



**Internal Audit Department**

## **Center for International Education Reporting**

**October 31, 2018  
Report Number FY 18-08**

**Distribution:**

Audit Committee, Arizona Board of Regents

Internal Audit Review Board

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Center for International Education

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This report is intended for the information and use of the Arizona Board of Regents, NAU administration, the Arizona Office of the Auditor General, and federal awarding agencies and sub-recipients.

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## Summary

Audit of the Center for International Education Reporting is in the Annual Audit Plan for Fiscal Year 2018, as approved by the Audit Committee of the Arizona Board of Regents. This audit supports Northern Arizona University's (NAU / University) strategic goals of Engagement and Stewardship by ensuring international student data is accurate, complete and properly reported.

**Background:** The NAU Center for International Education (CIE) was consolidated in 2004 from the Offices of Study Abroad and Faculty-led Programs, International Student and Scholar Services and International Admissions and Recruitment. Since that time, the office has expanded to include additional divisions and units devoted to specific programs, strategic goals, and programmatic support. These include: Interdisciplinary Global Programs, CIE Administration, International Student Retention and Inclusion, Asian Academic Engagement, Global Learning Initiatives, Strategic Global Initiatives and the NAU Spanish Program. Programmatic growth during the same time expanded beyond the traditional exchange partnerships to include numerous dual degree collaborations and discounted tuition agreements. The rapid expansion of these programs has necessitated a thorough review of processes in the context of partnership agreements and institutional reporting compliance.

With a staff of 38 full-time professional staff, 6 part-time temporary staff, 27 student staff and 4 graduate service assistants and use of specialized technology (see descriptions of Specialized Technology used by CIE at Exhibit A), CIE helps prepare NAU students to be globally competent upon graduation by direct engagement with faculty and academic departments and sponsoring a variety of programs and offering a range of services (see additional CIE Activities and related revenue summary at Exhibit B and Statistics at Exhibit C).

Through partnership agreements, also known as Memos of Understanding (MOUs), with various non-US partner institutions, NAU's efforts in global education are to prepare students to thrive in cross-cultural and international settings. MOUs document key aspects of the partnership including: program requirements / restrictions / benefits (admission and enrollment), housing, health insurance, financial arrangements including additional fees and agreement terms / revisions. MOUs also determine or establish a "study agreement" code that tracks the tuition in PeopleSoft Financials for international students studying under one of these partnership agreements (see Exhibit D for a summary and description of existing study agreement codes).

**Audit Objective:** To determine if CIE routinely and accurately records international student data such that reported international student data properly reflects the NAU international student population in accordance with related regulatory requirements.

**Scope:** The scope included a review of all policies, procedures and practices governing the operation and reporting of the Center for International Education. We reviewed documents and system reports supporting compliance and reporting requirements that occurred for the 2017-2018 Academic Year. We conducted such analysis, tests and other procedures as we deemed necessary to address the audit objective.

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**Methodology:** The following procedures were performed to accomplish the audit objective:

- Conducted background research including review of related policies, procedures and regulations;
- Interviewed NAU Management and staff responsible for the processing, reporting or use of CIE data, including CIE, Institutional Research and Analysis, EMSA Analytics and Assessment Office, Student and Departmental Account Services and the Registrar's Office;
- Performed process walkthroughs on a sample of five of twenty-two study agreement codes;
- Verified placeholder semester credit hours as reported in the official 45-day census for Fall 2017 and Spring 2018; and,
- Performed trend analysis on CIE's tuition revenue for Fall 2017 and Spring 2018.

The audit was conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing promulgated by the Institute of Internal Auditors* and accordingly, included such tests considered necessary under the circumstances.

**Conclusion:** The CIE data capture and reporting process appears to be functioning as intended; however, until recently, no central process to manage study agreement codes existed, which in recent years resulted in some data issues that negatively impacted census reporting. While current data is materially accurate and internal controls related to authorization and review have improved, management is currently prioritizing and addressing opportunities to document and centralize processes.

Controls Assessed		
0	4	5

**Observations:** We noted improvements being implemented by management as follows:

- In February 2018, CIE hired a business analyst dedicated to CIE operations; specifically gathering, revising, communicating and controlling the study agreement codes in effect as well as creating a central process for creating new study agreement codes.
- In March 2018, the business analyst updated the CIE Study Agreement processes (see Updated Study Agreement Processes at Exhibit E) to encourage a central and consistent process in managing existing and creating new study agreement codes. The application of existing study agreement codes to international students involves the business analyst and CIE's International Admissions and Recruitment Office. The creation of new study agreement codes requires approval from the Registrar's Office, Institutional Research and Analysis and Student and Departmental Account Services.

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The control standards considered, related control environment assessment and any related improvement opportunities (IO) identified are summarized in the following table.

General Control Standard (The bulleted items are internal control objectives that apply to the general control standards, and will differ for each audit.)	Control Environment/ Assessment	IO No.	Page No.
<b>Reliability and Integrity of Financial and Operational Information:</b>			
• Students are correctly identified as international			
• Study agreement codes are complete and accurate and correspond to a Memo of Understanding		1, 2	4
• The correct tuition rate is charged to the student		1, 2	4
• International students are accurately included in the official census count			
• Placeholder credit hours are accurately reported in the official 45-day census		3	5
<b>Safeguarding of Assets:</b>			
• Sensitive information is protected			
<b>Effectiveness and Efficiency of Operations:</b>			
• The automated systems manage and track required documentation for international students			
• Various systems are used to manage international student data			
<b>Compliance with Laws and Regulations:</b>			
• The CIE Reporting process complies with ABOR and NAU policies		4	6

<b>Legend:</b>	
Reasonably Strong Controls In Place	
Opportunity for Improvement	
Significant Opportunity for Improvement	

We appreciate the assistance provided by the staff of the Center for International Education, Institutional Research and Analysis, Registrar’s Office, EMSA Analytics and Assessment Office and Student and Departmental Account Services.

  
Karletta Jones, CPA, CIA  
Senior Internal Auditor  
Northern Arizona University  
(928) 523-4136  
[karletta.jones@nau.edu](mailto:karletta.jones@nau.edu)

  
Mark Ruppert, CPA, CIA, CISA  
Chief Audit Executive  
Northern Arizona University  
(928) 523-6438  
[mark.ruppert@nau.edu](mailto:mark.ruppert@nau.edu)

**Audit Results: Improvement Opportunities & Solutions**

**1. The accuracy of international student data recording and reporting, and the accuracy of international student charging could be improved by establishing study agreement codes based on predefined criteria in the form of documented policy and procedure, with periodic review and reconciliation to the PeopleSoft system and corresponding Memos of Understanding (MOUs).**

**Solution:** CIE staff will review new models to determine the most appropriate approach.

**Responsible Parties:**

Sheila Anders, CIE Director for Administrative Services

**Implementation Date:**

June 30, 2019

**DETAILS:**

**Condition:** No policies exist that outline study agreement codes' purpose and restrictions. Further no standard procedure exists comparing the formal and current listing of CIE study agreement codes and corresponding MOUs to active PeopleSoft study agreement codes.

**Criteria:** Policies and procedures are designed to guide and ensure the consistency of major decisions and actions and should be consistent with the overall mission of NAU.

**Cause:** Due to the rapid growth of CIE, processes to manage MOUs and study agreements codes were not formalized.

**Effect / Impact:** There is potential for inconsistent application and use of study agreement codes, which may result in incorrect charges being inadvertently billed to a student using an outdated MOU.

**2. To avoid possible inappropriate or inaccurate application of agreement terms or reference, Memos of Understanding should be organized to ensure only current agreements are available to the staff managing and monitoring those agreements.**

**Solution:** CIE staff will determine a process to ensure the most recent agreements are maintained on the website without compromising federal regulations.

**Responsible Parties:**

Sheila Anders, CIE Director for Administrative Services

**Implementation Date:**

June 30, 2019

**DETAILS:**

**Condition:** MOUs are outdated and continue to be retained on NAU's Transfer Articulation Agreements website.

**Audit Results: Improvement Opportunities & Solutions**

**Criteria:** Maintaining the most current copy of an agreement is best practice that allows for efficiency and organization as well as better decision making based on the most current information.

**Cause:** No directive exists to follow a formal approach to managing and maintaining current and archived copies of agreements. Agreements are simply maintained without consideration for the effectiveness and efficiency that might be gained through a formal approach to organizing those critical documents.

**Effect / Impact:** Decisions and procedures are followed based on expired agreements that continue to grow in the listing of agreements maintained on NAU's Transfer Articulation Agreements website.

**3. The ability to ensure the propriety of international student enrollment reporting (in terms of actual units properly reflects placeholder units) could be improved by generating and reviewing exception reports comparing placeholder units to actual units earned / graded.**

**Solution:** An analysis of placeholder units is in process by Institutional Research and Analysis (IRA) and CIE to determine the proper tuition approach, which depends on the student paying tuition to NAU or the host institution per the related MOU. A more detailed analysis will be completed by CIE, IRA, Student and Departmental Account Services and the Registrar's Office to develop a procedure upon completion of the analysis.

**Responsible Parties:**

Sheila Anders, CIE Director for Administrative Services  
Julia Spining, Director for Institutional Research and Analysis

**Implementation Date:**

June 30, 2019

**DETAILS:**

**Condition:** In several instances, actual units earned / graded were less than the placeholder units and placeholder units were listed for students not enrolled in that term.

**Criteria:** ABOR Policy 2-122 Enrollment requires enrollment reports include head count and full time equivalents. In accordance with State Law (ARS 15-1661), Full-time student enrollment shall be counted for each budgetary unit on the 45<sup>th</sup> day after the official first day of each Fall and Spring semester approved by the Board, and divided by 2.

**Cause:** No report exists to compare budgeted (placeholder) to actual and there has been no effort to address potential related discrepancies or the impact of such discrepancies.

**Effect / Impact:** NAU has over counted the units and incorrectly reported to the US Department of Education and State of Arizona.

**Audit Results: Improvement Opportunities & Solutions**

**4. Rate schedules that contain program fees should be reviewed to ensure program fees are not charged as a combination with base tuition.**

**Solution:** The program fees will be separately charged from tuition.

**Responsible Parties:**

Sheila Anders, CIE Director for Administrative Services

**Implementation Date:**

January 31, 2019

**DETAILS:**

**Condition:** The NAU Spanish Program charges a tuition amount that is different than the tuition as approved by ABOR. This separate fee is a program fee.

**Criteria:** Per ABOR Policy 4-104, program fees should be charged separately from base tuition and program fees in excess of \$100 should be approved by ABOR.

**Cause:** No directive exists to periodically review programs offered that may include a program fee.

**Effect / Impact:** NAU is not in compliance with ABOR policy.

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**EXHIBIT A – Specialized Technology**

Specialized technology used by CIE to meet their goals and objectives:

CIE Unit	Specialized Technology	Assurances for accuracy and completeness
Study Abroad	PeopleSoft, Terra Dotta <sup>1</sup>	Regular checks throughout the year to ensure that enrollment and study agreements match in PeopleSoft (PS) and correspond with enrollment data generated by Terra Dotta.
International Student & Scholar Services	PeopleSoft, Sunapsis <sup>2</sup> , Student & Exchange Visitor Information Systems (SEVIS <sup>3</sup> ) SalesForce <sup>4</sup>	<p><u>PeopleSoft</u>: Student, scholar and employee data entered by individual, Admissions (undergrad and grad) and Human Resources. Nightly data feed from PS to Sunapsis. Through Enterprise Reports and Sunapsis reports information is compared for accuracy. Additionally, information is collected directly from students, scholars and employees through in-person meetings with ISSS staff and then compared with both databases for accuracy. Visa / permit and citizenship information entered directly by ISSS staff based on information from individual.</p> <p><u>Sunapsis</u>: Nightly data feed from PS. Additional information gathered from individuals through eforms, plus information entered directly by staff from documents and information collected from individuals and other sources.</p> <p><u>SEVIS</u>: Immigration documents (I-20 &amp; DS-2019) issued through SEVIS database; immigration oversight and immigration benefits handled through SEVIS using documentary evidence provided by individual beneficiary, ISSS staff and Federal Government staff; nightly data feed from Sunapsis to SEVIS; also direct data-entry from Sunapsis to SEVIS; data feed from SEVIS to Sunapsis.</p> <p><u>SalesForce</u>: Academic notes entered into SalesForce by ISSS staff.</p>
International Admissions & Recruitment	CollegeNet <sup>5</sup> , SalesForce, PeopleSoft, Sunapsis, Enterprise Reporting	<p><u>CollegeNet</u>: Daily processing of applications from overnight feed from CollegeNet to PS; training and reference documents for application entry and clean-up; review of applications by staff for admission purposes; data retained in both PS and Sunapsis for access and review by multiple staff at multiple levels; coordination with NAU's Admissions Office (AO) staff to ensure best practices and matching of entry / correction processes where possible.</p>

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**EXHIBIT A – Specialized Technology**

Specialized technology used by CIE to meet their goals and objectives:

CIE Unit	Specialized Technology	Assurances for accuracy and completeness
		<p><u>PeopleSoft</u>: Primarily Enterprise reporting for data checks and clean-up; use of <u>SalesForce</u> case assignment / tracking within IAR for clean up; use of SalesForce case assignment / tracking for external requests for data validation / correction (i.e. advising community, AO).</p> <p><u>Sunapsis</u>: Nightly data feed from PS to Sunapsis; collaboration with ISSS unit for data correction and accuracy for both university and Department of Homeland Security reporting requirements.</p> <p><u>Enterprise Reporting</u>: Development and use of multiple reports to track PS data and provide timely clean-up as necessary.</p>
Interdisciplinary Global Programs	Groupwrangler, Global Programs Manager	IGP student data is maintained with student groups in PS, which enables student participants to be identified by supporting entities across campus. Internal platforms GroupWrangler and Global Programs Manager are used to track students by major combinations, cohort, and language development. Assurances come from internal audits conducted at the end of each semester to check students course progression, grades, and participation in mandatory program events. These factors determine student's eligibility to remain in the IGP program.
CIE Administration	Enterprise Reporting and PeopleSoft	Management analyst and business analyst run data integrity reports for 21 and 45 day counts to ensure student data accuracy for operational PS fields (study agreements, primarily); errors are reported to unit responsible for maintaining data.
International Student Retention & Inclusion	none	International House student data has been maintained through Excel documents since the start of the community in Fall 2012. International student retention data is maintained in Excel documents as well, and is reviewed multiple times each semester.

1 Terra Dotta - Web-based system for education abroad participant application and program management.  
2 Sunapsis - International case management software used for tracking and maintaining international student and scholar immigration compliance per US Department of Homeland Security (DHS) regulation and policy.  
3 SEVIS - Web-based system used by DHS to maintain immigration compliance information for international students and exchange visitors.  
4 SalesForce - Communications software used to manage campaigns and communications records for prospective and current students.  
5 CollegeNet - Application management software and portal for international students applying to NAU.

## **EXHIBIT B – CIE Activities**

The Center for International Education (CIE) is charged with providing leadership in the development and execution of the University's strategic plan for the internationalization of the campus and curriculum by:

- strengthening the academic infrastructure for international education;
- supporting faculty development opportunities through international teaching and research;
- developing and nurturing relationships with partner universities and organizations overseas;
- providing a variety of services to international students and visiting scholars;
- managing the recruitment and admission of international students; and,
- offering extensive support to NAU Students seeking study abroad opportunities.

CIE includes the following divisions and units focused on ensuring its success:

### **Education Abroad**

The Education Abroad Office offers three different types of programs:

1. Study abroad –Includes exchange, faculty-led and provider programs related to students completing classes in a foreign country.
2. Global Research & Internship Program (GRIP) – GRIP is an NAU program that connects NAU undergraduate students to international internship, research and volunteer opportunities that meet their academic and career goals.
3. National Student Exchange (NSE) – Students attend another university in the United States or Canada for one or two semesters. NSE is an association of over 200 colleges and universities in the United States, US Territories and Canada. Students study a semester or a year at a NSE partner while paying regular NAU tuition or pay the in-state tuition of the host campus.

### **International Student & Scholar Services (ISSS)**

ISSS provides services to international students, scholars and faculty, including immigration / visa advising, and programs and services to support NAU's international population for the duration of their program. ISSS uses iNAU, an online case management system that allows ISSS to efficiently manage records, requests and reporting.

### **International Admissions and Recruitment (IAR)**

IAR's mission is to provide a smooth application and admission process while recruiting quality students from a diverse range of countries and backgrounds. As part of IAR, CIE coordinates short-term programs in which international partners send a group of students and/or faculty to NAU for programs typically lasting less than three weeks. These programs are offered both for credit and not for credit, and are often used as catalysts to develop deeper relationships with foreign universities.

## **EXHIBIT B – CIE Activities**

### **Interdisciplinary Global Programs (IGP)**

IGPs prepare undergraduates with the skills to seamlessly work across disciplines and borders as they prepare for a complex future. These five-year, double-major programs integrate language study into students' chosen majors and include a year abroad in the student's fourth NAU year, in which students complete both coursework and an internship while immersed in the language and culture of the host country.

### **CIE Administration**

The Administration division provides infrastructure and programmatic support to CIE functional divisions and units and extensive programs. This routinely involves assisting all divisions and units with finding administrative, logistic and technological solutions to support their initiatives and program objectives, but more significantly, supporting the office environment and culture in a way that reflects departmental and institutional learning outcomes, and organizational culture within both CIE and NAU as a whole.

### **International Student Retention & Inclusion (ISRI)**

The ISRI unit is responsible for multiple facets of the international student experience on the NAU campus that includes housing assignments and cultural events. This unit is responsible for the International House, International Pavilion, International Week, two international graduation celebrations and numerous housing initiatives.

### **Asian Academic Engagement**

Strategic engagement with partner universities in China has been instrumental in diversifying NAU and collaborating research among faculty while promoting greater understanding of both the Chinese and American systems of higher education.

### **Global and Strategic Learning Initiatives**

In 2008, a task force was established by faculty and professionals representing all colleges and major divisions at NAU to draft the Global Learning Initiative (GLI) to transform NAU into a global campus. GLI was adopted in 2010 and established three university-level thematic student learning outcomes on diversity, sustainability and global engagement.

### **NAU Spanish Program**

The NAU Spanish Program is an immersive Spanish program based in Costa Rica. As part of the immersion component of the program, all students live with host families. This allows students to practice their Spanish with local speakers 24 hours per day, while also giving students an inside view of Costa Rican culture.

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**EXHIBIT B – CIE Activities**

The following tables reflect revenues for fiscal year 2018 and 2017 for each of the divisions, units and The Chongqing University of Posts and Telecommunications 3+1 Program:

<b>Division</b>	<b>Fiscal Year 2018</b>	<b>Fiscal Year 2017</b>
Education Abroad	\$ 2,461,661	\$ 2,299,823
International Student & Scholar Services	522,005	569,841
International Admissions and Recruitment	-	-
Interdisciplinary Global Programs	-	-
CIE Administration	-	-
International Student Retention & Inclusion	14,685	1,550
Asian Academic Engagement	4,219,892	4,466,344
Global and Strategic Learning Initiatives	-	-
	<u>\$ 7,218,243</u>	<u>\$ 7,337,558</u>

<b>Unit</b>	<b>Fiscal Year 2018</b>	<b>Fiscal Year 2017</b>
NAU Spanish Program	244,614	424,935
	<u>\$ 244,614</u>	<u>\$ 424,935</u>

<b>Program</b>	<b>Fiscal Year 2018</b>	<b>Fiscal Year 2017</b>
The Chongqing University of Posts and Telecommunications 3+1 Program*	\$ 1,322,624	\$ 428,545

\* The Chongqing University of Posts and Telecommunications 3+1 Program is a University-level initiative and therefore is not reported in the CIE divisions or unit. The fiscal year 2018 increase is due to the initial cohort starting their first year at NAU.

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**EXHIBIT C – Statistics**

The following tables reflect the number of CIE Study Agreements by type and relative to total Study Agreements for fiscal years 2018 and 2017:

<b>Fiscal Year 2018</b>		
Study Agreement Description	Quantity*	%
International Student Exchange	843	70.54%
International Double Degree Arrangement	109	9.12%
International Split Study Agreement	79	6.61%
Interdisciplinary Global Program	42	3.51%
Chongqing University of Posts and Telecommunications	32	2.68%
International Internship	32	2.68%
National Student Exchange	25	2.09%
Study Abroad Costa Rica	24	2.01%
International Discount Program	7	0.59%
Short Term Program	2	0.17%
	<u>1,195</u>	<u>100.00%</u>

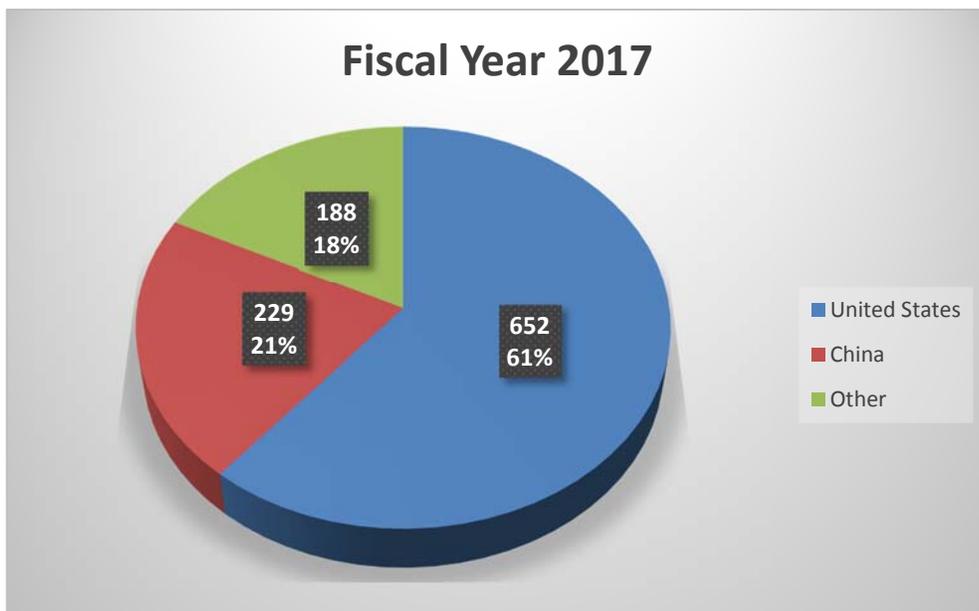
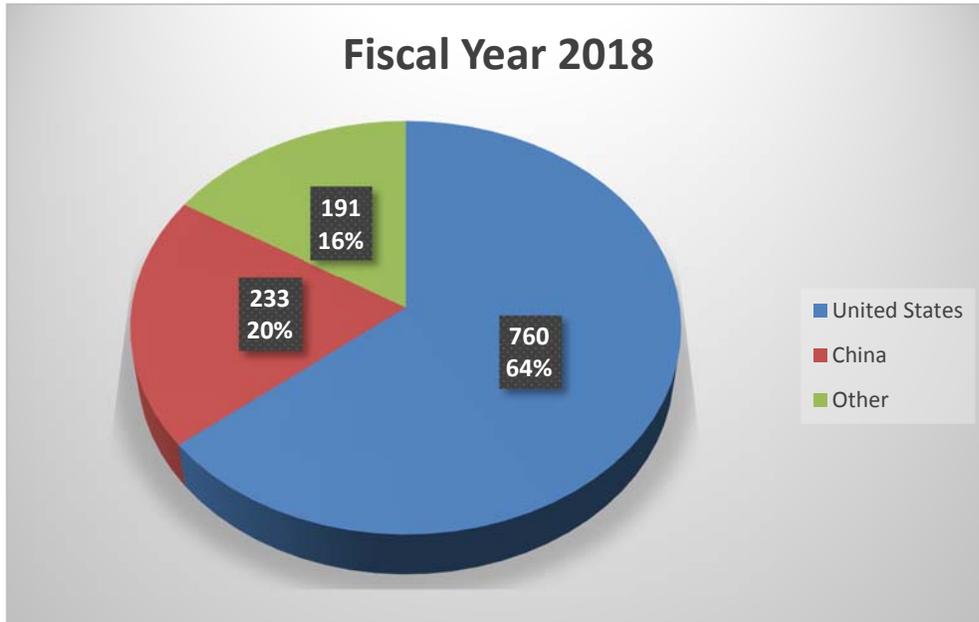
\* Of the 1,184 students enrolled for fiscal year 2018, 11 students were appropriately assigned to two different student agreements based on their enrolled program.

<b>Fiscal Year 2017</b>		
Study Agreement Description	Quantity*	%
International Student Exchange	755	70.23%
International Double Degree Arrangement	123	11.44%
International Split Study Agreement	96	8.93%
National Student Exchange	25	2.33%
International Internship	24	2.23%
Interdisciplinary Global Program	20	1.86%
Study Abroad Costa Rica	20	1.86%
Short Term Program	5	0.47%
International Discount Program	4	0.37%
American Council International Education	3	0.28%
	<u>1,075</u>	<u>100.00%</u>

\* Of the 1,069 students enrolled for fiscal year 2017, 6 students were appropriately assigned to two different student agreements based on their enrolled program.

**EXHIBIT C – Statistics**

The following charts reflect the number of students with CIE Study Agreements by country of citizenship for fiscal year 2018 and fiscal year 2017:



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**EXHIBIT D – Study Agreement Codes and Descriptions**

SA Code	SA Long Description	SA Type	Process	Agreement
1+390 1+380 2+280 2+290	International Split Study Agreement	Incoming Degree-Seeking, China	These are dual degree students, earning a degree from NAU and their home university.	1+390: 90% of Associated Pledge Non Res Rate - 3 Years 1+380: 80% of Associated Pledge Non Res Rate - 3 Years 2+280: 80% of Associated Pledge Non Res Rate 2+290: 90% of Associated Pledge Non Res Rate
CQUPT 3+1	Chongqing Univ of Posts & Tele	Incoming Degree-Seeking, China	Consists of students who take 3 years at their home university in English and then 1 year at NAU.	90% of Associate Pledge Non Res Rate
IDDA *	IDDA = International Double Degree Arrangement; aka 1-2-1	Incoming Degree-Seeking, China	These are dual degree students, earning a degree from NAU and their home university.	80% of Associated Pledge/Graduate Non Res Rate
IGPOUT	Interdisciplinary Global Program	Outgoing Exchange with double major in language and STEM or business fields	Specific study agreement for students participating in an IGP exchange.	Regular Tuition, Only ITS/FAT Fees
INT80% INT90%	INT = International Discount, where the numeric value indicates the percentage of Associated Pledge Non-Resident Rate	Incoming Degree-Seeking	These are degree-seeking students from NAU's partner universities who will only earn a degree from NAU -i.e. transfer students.	INT80%: 80% of Associated Pledge Non Res Rate INT90%: 90% of Associated Pledge Non Res Rate
INTERNOUT	International Internship	Outgoing Internship	Student applies for an available internship abroad, applying through the study abroad database.	Regular Tuition, Only ITS/FAT Fees
ISCUER	Study Abroad Costa Rica Students stay for the Academic Year, Spring, Fall, or Summer terms.	Outgoing	Students are assigned housing in Costa Rica to study Spanish.	Regular Tuition, Only ITS/FAT Fees, FT Only(CIE Dictated Rate for AZRES (higher than AZRES); Regular NONRS Rate for NONRS)
ISEIN ** ISEP **	International Exchange Incoming International Student Exchange Program (Reduced Tuition Rate)	Incoming Exchange, non-Degree Seeking	Usually, these students stay for one or two semesters; they are non-degree seeking students.	ISEIN: No Tuition, Regular Fees (tuition paid to home institution) ISEP: WUE Pledge Rate
ISEOUT	International Student Exchange	Outgoing Exchange	Student applies for an exchange program through study abroad database.	Regular Tuition, Only ITS/FAT Fees
ISESAP	International Student Exchange Study Abroad Placeholder	Outgoing	Student applies for a study abroad provider (non-exchange) program through study abroad database.	Regular Tuition, Only ITS/FAT Fees(portion of tuition, i.e., placeholder class, waived)
ISFACLED	International Study Faculty-Led Program	Outgoing	Students apply for the faculty's program through the study abroad database.	Regular Tuition, Only ITS/FAT Fees depending on the number of credit hours the student is enrolled.

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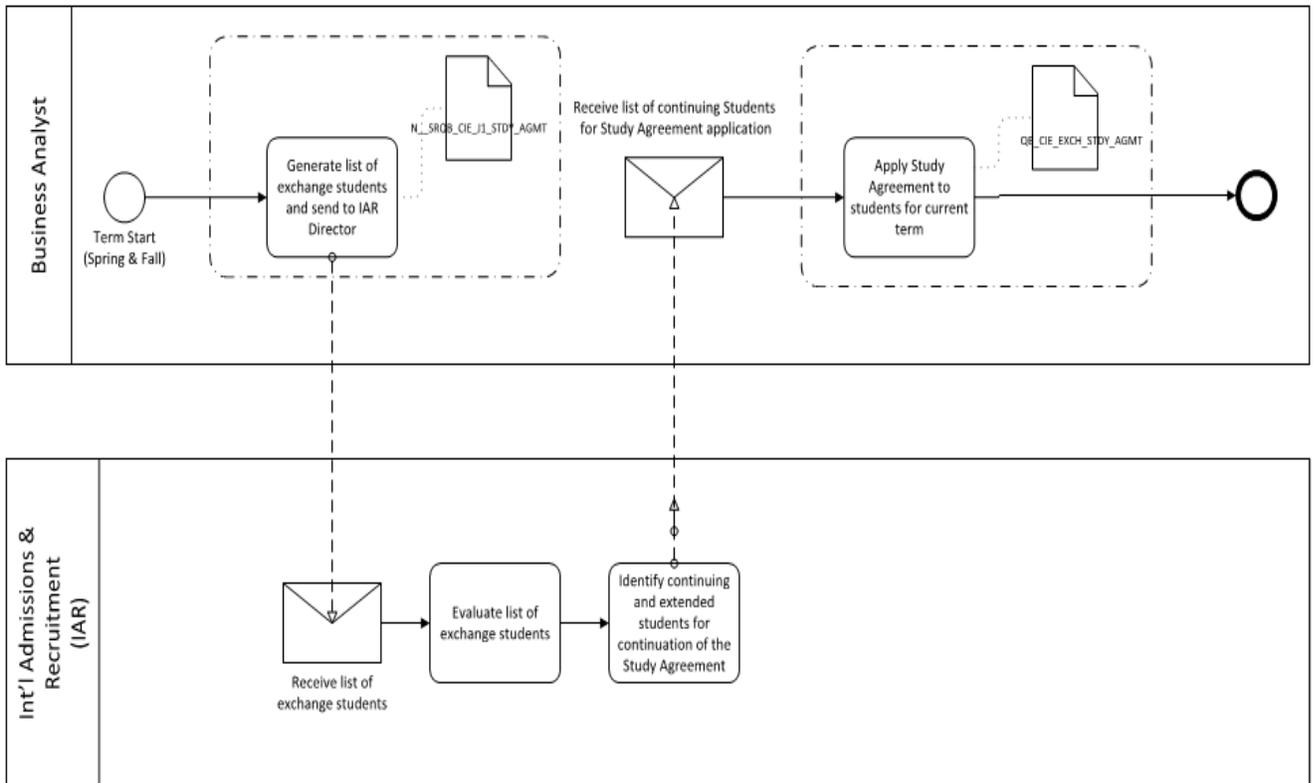
**EXHIBIT D – Study Agreement Codes and Descriptions**

SA Code	SA Long Description	SA Type	Process	Agreement
NSEAIN *** NSEBIN ***	National Student Exchange Incoming	Incoming Exchange, non-Degree Seeking	National Student Exchange Coordinator is contacted by the home university's NSE coordinator about an application to attend NAU.	A - Regular Tuition and Fees, Always Resident B - No Tuition, Regular Fees (tuition paid to home institution)
NSEOUTP	National Student Exchange Outgoing, type 'A'	Outgoing	National Student Exchange Coordinator submits study agreement based on their Plan A status.	Regular Tuition, Only ITS/FAT Fees (portion of tuition, i.e., placeholder class, waived manually)
NSEBOUT	National Student Exchange Outgoing, type 'B'	Outgoing	National Student Exchange Coordinator submits study agreement based on their Plan B status.	Regular Tuition, Only ITS/FAT Fees
STP80 STP90	STP = Short Term Program, where the numeric value indicates the percentage of Associated Pledge/Graduate Non-Resident Rate	Incoming non-Degree Seeking	These are non-degree seeking students from NAU's partner universities who attend NAU for one or two semesters only, then return to their home university without earning a degree from NAU.	STP80: 80% of Associated Pledge/Graduate Non Res Rate STP90: 90% of Associated Pledge Non Res Rate
* Occasionally, a graduate student has the study agreement - but only when continuing from undergraduate status with the same study agreement.				
** These study agreement are applied by CIE Admissions when they receive a Nomination List from one of our exchange partners. The Study Agreement is applied based on the exchange balance with the partner school (i.e. if there are 3 slots available and they are sending 4 students, 3 are ISEIN and 1 is ISEP).				
*** When National Student Exchange Coordinator receives an official transcript, a signed Placement Acceptance Form, and a copy of their ID, National Student Exchange Coordinator quick admits the student, term activates them, and applies the study agreement to their record.				

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**EXHIBIT E – Updated Study Agreement Processes**

Apply Existing Study Agreement by Term Process



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**EXHIBIT E – Updated Study Agreement Processes**

Create New Study Agreement Process

