

Augusta University

Policy Library

Online Education

Policy Manager: Office of the Vice Provost

POLICY STATEMENT

The intent of this policy is to provide a framework for the development and maintenance of online education programs at Augusta University (AU) and to ensure that all online education programs are properly supervised and fall under the academic policies of the institution.

AFFECTED STAKEHOLDERS

Indicate all entities and persons within the Enterprise that are affected by this policy:

- Alumni Faculty Graduate Students Health Professional Students
 Staff Undergraduate Students Vendors/Contractors Visitors
 Other:

DEFINITIONS

Online Education: For the purposes of this policy, online education is a formal educational process in which the majority of the instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same physical location. Instruction may be synchronous or asynchronous. Select examples of modalities for a online education course may use the internet; one-way and two-way transmissions through open broadcast, closed circuit, cable, microwave, broadband lines, fiber optics, satellite, or wireless communications devices; audio conferencing; or other digital media if used as part of the online education course or program.

PROCESS & PROCEDURES

AU offers a limited number of online learning programs as well as online courses designed to help meet the evolving learning needs of students who prefer the online format or require more flexibility in their coursework.

Online learning provides opportunities for learners who might need accessible education beyond the physical campus. Online programs and courses are also designed for students who may be from another state where a similar program/course is not offered or may not be able to attend a class at a specific time, day or place.

Currently, AU offers online education degree programs and courses using a Learning Management System (LMS) and other online educational tools such as Echo360 lecture capture, Zoom and MS TEAMS meeting software, and related technologies. These courses can be synchronous or asynchronous and may use a combination of live chat rooms, threaded discussions, electronic bulletin boards, email and/or interactive Web pages. Some courses are delivered via synchronous video conferencing with a professor at one site delivering live two-way video instruction to students at another site. The content and delivery of online programs and courses is the responsibility of the faculty and is governed by the same approval

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process for initiation and modification as are face-to-face programs. The program chair/director working in cooperation with the college/school dean is also responsible for ensuring that the faculty member assigned to teach online education courses is qualified to teach the course.

Academic Regulations and Curriculum

Unless otherwise noted, AU policies, standards, academic regulations and guidelines apply to online education and online programs. All related policies can be found in the [AU Policy Library](#).

At AU the academic units that provide oversight of programs offered via online education are charged with the responsibility of determining that they comply with all AU policies and standards.

They are to keep the curriculum current, supply all necessary resources, and ensure there are appropriate learning outcomes for the degree or certificate awarded. The academic unit will also perform on-going evaluation and assessment for each online program and course.

Security Measures for Identification

AU recognizes the importance of maintaining the privacy and security of student identity and student records in an environment of computer networked digital records storage. Additionally, AU recognizes that faculty and students participating in online education programs will need to assure student privacy issues as they interact. To that end, the University employs strict security measures, relevant policies and guidelines in an ongoing effort to protect information resources, including student records. Students' personal information is protected through a variety of measures, including the administration of policy and security practices that govern the JagNetID and passwords associated with accessing AU's secure portals, and other services that support the educational process at AU.

Regarding system authentication, students are required to have a strong password abiding by the University Password Policy. Students must comply with IT guidance on password reset and Multi-factor authentication. When students use their JagNetID and password to access information through the University's learning management systems (LMS) and other secure portals, their login credentials are encrypted for additional security.

In addition to adherence to the University Password Policy, multi-factor authentication (MFA) is required for access to all student systems. Augusta University implemented MFA as an authentication solution for all accounts which requires all employees and students establish a second factor authentication method using an MFA to validate a successful user/password authentication to access the system. Upon successful user/password authentication to a MFA protected system, the individual will also have to approve the authentication on the second factor device through app, text, or phone call approval.

All mission-critical University systems, including student records, are maintained on network servers in the University's enterprise data center or a trusted hosting provider. The enterprise data center employs state-of-the-art layered security controls and physical access controls. Users of information systems are prohibited from accessing data or programs for which they are not authorized.

Faculty communicating with online education students are advised to be aware of the need to protect the privacy of their students and are encouraged to use the communication systems embedded with the school's Learning Management System for course and program-based communications.

Student Services

Online education students will have reasonable and adequate access to student services necessary to support successful completion of courses and programs. The services will be comparable to those offered to on campus students. Each student service is charged with ensuring that online education students enjoy the same or similar services as our face-to-face students.

Online Tuition and Fees

All tuition and fees associated with online courses will be collected by the AU Business Office. Students are informed in advance of any additional fees associated with online learning degree programs/courses at the time of registration. Charges are visible in the student information system (Pounce) upon billing. In addition, all tuition and fee schedules are publicly available on the Augusta University website, including the costs associated with online courses so that students are notified in advance of registration of any additional expenses. All departments must provide all tuition and fee information to the University tuition and fee committee each semester.

Online Student Privacy Protection

All faculty, staff and students shall comply with the Family Education Rights and Privacy Act (FERPA). AU abides by FERPA in protecting the confidentiality of student records. Written information about this act and AU's process for complying with its provisions are published on the institutional website which is publicly available to all students. Students are notified of their FERPA rights during orientation and reminded annually thereafter through the student handbook, the Course Catalog, the Office of the Registrar web site, and an annual notification to each student via his or her official AU e-mail address.

If a student believes that AU has failed to comply with the requirements of FERPA, the student has the right to file a complaint of the alleged violation with the U.S. Department of Education. To ensure that faculty and staff understand and carry out the commitments to confidentiality, integrity, and security of student academic records AU requires annual FERPA training as part of its standard employee-compliance training.

AU utilizes Banner as the university-wide student information management system to store and manage electronic student information. In addition, AU has multiple processes and procedures in place to ensure protection of security, confidentiality, and integrity of its student records.

REFERENCES & SUPPORTING DOCUMENTS

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RELATED POLICIES

[AU Policy Library](#)

APPROVED BY:

Executive Vice President for Academic Affairs and Provost, Augusta University

Date: 2/26/2026

President, Augusta University

Date: 3/2/2026