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Student Anonymous Hotline FAQs

The following questions and answers will help you understand the Student Anonymous Hotline and help to differentiate this resource from other communication channels.

Why is there an anonymous hotline?

APUS is committed to open and honest communication without fear of retaliation. We want students to feel comfortable approaching the University when you feel a violation of our policies or standards have occurred.

Is the hotline really anonymous?

Yes, this is why the University has decided to use a third-party organization. NAVEX will only share the feedback with APUS but will not share identifiable information.

When is the hotline available?

The hotline is available to students 24/7.

How do students use the hotline?

Students can utilize this anonymous resource by logging on to the [EthicsPoint Student Anonymous Hotline](#) or calling them at 866.648.0636.

Is this the only way I am allowed to give feedback or raise a concern?

No, APUS has many avenues of communication. This new method through NAVEX is focused on the ability to provide honest anonymous feedback. Since this resource is anonymous, students should not use it if they have an issue that needs addressed or followed-up. Instead, one of the communication channels listed below should be utilized:

- Contact current instructor: Instructor concerns such as requesting to submit a late assignment, change in a grade or a final assignment, additional help needed for a paper, questions about assignments or grades, syllabus clarification, etc.

- Help Button (inside the classroom): complaint about instructor feedback, timeliness concerns regarding instructor response times, grading unfairness, instructor is MIA, issues submitting assignments, etc.
- Disputes@apus.edu: Used to report harassment or discrimination of a non-sexual nature. Students should provide a description of the issue (including factual details about the people involved, names of any witnesses, and dates of incidents of objectionable behavior) and any steps that have been taken to resolve the issue informally. This email address is monitored by the APUS Student Conduct Officer.
- TitleIX@apus.edu: Used to report discrimination or harassment on the basis of sex. This email is monitored by our APUS Student Title IX Coordinator.
- Contact to Advising@apus.edu: any concern or issue with the academic plan, the order to complete courses, seeking information on a University policy or procedure, etc.

About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX that enables members of the APUS community to work together to address misconduct in the learning community and other violations of student rights while cultivating a positive learning environment.

Why do we need a system like EthicsPoint?

- By creating open channels of communication, we promote an educational environment conducive to learning and growth.
- An effective reporting system augments our other efforts to foster a culture of integrity and ethical decision-making.

Reporting – General

May I report using either the Internet or the telephone?

Yes. EthicsPoint enables you to file a confidential, anonymous report either by telephone or through the Internet.

What types of situations should I report?

The EthicsPoint system allows students to report any misconduct in the learning community, and violations of student rights, or other concern you may have.

Why should I report what I know? What is in it for me?

We all have the right to a positive learning environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment.

Does American Public University System really want me to report?

We certainly do. In fact, we *need* you to report. You know what is going on in our University - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Also, offering positive input may help identify issues that can improve the University's culture and student experience.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint's secure server. Based on the type of violation and location of the incident, NAVEX makes these reports available only to specific individuals within the University who are charged with evaluating the report. Each of these report recipients has had training in keeping these reports in the utmost confidence.

Isn't this system just an example of someone watching over me?

No. EthicsPoint is a positive aspect of our overall philosophy that allows us to ensure a safe, secure, and ethical student experience. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical, and this is a great tool to enhance that communication.

We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.

Reporting Security, Confidentiality & Anonymity

It is my understanding that any report I send from a company computer generates a server log that shows every website that my PC connects with. Won't this log identify me as the report originator?

NAVEX does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to EthicsPoint is available.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained.

I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that will not happen?

The EthicsPoint system protects your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "While enrolled in ENGL110 B001 Summer 22..." or "As the President of Golden Key...".

Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

What if I want to be identified with my report?

There is a section in the report to identify yourself if you wish.

Will the report be kept confidential?

APUS will maintain the confidentiality of reports and disclose information contained in reports on a "need to know" basis to individuals who are responsible for handling APUS's review.

Will I receive a response to my report?

Please be advised that, depending on the nature of the report, and whether it is submitted anonymously, every report may not receive a response.

Tips & Best Practices

I am aware of some individuals acting unethically, but it does not affect me. Why should I bother reporting it?

Our University promotes ethical behavior. All unethical conduct, at any level, ultimately hurts the University and all students, including you. If you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your fellow students to report it.

I am not sure if what I have observed or heard is a violation of University policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. NAVEX can help you prepare and file your report so it can be properly understood. We would rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

What if my instructor or a fellow student are involved in a violation? Won't they get the report and start a cover-up?

The EthicsPoint system and report distribution ensure that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique, randomized number called a "Report Key" and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company have now entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one?

All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

What if I lose my Report Key or forget the Password I created?

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Mention in the new report that it is related to a report or question you previously submitted.

Can I still file a report if I don't have access to the Internet?

You can file an EthicsPoint report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you do not have access to, or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.