Every time you begin a course, your instructor sends you a welcome letter and invites you to have a real-time meeting on the phone or via Skype. Faculty not only grade assignments, they provide feedback that helps you on later assignments and moves you toward successful completion of your program and toward meeting your professional goals. The welcome letter and the Faculty Member tab in each course contain your instructor’s biography and contact information.

Academic Liaison – The Academic Liaison receives incoming student issues from Academic Advisors, Enrollment Specialists, orientation team members, and directly from student’s themselves. Issues may be presented to liaisons by any team member within the University to further assist you with your needs. The liaison will evaluate incoming issues to determine the level of attention needed for helping you obtain a resolution, and will work with other team members as necessary to assist. Our NCU Academic Liaison can be reached at academicliaison@ncu.edu.

Disability Services – Northcentral has a team dedicated to assisting students with disabilities or life issues that may impede progress in a course. This team has the ability to assist with course accommodations, extending time, as well as locating materials in an alternate format. You may obtain



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the contact information on your student portal or at disabilitiesservices@ncu.edu or through your enrollment or academic advisor. More information regarding this service can be located on your student portal or by clicking this link <http://learners.ncu.edu/DisabilityServices.aspx>.

Office of the Dean – Each School at Northcentral has a dedicated Dean’s office to assist students with various issues. Our Academic Leadership team is committed to helping our students reach their maximum potential through continual improvements to the quality of our teaching and curriculum in ways that support student outcomes. You can find their contact information on your student portal.

- School of Business and Technology Management can be reached at SBTM@ncu.edu
- School of Education can be reached at schoolofeducation@ncu.edu
- School of Marriage and Family Sciences can be reached at smfs@ncu.edu
- School of Psychology can be reached at sop@ncu.edu

Library – Northcentral has developed a state-of-the-art library, which will be an invaluable resource throughout your studies. Our Library team is ready to assist students with navigating Northcentral databases, and learning how to effectively search those databases for scholarly sources. They can also help with interlibrary loans. You can find their contact information on your student portal. More information regarding this service can be located on your student portal or by clicking this link to our University Resources page <http://www.ncu.edu/why-northcentral/university-resources>.

Writing Center – The Writing Center is NCU’s student success resource! It contains a link to Northcentral’s tutoring service, SmartThinking, and tips and guidance on writing, time management, and other areas. Writing Center team can help you locate resources, answer questions about APA, Academic Integrity, formatting, document preparation, and other writing-related matters. Please see your student portal for the link to the Writing Center and contact information for Writing Center staff.

Dissertation Center – Created for doctoral students and team members, the dissertation center is a valuable resource maintained by the Graduate School. The Dissertation Center offers many resources for all phases of dissertation development, including links to the following documents: the 2011 Dissertation Handbook, the Dissertation Review Form, statistical analysis tutorials, and the Milestone Documents templates. The center also contains links to research design and statistics tutorials, information about how to develop a problem statement, and the differences between an applied doctorate and a PhD.