

## POLICY FOR STUDENT SERVICES IN ONLINE PROGRAMS

The purpose of this document is to establish a student services model applicable to online learners in Atlantis University. These policies are based on the premise that student services are a key factor for a learner-centered environment, and ensure the achievement of learning objectives. The main topics addressed in this document are the administrative support, advising support and instructional support. Finally, supervision procedures for student services are stated.

### ADMINISTRATIVE SUPPORT

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Atlantis University is committed to providing effective administrative support in processes related to admissions, enrollment, payments and students records. This section explains the procedures that AU follows to ensure this support for online students:

### ADMISSIONS

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For the Admissions process, Atlantis University provides the following information, equally for residential and distance learning:

- Information about all programs, coursework and requirements available on [www.atlantisuniversity.org](http://www.atlantisuniversity.org), both in English and Spanish.
- Information about costs available in AU catalog and upon request by mail communication.
- Information about admission procedures.

Upon request of interest students through our website, Atlantis University follows this process:

- The interest student receives an E-mail, explaining our programs, methods of delivery and costs. Also, when a phone number is provided, one of our admissions representatives makes a motivational phone call, to get to know the academic background and work experience of the interested person. At the end of this call, an appointment is made for a future more extensive interview, weather in person or by phone.
- For the second interview, the candidate has already analyzed all the information concerning our programs, method of delivery and costs, and has decided whether or not to go through the admission process. In the second interview all further doubts are cleared by our admissions representative, and may begin by filling our Information Request Form,

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which is received by the admissions personnel along with a resume of the candidate and the \$50 payment for the application. This process can be done in person on our Main Campus or the Satellite Campuses, and online through our website.

- Once the student's application and resume are analyzed by the Academic Coordinator, a third interview is appointed. The purpose of this interview is to assess the student's motivation and capabilities to take the selected program. In this part of the process, a test must be taken, which results will allocate the student in one of two groups: Students with lower competences for online learning, who need a leveling course before starting, and students with higher competences, who only need a brief explanation of AU's online system before starting.

Atlantis University also provides an admissions web page (<http://www.atlantisuniversity.org/sistema/principal.php>), which allows students from any part of the world to take the quiz of competences for online learning and save his or her results for future information. If students need further information or help in the admissions process, academic advisors are available by phone.

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### ENROLLMENT

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If accepted in the institution, students will continue with the enrollment process, by filling the Enrollment Application Agreement, which is a binding contract with the university, and clearly states the payment plan for the student. Also, the participant is required to submit all required documents and cancellation of the first payment, depending on the selected plan.

In order to ease this process for online students, the admissions web page of AU provides an electronic form to fill the Application and Enrollment Agreement. This form includes all personal information, selection of the program and signing an electronic certificate accepting the terms of enrollment.

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### PAYMENTS

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The admissions Website of AU provides the means for students to process any type of payment to the university, from any part of the world. The following types of payments are allowed through this site:

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- Credit Card Online
- Credit Card over the Phone
- Mail
- Wire Transfer
- In Person
- Bank Deposit

The student may select one of the following options for the payment concept:

- Application Fee
- Monthly Tuition Payment
- Semester Tuition Payment
- Book Payment
- Lab Fee
- Graduation Fee
- Official Transcripts

Also, once students are registered in Atlantis University, the site keeps a record of payments, including due dates for the selected payment plan.

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**STUDENT RECORDS**

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As stated in AU's catalog, student records are retained perpetually at the institution site in Florida in a fireproof cabinet. Computer records are backed up weekly and stored at Atlantis University. This applies for both residential and distance programs.

Requests for copies of transcripts for personal use may be made by contacting the Registrar and paying the appropriate fee. The college will issue official copies to another college, employer, institution, or agency, only at the student's request. Students and alumni may request copies of their academic records, which will be stamped "Student Copy". There is a \$15 charge for each transcript after the issuance of one upon graduation.

Atlantis University maintains accurate academic transcripts for each student including each course in which the student is enrolled, the term, grade, and credit value. These transcripts are available to students by accessing with username and password to AU's website from any part of the world.

**POLICY FOR STUDENT SERVICES IN ONLINE PROGRAMS****ADVISING SUPPORT**

Atlantis University provides advising support equally for residential and online students. The advising support includes academic and career advising. This section explains the procedures that AU follows to ensure this support for online students:

**ACADEMIC ADVISING**

As stated in AU's catalog, Academic Advising services provide students with information, guidance, and access to resources in order to obtain the maximum benefit from their educational experience at Atlantis University. This applies equally for our residential and distance students.

Academic Advisors are available by phone and by E-mail, always accessible from the first contact that the student makes with the institution, all through the admission, enrollment, prosecution of studies and until graduation, as well as continuing education advising. Also, Academic advisement is available from the Academic Director upon request from the student. Students with issues of a personal nature will be referred to local public or private agencies for professional assistance.

**CAREER AND PLACEMENT SERVICES**

As stated in AU's catalog, placement services are available at no charge to the student. Atlantis University assists students in identifying career advancement opportunities in the field and with placement but cannot guarantee employment. Graduates of the Spanish speaking programs may encounter employment limitations due to the fact that most businesses require fluency in the English language.

This service is guaranteed to all students through AU's website, on the Career Services section students are able to upload their resumes, browse through job offers and postulate, receive advising and read information on how to prepare a resume and perform successfully in job interviews.

**INSTRUCTIONAL SUPPORT**

In order to ensure the quality of online programs, AU offers a wide range of services, including help desk, library, online tutoring and services for students with disabilities.

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### HELP DESK

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AU offers a toll-free help line, which is available for students to use if they run into technical problems while taking an online course. The help desk also assists learners on the use of the virtual campus and the elements available in every online course.

Also, asynchronous help is provided via AU's virtual campus. Student's can reach instructional personnel and clear specific doubts about activities inside a course, by publishing a message in the questions and concerns forum. In addition, the virtual campus provides all the information and tutorials necessary to use effectively the learning environment.

Finally, assistive personnel will be available in our social media, through AU's facebook and twitter websites.

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### LIBRARY

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As stated in AU's catalog, an online library is available to students at any time, via password, with access to an Internet connected computer. This virtual library includes the following specific resources:

- Program Resources: These include online journals, government documents, research institute reports, and Internet-based white papers, surveys, statistics, and similar information resources.
- Online Books: The collection of online books includes more than 23,000 titles. Students and faculty may search the collection, view important resources, and highlight and print pertinent sections. They may also make notations for research purposes and create bookshelves of volumes necessary for current projects.

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### ONLINE TUTORING

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Online students have online tutoring available for every course, and they may reach the instructor or AU's specialized personnel through the questions and concerns forum. Also, through this media students may get tutorships from other students.

Also, online courses have a specific schedule for online synchronous tutorships. During this time frame students can chat directly with the instructor or other students.

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### STUDENTS WITH DISABILITIES

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Atlantis University maintains compliance with the Americans with Disabilities Act by making reasonably accessible materials and activities in learning environments within the scope of compliance of the ADA Section 508.

In order to comply with Section 508 and the ADA, AU provides captioning for all audio and video content used in their courses. Also, alternate text for every image with instructional purpose is provided, and all PDF files are created with accessibility standards. This will ensure effective interaction for students with disabilities, providing access to their courses and full participation in the activities.

For support in using assistive technology, students may look for information at AU's website, or contact with specialized personnel from the institution by phone or E-mail.