



# STUDENT SERVICES & COMPLAINT PROCEDURES

At the very core of the National University mission is delivering an exceptional student experience, which is why we've made the following areas available to you.

## STUDENT CONCIERGE SERVICES

National University's Student Concierge Services is a one-stop center for student service. The department provides guidance, information, solutions, and assistance with financial aid, credentials, admissions, graduation, and more. Student Concierge Services is available Monday-Friday, 7 a.m.-midnight PST (excluding some major holidays) at **(866) 628-8988** or **scs@nu.edu**.

## OFFICE OF STUDENT AFFAIRS

The Office of Student Affairs serves the National University community by advocating for norms of fairness, decency, and ethical behavior. A student relations coordinator (SRC) is assigned to serve as an informal and impartial resource for any current or former National University student seeking support for all matters relating to their NU experience. You may contact the SRC at **(858) 642-8036** or **osa@nu.edu**.

## OFFICE OF THE UNIVERSITY OMBUDSMAN

The Office of the University Ombudsman serves as a neutral, impartial, and unaligned party in the informal resolution of complaints and/or concerns. All communications with the ombudsman are held in strict confidence. You may contact the National University Ombudsman at **(858) 642-8368** or **ombuds@nu.edu**. Please note that the security of electronic communication cannot be guaranteed. Calling our confidential line is the most secure communication method.

## UNIVERSITY COMPLAINT PROCEDURES

Complaints can be made online via the student conduct page ([www.nu.edu/OurPrograms/studentervices/StudentConduct.html](http://www.nu.edu/OurPrograms/studentervices/StudentConduct.html)) and clicking the incident report button, in person, phone, or email to the OSA. The university encourages submission of complaints in written form. Complaints should clearly describe the incident, incorporate supporting documentation, and describe the desired remedy.

## Texas Higher Education Coordinating Board

Texas Higher Education Coordinating Board  
College Readiness and Success Division  
P.O. Box 12788, Austin TX 78711-2788  
(512) 427-6101  
[www.theccb.state.tx.us/studentcomplaints](http://www.theccb.state.tx.us/studentcomplaints)  
[https://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y](https://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=19&pt=1&ch=1&sch=E&rl=Y)



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