



AUGUSTA UNIVERSITY

Division of Enrollment  
and Student Affairs

**EMPLOYEE ONBOARDING HANDBOOK**



**SUSAN DAVIES, PhD**

*Vice President, Enrollment and Student Affairs*

Welcome to the Division of Enrollment and Student Affairs at Augusta University! Thank you for choosing to start or continue your career in service to students by joining us. At Augusta University, students are our #1 priority. As you transition to your new role, please spend some time reflecting upon how you can create an engaging campus experience, provide excellent service to students, and/or support student's academic dreams becoming realities.

Our Strategic Plan: Thinking 2024 calls us to recruit, develop, and invest in our employees to enhance opportunity, creativity, and diversity. One way of investing in you is through this OnBoarding Handbook and OnBoarding Sessions to inform

and guide your transition, as well as to encourage your active engagement with students, your department, the division, and the university. Please take advantage of these opportunities and also share your ideas for how we can best orient new employees.



**Scott Wallace, PhD**

*Associate Vice President and  
Dean of Students*



**Patrice Jackson, EdD**

*Associate Vice President for  
Student Affairs*



**Alexis Pope, PhD**

*Associate Vice President for  
Enrollment Management*

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# THINKING2024

## Cultivate Student Learning, Engagement, and Success

- Provide increased student experiences that develop global awareness, cultural competency, and ethical reasoning.
- Enhance student leadership skills that foster confidence, civil discourse, and civic responsibility.
- Cultivate the development of an academic mindset.
- Support academic success through co-curricular engagement.

## Facilitate Holistic Wellbeing of our Students

- Create an environment that allows students to build healthy relationships in their community.
- Implement educational and social programs that promote awareness of the emotional health of students.
- Educate and empower students to make healthy lifestyle choices.
- Implement a comprehensive approach to educating students on sound financial practices.

### Interwoven Commitments

Inclusive Communities  
Enrollment Sustainability

## Foster Student-Focused Partnerships

- Strengthen university-wide collaborations.
- Cultivate and explore community engagement opportunities.
- Support philanthropic partnerships that create fundraising and scholarship opportunities.
- Foster partnerships that integrate the K12 community through pre-college outreach.

## Strengthen Our Practices and Resources

- Develop physical and financial frameworks that are critical to student success.
- Leverage technological opportunities to improve processes, maximize productivity, and expand opportunities that enhance the student experience.
- Recruit, develop, and invest in individuals to enhance opportunity, creativity, and diversity.
- Utilize descriptive, inferential, and predictive data to influence decision making.

### MISSION

*To recruit, develop, and empower students to be active leaders who are engaged, healthy, and culturally competent; to advocate for diversity, inclusion, and respect; and to inspire students to realize their educational goals and personal potential.*

### VISION

*Creating a transformative college experience from recruitment to graduation that fosters holistic growth, civic engagement, and courageous leadership in a dynamic global society.*

## GUIDING PRINCIPLES

As a division we believe that our best days are ahead of us. The past five years have focused upon discovering an identity through integrated campuses, competing priorities, enrollment growth, and the delivery of an enhanced campus life. The experiences of our past are set to propel us to 2024. Our passion, and our sole reason for existence, is our students. Achieving our mission is only possible when student success and persistence is the driver of our priorities.

We believe that the core of our role is to be educators. We are higher education professionals who believe the wealth of college experiences doesn't end at the classroom door, but that our services and programming must complement the academic experience. We believe that campus opportunities should be focused on preparing Augusta University graduates to lead and serve within their professional careers and communities.

We also believe that students thrive and succeed when their physical, mental, and financial wellbeing are a priority. We assist them in developing the necessary skills to meet life's challenges while providing services that are responsive to their needs.

We believe "thinking 2024" is more than systems and processes, it is about planning today for a campus environment and culture fit for all. We believe that our students benefit greatly from a staff that believes in the importance of lifelong learning and a commitment to bringing the vision and mission of Augusta University to life. We believe our team is stronger when all voices are heard and respected.

Finally, as we aspire to facilitate a transformative college experience for our students, we believe that our collective decisions are best when we make students our top priority.



**Vice President for Enrollment & Student Affairs**

**Business Manager II**

**Coordinator of Special Programs**

**Administrative Assistant II**

**Associate Vice President and Dean of Students**

**Associate Vice President for Enrollment Management**

**Associate Vice President for Student Affairs**

**Associate Dean of Students and Director for Student Support & Advocacy**

**Testing & Disability Services Director**

**Student Counseling and Psychological Services Director**

**Student Health Services Director**

**Wellness Coordinator**

**Admissions Director**

**Financial Aid Director**

**Military & Veteran Services Director**

**New Student & Family Transitions Director**

**SIS Functional Analyst**

**Digital Specialist**

**Communications Specialist**

**Administrative Assistant II**

**Housing and Residence Life Director**

**Campus Recreation Director**

**Multicultural Student Engagement Director**

**Student Life and Engagement Director**

**Maxwell Theater Director**

**Administrative Assistant II**



## Overview of Departments

The Office of **Academic Admissions** is crucial to the mission of the university. This department handles the entirety of undergraduate admissions, processes applications for graduate studies, organizes campus events, and recruits Jaguar talent from across the globe.

**Campus Recreation** provides opportunities for Augusta University students, faculty and staff to participate in physical activities like personal training, intramural and club sports, group and instructional fitness classes and outdoor adventures.

The **Dean of Students Office**, led by Dr. Scott Wallace, is all about fostering (and advocating for) the holistic well-being of our students. This office works to ensure that students are the top priority at Augusta University.

The Office of **Student Financial Aid** works to offer scholarships, grants and other forms of aid to current and incoming students. Financial Aid facilitates the federal work study program and offers loan education (and other financial awareness programming) to students and the campus community.

**Housing and Residence Life** strives to create a transformational on-campus experience for our 1,200 student residents. Dedicated housing staff works to provide residents with intellectual, social, cultural and recreational experiences.

The **Grover C. Maxwell Performing Arts Theatre** is the cultural heart of the Augusta University campus and hosts countless performances throughout the year for students, faculty, staff, and community members to enjoy.

The Office of **Military and Veteran Services** is committed to making the transition from military to university easier for service members and their families. This office processes military benefits and manages the Augusta University site at Fort Gordon.

The Office of **Multicultural Student Engagement** is devoted to educating AU's student body on the importance of diversity, equity and inclusion. The office hosts programming throughout the year on differences in gender, religion, ethnicity, sexuality and more.

The Office of **New Student and Family Transitions** helps new Jaguars adjust to life at Augusta University. The office facilitates the Jaguar Nation Orientation & Welcome programs for new undergraduates, manages the Parent and Family Association, and hosts retention programming throughout the year.

**Student Counseling and Psychological Services** (SCAPS) provides walk-in crisis services and a range of prevention and outreach programming to our students. SCAPS also offers consultations and individual, couples, and group therapy.

The Office of **Student Life and Engagement** supports over 170 student organizations and advises the Jaguar Production Crew, the Student Government Association, and more. This office fosters student leadership and creates a vibrant campus life through exciting, student-centered programming.

The mission of **Student Health Services** is to provide quality health care and preventive services to AU students. AU's Student Health Clinic offers a variety of services and sponsors several health awareness programs throughout the year.

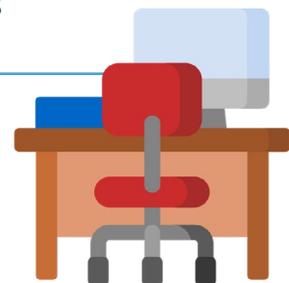
The number one priority of AU **Student Support and Advocacy** is supporting students who are struggling or at-risk. This Office leads the CARE Team and supervises both the "Open Paws" Food Pantry and the Jags Care initiative.

The Office of **Testing and Disability Services** administers a variety of assessments and certifications to the campus community, and arranges both physical and academic accommodations for AU students who need them.



## Contact List

Department	Phone	Email	Location
VP Enrollment & Student Affairs Business Manager	737-1411 729-2174	<i>vp_esa@augusta.edu</i>	Bellevue Hall
AVP & Dean of Students Associate Dean of Students	737-1411 737-1411	<i>deanofstudents@augusta.edu</i>	Bellevue Hall
AVP Enrollment Services AVP Student Affairs	731-7951 721-3356		Fanning Hall Student Wellness Center, HS
Academic Admissions Director	737-1632 667-4946	<i>admissions@augusta.edu</i>	Benet House
Campus Recreation Director	721-6800 721-5043	<i>wellnesscenter@augusta.edu</i>	Student Center, HS
Counseling & Psychological Services Director	737-1471 667-4813	<i>counseling@augusta.edu</i>	Student Center, HS Physical Plant Bldg, Summerville
Financial Aid Director	737-1524 667-4199	<i>osfa@augusta.edu</i>	Fanning Hall
Housing & Residence Life Director	729-2300 446-5130	<i>residencelife@augusta.edu</i>	Oak Hall
Maxwell Theatre Director	667-4100 729-2310	<i>maxwelltheatre@augusta.edu</i>	Maxwell Theatre
Military & Veteran Services Director	729-2255 667-4087	<i>mvs@augusta.edu</i>	Washington Hall
Multicultural Student Engagement Director	729-2098 737-1876	<i>mse@augusta.edu</i>	JSAC 2nd Floor
New Student & Family Transitions Director	737-1610 729-2383	<i>orientation@augusta.edu</i>	Quad Studio
Student Engagement Director	729-2382 737-2347	<i>sle@augusta.edu</i>	JSAC 1st Floor
Student Health Services Director	721-3448 721-9490	<i>studenthealth@augusta.edu</i>	Pavillon II, HS
Testing & Disability Services Director	737-1469 737-1473	<i>tds@augusta.edu</i>	Galloway Hall



## Overview of Campuses

[Link to campus maps](#)



### Summerville

Located on Walton Way, the Summerville campus houses many of the undergraduate programs and the Jaguar Student Activities Center. The Maxwell Performing Arts Theatre, the History Walk, the Mary S. Byrd Gallery of Art, The Honors Program, and the Maxwell Alumni House are all found on this campus. In addition, the James M. Hull College of Business, College of Education, College of Science and Mathematics, and Pamplin College of Arts, Humanities, and Social Sciences are located here.



### Health Sciences

Located in Augusta's Medical District, the Health Sciences campus features all medical programs of the university, as well as the Health Sciences Building, Interdisciplinary Research Building, Wellness Center, Cancer Center, Medical College of Georgia, and Dental College of Georgia.



### Forest Hills

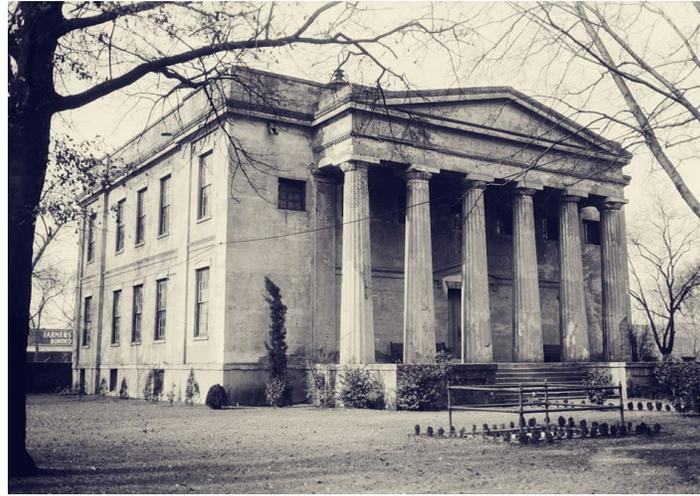
Located on Wrightsboro Road, the Forest Hills Campus houses baseball, softball and soccer fields in addition to a full-size golf course—a course that serves as the home of the Jaguars' nationally recognized NCAA Division I golf team. The campus also supports Christenberry Fieldhouse, which houses 11 of the Augusta Jaguars' 13 competition sports and all administrative and support staff for the Augusta University Department of Athletics and the College of Education's Department of Kinesiology.



### Riverfront Campus

Nestled along the Savannah River, the Riverfront Campus is located in Augusta's growing cybersecurity corridor and houses the state-owned Georgia Cyber Center, a state-of-the-art cyber center comprised of the university's School of Computer and Cyber Sciences; a cutting-edge cyber range; a 340-seat auditorium; a secure briefing space; an incubator space for innovation and entrepreneurship; and classrooms. It's also in close proximity to industry professionals and innovative start-ups.

## Augusta University History



*Medical Academy of Georgia*



*In 1828, the two physicians secured a state charter to establish the Medical Academy of Georgia, which could award Bachelor of Medicine degrees. In order to grant the M.D. degree, the General Assembly revised the 1828 charter.*

*In 1996 Augusta College acquired university status as Augusta State University. In 2011 MCG became Georgia Health Sciences University to reflect its broad mission in many fields of health sciences.*

*Both schools had expanded programs to meet the education needs of the rapidly changing society of the late 20th/early 21st century. Building on the legacies of its parent institutions, in 2013 the two universities became one.*

*On December 1, 2015, that one became Augusta University.*

## Campus Resources

### Jag Express

The JagExpress is a campus shuttle service, providing a safe, alternative mode of transportation for students, faculty, and staff between parking areas and strategic locations across the campuses of Augusta University and AU Health.

The JagExpress shuttle service operates on a fixed route schedule, providing convenient and reliable transportation near most major academic and administrative buildings, commuter parking lots, and housing facilities.

Need a shuttle ride? All our JagExpress shuttles are GPS-equipped so you can track routes and shuttle locations in real-time through the PassioGO app on your smartphone.

All JagExpress shuttle drivers are professionally licensed employees with Horizon Motor Coach, a local business based in Harlem, Georgia. Horizon is fully licensed by the Department of Transportation and has more than 20 years of experience in the transportation industry.

Link to Bus Routes: <https://www.augusta.edu/parking/shuttles.php>

### PassioGO Shuttle Tracker App

Track the transit buses and get up to date schedule and route information. Download the PassioGo App on iOS and Android devices

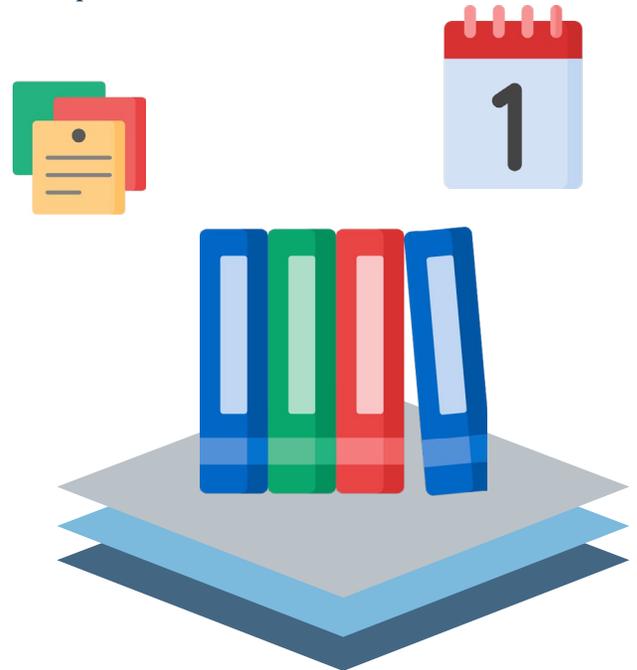


### EMS

Augusta University's Event Management System, allows users to request and view facilities and audiovisual services for events on Health Sciences and Summerville campuses. The spaces available include academic classrooms, computer labs, conference rooms, and other special events space. <https://ems.augusta.edu/emswebapp/default.aspx>

### Tuition Assistance Program (TAP)

The Board of Regents and Augusta University are committed to helping employees pursue growth and development. The tuition Assistance Program (TAP) is designed to promote professional growth and development of full-time employees and part-time nursing faculty of the Medical College. Tuition assistance is the waiver up to nine (9) hours of tuition and certain fees for employees enrolled in courses on the Augusta University campus and at other University System of Georgia (USG) institutions per semester.



#### Application Periods:

Fall Semester: July 1-15

Spring Semester: November 1-15

Summer Semester: March 15- April 15

*Please note: If either date should fall on the weekend, applications will be accepted on the Friday before the date.*

Link: [augusta.edu/hr/leadership-development/tap](https://www.augusta.edu/hr/leadership-development/tap)

Email: [TAP@augusta.edu](mailto:TAP@augusta.edu)

## Employee Faculty Assistance Program (EEAP)

The Employee/Faculty Assistance Program (EFAP) is a non campus assessment, counseling and resource service for employees, faculty, house staff, graduate students, and immediate members of their family. Clinical information of those who attend is kept confidential; supervisors and department chairs who make referrals to the program receive only feedback regarding attendance. EFAP focuses on psychological problems of either a personal or work-related nature.

Assessments are provided and, when indicated, short-term therapy may be scheduled for up to five sessions at no cost to the employee. For persons/families requiring extended or more specialized therapy, the program can arrange continuing care by an appropriate local practitioner or agency. In addition, EFAP staff is available to consult with supervisors on how to better recognize and work with employees who are experiencing difficulties of various kinds. For more information or for an appointment, please contact the Augusta University Employee Faculty Assistance Program at 706-721-2599.



## Employee Advisory Council

The Employee Advisory Council serves in an advisory capacity on issues that affect employees as a whole and on matters that affect the general welfare of all employees of Augusta University and AU Health.

The Council acts to facilitate communication among employees at Augusta University and AU Health. The Council does not serve as a substitute for the formal grievance procedure of Augusta University or AU Health and has no operational responsibility.

The Employee Advisory Council has been described as a "Formal avenue for communication that allows for staff to share their input and provides a forum to suggest improvements to operations."

## Credit Union

All faculty, staff, employees, contractors, retirees, students, alumni and volunteers of Augusta University are eligible for membership with Health Center Credit Union (HCCU). Membership is also available to any immediate and/or extended family members of those meeting the above membership requirements. The not-for-profit cooperative financial institution has served greater Augusta's medical, dental and educational communities as a department of Augusta University since 1976. HCCU is run for and by the members themselves. As shareholders, members directly guide and benefit from the credit union's growth. Members also comprise the credit union's board of directors.

HCCU is conveniently located on Augusta University's campus with depository ATMs in the Children's Hospital of Georgia lobby, beside the Terrace Dining, in the Atrium Dining Hall (Student/Wellness Center) and in the Jaguar Student Activities Center on the Summerville Campus. A full-service branch, located next to Augusta University's Health Sciences Campus, is easily accessible via Augusta University Shuttle or drive-up at 1424 Walton Way.

Opening a savings account begins your credit union membership and allows you to access the full array of HCCU's financial products, services and membership benefits. Visit HCCU online at [hccu.coop](http://hccu.coop) or download their mobile app for a full list of products and services, as well as locations and hours of operation.

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## Locations

**424 Walton Way  
Augusta GA 30901**

**4339 Washington Rd  
Evans GA 30809**

**Member Service: 706-434-1600**

**Fax: 706-434-1625**

**Loan Line: 706-434-1636**

## Concierge Service

The Concierge team consists of staff members who have excellent customer service skills & understand that communication & access is very important to you. The team is here for any access issues, questions or concerns that you may have.

### How to Contact:

Call (706) 721-9522 and Press "1"

7:30 a.m. - 5:30 p.m. Monday through Friday

Email: [ConciergeService@augusta.edu](mailto:ConciergeService@augusta.edu)



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## Getting Involved and Networking Opportunities

*Research shows that employees who are connected with meaningful experiences outside of their typical work function, who engage with the institution have higher job satisfaction. Here are a few ways for you to consider being involved within and outside of Augusta University. There are many committees within the division to be involved with. We encourage that employees consider serving on a committee. Work with your supervisor to identify opportunities to serve*

### Within your Office/Department

- Office/department committees

### Within the Division

- Divisional Committees
- Professional Development Committee
- Inclusive Communities Council
- Young Professional Network

### Within the Institution

- Employee Council

### Within the Greater Augusta Community

- Leadership Augusta
- Young Professionals of Augusta
- Junior League
- Toast Masters

### Giving:

The division also has a variety of funds that help support our division. Consider giving to any of these funds:

- Open Paws Food Pantry Fund - Help feed the students of Augusta University who are in need. End hunger and malnutrition of college students across our campus. Fund ID 297270
- Student Emergency Fund - Provides limited financial assistance to enrolled students facing hardship related to an emergency. Fund ID 297000
- Dean of Students Discretionary Fund - Supports division events for staff including award ceremonies, leadership workshops, homecoming events, and other professional development activities. Fund ID 297220

## Campus Events & Major Traditions

### Arsenal Bell

The Arsenal Bell is rung three times at the beginning and end of every Convocation and Commencement Ceremony. The bell was part of the U.S. Arsenal property acquired by the Junior College of Augusta in 1957. It serves as a resounding celebration of our past, present and future.

### History Walk on Summerville

Honoring our university's history, Augusta University's History Walk is a one mile loop around our beautiful Summerville Campus. A wide brick walkway guides you along historical markers including the restored arsenal guardhouse, circa 1866, and our gorgeous southern landscape.



### Toss a Penny in the Fountain

During orientation as a sign of good luck and new beginnings, students throw a penny in the fountain at the entrance of the Summerville Campus. When the fountain is drained for cleaning, the money is collected and given to the AU Foundation for student scholarships.

### Selfie with the President

One of the unique and endearing qualities of our president, Dr. Brooks A. Keel, is his tech-savviness. Any time you see the president on campus, he is always willing to take a selfie with students, faculty and staff. Check out his latest selfie activity on Twitter @PresKeel.



### Pig Out

Annual student appreciation event where we serve students food and have fun activities for them to participate in October.

### President's Cup

Founded in 2018, the President's Spirit Cup is awarded to the college showing the most school spirit based on various interactive activities including office decorating, banner creation and game attendance. The cup travels with the winning college for the year.

### Wear JagSwag On Fridays

Fridays are good, but they're even better when you get to wear your Jag gear. Spirit Fridays give faculty, staff, students and alumni the chance to show their school spirit by wearing their Augusta blue and grey. Don't have enough Jag swag? The JagStores are fully stocked, the Summerville location is open until 7p.m. on Monday and Tuesday.

### Day of Service

Held each year in November, Day of Service is a special day each year when the faculty, staff, students and families of Augusta University come together to positively impact our community through meaningful service in partnership with a wide variety of community partners across the River Region.

### Homecoming Week

Held each year in February, Homecoming week is a special week each year when the faculty, staff, students and families of Augusta University come together to celebrate school spirit and AU history through engaging events and by attending our AU athletic games.

## Things to Do in Augusta

### [Visit Augusta – Official Tourism website](#)

#### Local Restaurants

1. Abel Brown Southern Kitchen & Oyster Bar: Surrey Center near Summerville Campus. Upscale seafood
2. The Bee's Knees: downtown Augusta. Tapas bar
3. Boll Weevil: downtown Augusta. Best known for large slice cakes and pies
4. Diablo's Southwest Grill: multiple locations. Quick Mexican
5. Farmhaus Burger: downtown Augusta & Martinez. Burgers, chicken sandwiches, shakes
6. French Market Grille: downtown Augusta & Evans. Cajun & creole seafood
7. Frog Hollow Tavern: downtown Augusta. Upscale restaurant featuring regionally grown ingredients
8. Humanitree House: downtown Augusta. Organic juice bar featuring vegan foods
9. Oliviana: Surrey Center near Summerville Campus. Rustic Italian
10. Rhinehart's Oyster Bar: Augusta & Evans. "Beyond Casual" seafood
11. Sconyers Bar-B-Que: Augusta. Traditional southern barbecue
12. Village Deli: Daniel Village near Summerville Campus. Subs, sandwiches, burgers
13. Wife Saver: multiple locations. Southern fried chicken, catfish, and pork.

#### Attractions

1. [Augusta Museum of History](#)
2. [Augusta Canal](#)
3. [Boyhood Home of President Woodrow Wilson](#)
4. [Clark's Hill Lake/Strom Thurmond Dam](#)
5. [James Brown Historical Tour](#)
6. [Lucy Craft Laney Museum of Black History](#)
7. [Morris Museum of Art](#)
8. [Phinzy Swamp Nature Hike](#)
9. [Sacred Heart Cultural Tour](#)
10. [Steed's Dairy Farm & Corn Maze](#)

#### Community Events

[Arts in the Heart of Augusta Festival](#)

[Augusta Common](#)

[Augusta Greek Festival](#)

[Augusta Greenjackets](#)

[Augusta Pride Festival](#)

[Augusta Symphony](#)

[Bell Auditorium](#)

[Evans Towne Center Park](#)

[Fort Gordon Dinner Theatre](#)

[Imperial Theatre](#)

[James Brown Arena](#)

[Miller Theater](#)



## Glossary

**MCG:** Medical College of Georgia

**DCG:** Dental College of Georgia

**CON:** College of Nursing

**CAHS:** College of Allied Health Sciences

**COGS:** College of Graduate Studies

**COSM:** College of Science and Mathematics

**Pamplin College:** College of Arts, Humanities and Social Sciences

**Hull College (HCOB):** College of Business

**COE:** College of Education

**Cyber:** School of Computer & Cyber Sciences

**GRU:** Georgia Regent's University History

**GHSU:** Georgia Health Sciences University History

**ASU:** Augusta State University History

**USG:** University System of Georgia.

**CHOG:** Children's Hospital of Georgia

**AUMC:** Augusta University Medical Center

**The Arsenal Bell:** The bell was part of the U.S. Arsenal property acquired by the Junior College of Augusta in 1957. The land and historic buildings, such as Bellevue Hall and the Benet House on the Summerville Campus, once served as the Augusta Arsenal headquarters.

**The Tear Drop:** Event location located in the heart of the Summerville Campus.

**DESA:** The Division of Enrollment & Student Affairs

**Commencement:** The official ceremony that occurs in the December and May, where each student walks across the stage and is recognized for completing all requirements of their degree.

**Convocation:** Our university's official welcome for its newest students; occurs before the fall semester begins. Similar to a graduation ceremony, Augusta University faculty and staff welcome the newest class to the Augusta University family at this special ceremony.

**POUNCE:** Business system for students to pay university bills, register for class, check grades, update their contact information, etc. [pounce.augusta.edu](http://pounce.augusta.edu)

**JSAC** - (pronounced "jay-sack") The JSAC is the common name for the Jaguar Student Activities Center. The JSAC is a hub of activity on the Summerville Campus for students, faculty, and staff. It houses a food court, game room, the Multicultural Center, The Bell Ringer student newspaper, offices, and lots of meeting space.

**SGA** - Student Government Association. The university has governing bodies for both undergraduate and graduate students.

**The Crew** - The Jaguar Production Crew more commonly known as "The Crew" is our student programming board who plan large-scale events for the student body.

**EMS** - (Event Management System) allows students, faculty, and staff to reserve spaces on campus for meetings and events. [ems.augusta.edu/EmsWebApp/Default.aspx](http://ems.augusta.edu/EmsWebApp/Default.aspx)

**The Grove** - Grassy area that is situated between the Maxwell Performing Arts Theater and University Hall. Events such as the annual Christmas Tree Lighting and the IGIVE Campaign take place in the Grove.

**PCard** - Purchasing Card. This is a credit card for purchases related to the office/department. Typically only one person per office is a p-card holder and is responsible for making purchases and reconciling the card each month.