



# Office of the University Registrar

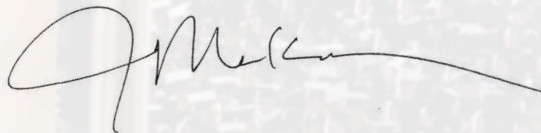
2021/2022 ANNUAL REPORT

# Message from the *Assistant Vice Provost & University Registrar*

I am pleased to present the Office of the University Registrar's Annual Report for the 2021/22 academic year. We are still reeling from the last two years. Like many institutions, we have--and continue to experience staff resignations. The pandemic-era trend known as, "The Great Resignation", has clearly become more than just a phrase. Over the past year, we have lost seven staff, either to other positions at Emory where they can make more money or work a permanent remote schedule, to those who have chosen to move outside of Emory for a variety of reasons. It's clear that this trend is here to stay. As companies and institutions return to work; whether in a hybrid model or otherwise; employees are re-evaluating their work/home lives, employers must begin to rethink our work models to be more sensitive to the needs of our employees. Many employers have adapted to meet workers' needs, albeit slowly in some cases. They are now addressing employee wellness, including mental and financial health, and are offering remote work opportunities.

The pandemic brought the future of work into the present of work. The move to remote work and changes in job flexibility may not have occurred for another thirty years if not for the crisis. While shutdowns meant a quick move to working from home, many employees aren't returning to the office full time, if at all, as restrictions are relaxed.

**"We are not going back to the world of work in 2019".**



JoAnn McKenzie

Associate Vice Provost and University Registrar





## Table of Contents

- 4 OUR MISSION
  - 5 GOALS AND ACCOMPLISHMENTS 2021-22
  - 6 VETERANS ADMINISTRATION AND GOVERNMENT AFFAIRS
  - 9 GOALS AND INITIATIVES 2022-23
  - 10 OUR ORGANIZATIONAL CHART
  - 12 APPENDIX (CHARTS AND GRAPHS)
- 

# Our Mission



The Office of the Registrar at Emory University has as its function the charge and mission to:

- Maintain the permanent academic records for all schools of the University including registration (initial and changes), processing grades, recording faculty actions taken, and degrees granted for all students past and present.
- Complete and file all Federal and State reports requested relative to matriculated students
- Maintain and produce an academic schedule of classes and related examinations on a term-by-term basis.
- Assign classroom space for courses from a given pool of rooms.
- Provide, on request, service and assistance to other administrative users of the Student Information System including assistance with data interpretation and understanding, query programming, and the scheduling and production of reports.
- Act as a consultant to all Deans and Faculty committee's relative to student records, registration, course offering, degree program auditing, etc.
- Certify, on behalf of the student and as appropriate, attendance, academic performance and status to outside agencies (for the purpose of loans, discounts, professional examination, etc.)
- Provide an academic transcript service to all current and former students.
- Process all degree and certificate applications, order diplomas, set up degree and rank lists and in general assist the principals in graduation ceremonies.
- Assist the Provost and Associate Vice Provost whenever and on whatever deemed necessary.

**“The Office of the University Registrar is ready to meet the service needs of our users, at the level they would expect from any school of our size and stature.”**

## 2021-22 Goals & Accomplishments

# Our Strategic University Projects

### ACADEMIC CALENDAR

For the past two years, the Office of the University Registrar, partnering with Emory's nine schools, have created greater coordination of calendars across the institution to promote clear connections among faculty and students from different schools.

#### Here's what we've accomplished so far:

- » Developed inter-sessions as well as new sessions within the fall and spring terms that mimic our current summer term sessions.
- » Extend term dates – continue to use traditional calendars but extend the begin and end dates to fill the current empty periods between terms to avoid overlapping terms and stay in compliance with Financial Aid.

We are still in the process of prototyping a distinct calendar for the Medical School and create distinct calendars for non-traditional programs such as Distance Accelerated BSN and Graduate Business MEMBA Programs that may be used as templates for future non-traditional calendars.

### REGISTRAR PROJECT - CENTRALIZING STUDENT RECORDS & CONSOLIDATING REGISTRAR FUNCTIONS AND SERVICES AT EMORY

In Fall 2019, the American Association of Collegiate Registrars and Admissions Officers (AACRAO) partnered with the Office of the Provost to conduct a Registrar Review—concentrating on the evaluation school registrar functions and services at Emory; specifically, roles and responsibilities and best practices to provide a high-quality student experience and ensure full compliance with accrediting regulations and federal laws and reporting requirements.

A recommendation from AACRAO was to conduct “a desk audit” of school registrar roles, who provided summary information related to the organizational structure in which they operated—which included identifying to whom they reported within their school or college, specifying any staff

who were also performing registrar-related functions, and providing copies of any relevant job descriptions.

In reviewing the information supplied, as well as discussing it during the Zoom meetings with the registrar liaisons, it was apparent that a disparity among exists among them in terms of reporting lines, titles, job descriptions, and functional responsibilities. There is a need to further document those activities, review related compensation, provide greater professional development, and ensure best practices.

As of this writing, this project has been placed on hold due to COVID-19.

### EMORY UP INITIATIVES

#### » Student Schedule Builder

Plans are underway to offer a new “click to register feature” – providing students the ability to initiate the registration process by seamlessly moving classes from Atlas to their shopping cart in OPUS. Partnering with HighPoint Technology Solutions, (HighPoint has partnered with close to 160 PeopleSoft institutions, and with over 350 products licensed, they are the leaders in student success solutions for PeopleSoft institutions. The company believes in helping institutions get more out of their Oracle investments through better outcomes, faster

deployments, and compelling user experiences), student schedule builder gives students an easy way to build a perfect schedule that accommodates their life outside of school. By granting transparency into overall availability in real-time, students are able to find the right schedule to complete their degree on time.

A kickoff meeting has been scheduled to begin the implementation planning to install the software for students for Fall 2023.

# Veteran Administration and Government Affairs

## COMPLIANCE

Beginning in 2022, the University Registrar created the Compliance and State Authorization Team. In addition to representing the department on all external regulatory compliance requirements, the team also oversees all the Department of Veterans Affairs, State Authorization, FERPA, and Hope Scholarship activity in the office. As regulations in these areas expanded over the last three years, a dedicated team is needed to complete the tasks with the level of detail required, and to make necessary revisions to maintain institutional compliance.

The team has achieved the following benchmarks during the 2021-2022 academic year:

- **Improved and expanded the annual FERPA notification requirement to students**

Beginning in Spring 2021, DOE mandated FERPA notices to students are now delivered via OPUS at the beginning of each term. Previously notices were sent via email through the university's listserv. An OPUS delivery on a semester basis allows for a record of receipt and captures students who may begin and end their enrollment in a semester when the previous notices were not delivered.

- **Student Schedule Notification**

To minimize enrollment errors and improve student awareness of schedules and associated deadlines, the office implemented a schedule

notification system. Notification emails are sent throughout the add/drop/swap period making students more aware of both their own and school-initiated scheduling activities.

- **Implementation of Appeal Committee for Specialized School Requests**

A committee of key stakeholders in academic, student service, and financial offices meet as needed to address specialized student or school requests which involve multiple compliance and policy applications.

- **Online Learning Guidance for Faculty**

As online learning expanded during COVID-19, best practices to maintain student privacy and FERPA compliance were needed. After extended consultation with members of the American Association of Collegiate Registrars and Admissions Officers (AACRAO), the compliance team worked with members of the Provost's office to compile a best practice guide for faculty.

In the coming academic year, the team will continue to review and advise on all relevant compliance concerns and assist with policy and procedure adjustments when needed.

## VETERANS AFFAIRS

The Department of Veteran's Affairs (VA) continued its rollout of additional Isakson Rowe Act requirements on all schools which saw significant increases in the information disseminated to both the VA and VA recipients. These items included:

### » 85/15 Reporting

VA now requires all institutions to report the ratio of VA recipients by program level at all institutions on a semester basis. This report allows the VA to monitor programs that exceed a 15% enrollment rate of VA recipients in which case the program would lose approval. The Compliance team leads efforts to expand OPUS identification and reporting for the submission of these reports.

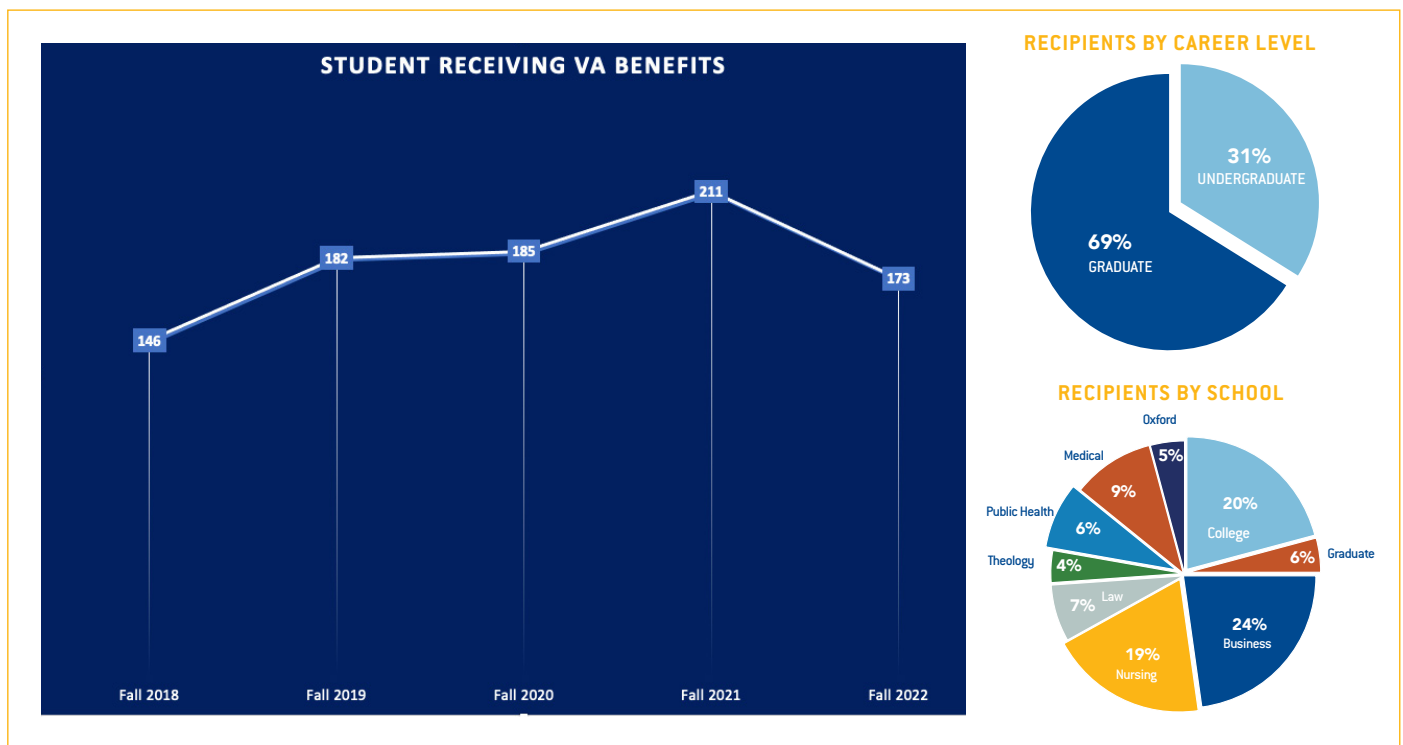
### » Shopping Sheet

VA recipients are now required to be provided with a document that contains information about various financial and consumer information data. The compliance team and financial aid teams created the document and OPUS automated delivery mechanism.

### » Documentation and Certification Request Moved to Online Portal

Isakson-Rowe regulations now require express consent from students for certification, where previously only course registration was required. To meet this requirement, the department created its online certification request portal so that students could complete this requirement wherever they are located.

The Office of the University Registrar school certifying official will continue providing personalized quality service to its veterans and dependents of veterans student population. As another year begins, we will seek ways to improve our processes in this area as well as affirm our commitment to these and all of our students.



# Hope Scholarship

Beginning in 2018, the Georgia Student Finance Commission implemented its College Hope Eligibility Calculation Service (CHECS). Much like the National Student Loan Data System (NSLDS), CHECS requires the transmission of academic and financial data at frequent intervals which allows the state to track an institution's compliance.

Careful practices of data entry, transmission, and reconciliation are required to track the progress of over 2,000 students who receive Hope Scholarship and related funding. In 2022, a dedicated employee was hired to review and reconcile student data submitted to the CHECS system from Admissions, Financial Aid, Individual Emory schools, and Student Information Systems teams.

Name of Scholarship:	Number of Students Awarded:	Amount Disbursed:
HOPE Scholarship	339	\$1,143,349
Zell Miller Scholarship	683	\$3,711,943
Georgia Tuition Equalization Grant Program	1,186	\$974,300

Figure 2: 2020-2021 GSFC funding for emory students.

# State Authorization

The Office of the University Registrar continues to monitor and maintain compliance with the various requirements of the State Authorization Reciprocity Agreement. The 2022 reauthorization of the agreement marks Emory's seventh year of participation.

As the Department of Education continues to include state authorization and occupational licensure compliance in its negotiated rulemaking, the team has prepared a number of compliance briefs to stakeholders notifying them of anticipated new regulations.



# Academic Year 2022-2023 Goals

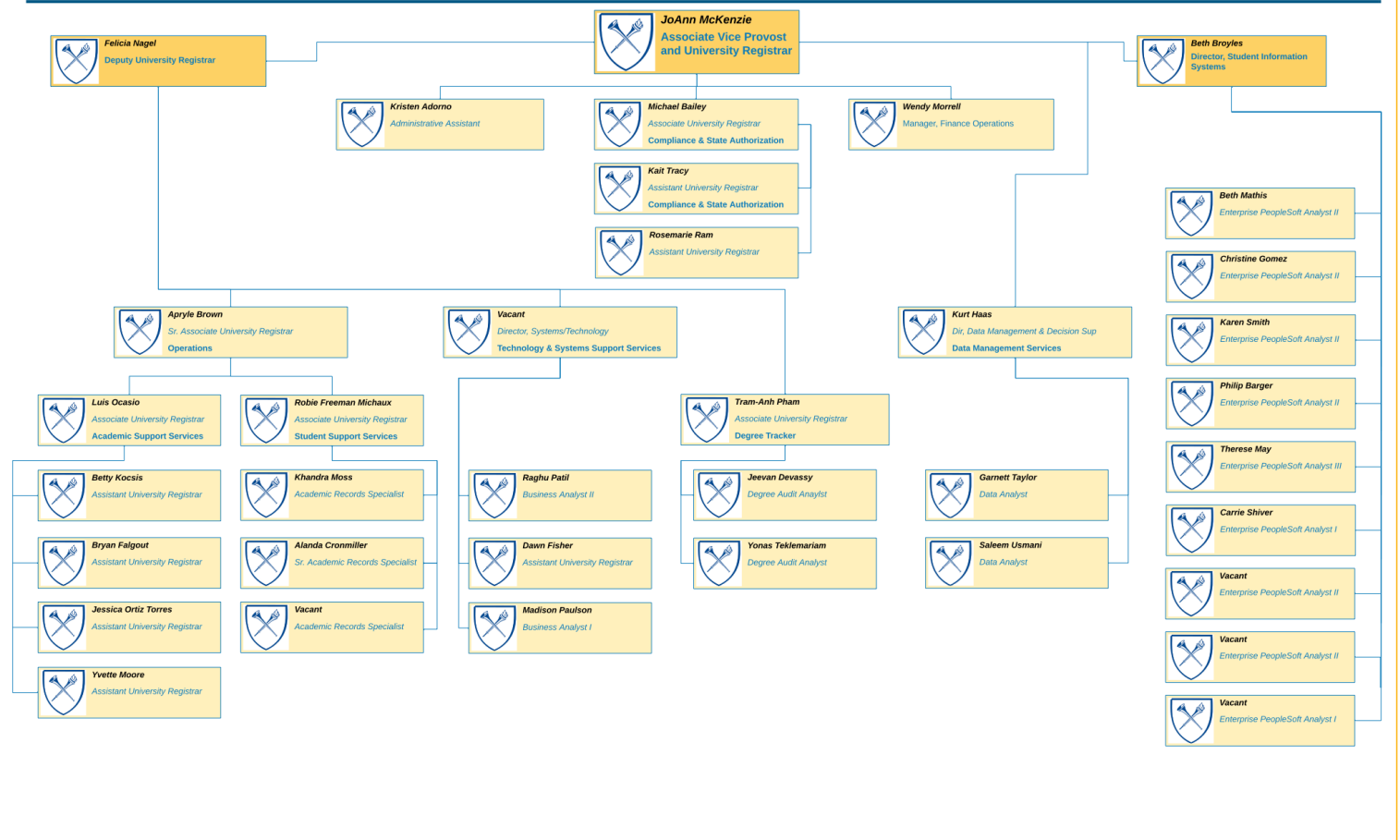
The Office of the University Registrar (OUR) works cooperatively with other entities at the university to use innovative technological solutions to ensure academic policy compliance standards and safeguard student data. The OUR researches and considers potential consequences to determine each new project's viability. System maintenance enhancements are the largest group of projects that the OUR manages and supports and are required to sustain scheduled updates or modifications. Projects surrounding the implementation of new functionality are an additional responsibility of the OUR that is vital to ensuring that the university's services continue to expand and meet all its stakeholders' needs. Currently, the Office of the University Registrar (OUR) is overseeing nineteen projects; the top seven projects are:

- » **New Degree Planner tool** – will help students and advisors develop and sequence a personalized path to on-time graduation.
- » **New Student Registration tool** – Student Schedule Builder to enhance registration features and functions to provide better enrollment outcomes for undergraduate students.
- » **Enrollment Verification project through National Student Clearinghouse** – Implementing the “Myhub” option, a web-based portal where students can generate enrollment and graduation verifications in real-time through the National Student Clearinghouse.
- » **General Education Requirement (GERS) changes in Emory College of Arts & Sciences** – We are working with VB Consulting Services to update our student information system with the new requirement designations and re-design courses in the Course Catalog.
- » **Implement 12Twenty** – for the Career Center, which will replace Handshake, which is currently in use.
- » **OPUS Security Assessment** – We are working with a consultant from American Association of Collegiate Registrar and Admission Officers (AACRAO) to revise record security structure in our student information system related to data user groupings and primary campus roles.
- » **Student Characteristics Project** – Delivering self-service functionality for students to update; (a) Religious and Spiritual Affiliations Project; (b) First Generation and Parental Education determinant; (c) Gender identity and sexual orientation (d) Race and Ethnicity Self-Service; (e) Veterans Status.

# Office Organization and Core Services

## Emory University - Office of the University Registrar

August 22, 2022





# Appendix

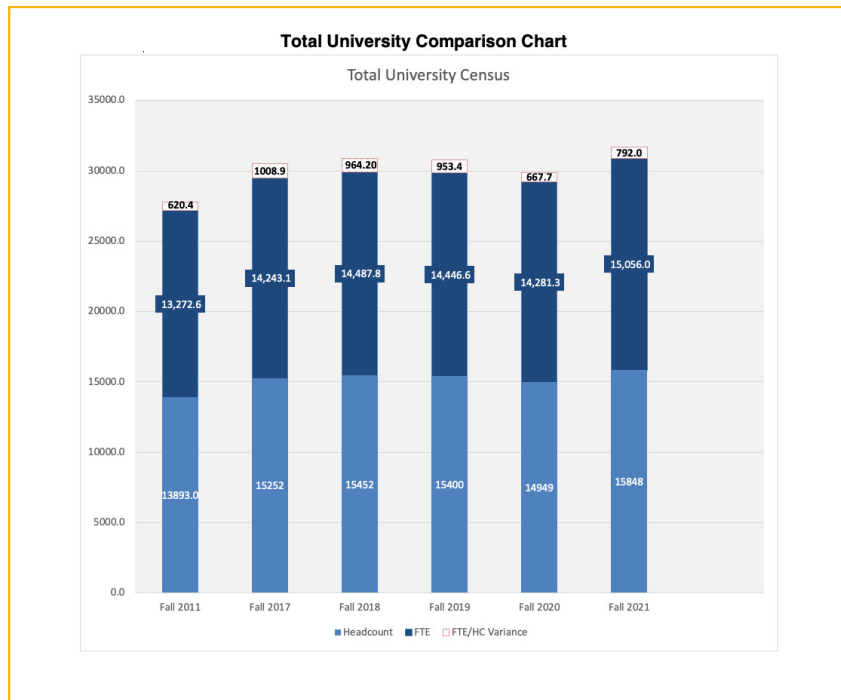


# By the Numbers

By The Numbers	2017-18			2018-19			2019-20			2020-21			2021-22		
	Value	Value	Change	Value	Change	Value	Change	Value	Change	Value	Change	Value	Change	Overall	
Data Requests	309	169	-45%	375	122%	374	0%	403	8%	30%					
Verifications Issued	30,388	33,375	10%	32,240	-3%	32,306	0%	33,834	5%	11%					
Transcripts Issued	32,971	32,927	0%	27,520	-16%	26,449	-4%	26,801	1%	-19%					
Grades Processed	160,010	164,642	3%	165,794	1%	163,651	-1%	174,221	6%	9%					
Room Reservations	3,363	3,340	-1%	3,595	8%	335	-91%	3,361	903%	0%					
One-Time-Event Schedule	5,083	5,410	6%	4,358	-19%	189	-96%	4,278	2163%	-16%					
Classes Scheduled	9,419	14,456	53%	12,263	-15%	12,268	0%	12,136	-1%	29%					
Course Curriculum Additions/Changes		1,098		2,243	104%	2,723	21%	2,409	-12%	119%					
Degrees Awarded	4,958	4,925	-1%	4,966	1%	5,000	1%	5,071	1%	2%					
Testing and Evaluation Exams	913	880	-4%	616	-30%	10	-98%	249	2390%	-73%					
Cross Registration: Incoming	95	156	64%	88	-44%	83	-6%	129	55%	36%					
Cross Registration: Outgoing	116	132	14%	112	-15%	63	-44%	93	48%	-20%					

Note: The significant decrease in Room Reservations, On-Time Events Scheduled, and Testing and Evaluation Exams in 2020-21 was a direct impact of the COVID-10 pandemic.

# Enrollment Breakdowns



This chart represents fall enrollment for the period Fall 2017 – Fall 2021. Fall 2011 is provided as a point of reference, to allow for a ten and five-year overall comparison. The total student headcount is shown in blue, and the full-time equivalent or FTE are shown in red.

# Enrollment Breakdowns (cont.)

**Opening Fall Full-time Equivalent Comparison by Full-time Equivalent**  
2011 compared with 2017 - 2021

	Fall 2011	Fall 2017		Fall 2018		Fall 2019		Fall 2020		Fall 2021		Overall Change 2011 to 2021
	FTE	FTE	Change from 2011	FTE	Change from 2017	FTE	Change from 2018	FTE	Change from 2019	FTE	Change from 2020	
<b>Allied Health</b>	483.8	526.6	9%	536.1	2%	524.3	-2%	495.9	-5%	485.2	-2%	0%
<b>Business</b>	1,343.5	1,638.9	22%	1,621.1	-1%	1,530.2	-6%	1,403.5	-8%	1,633.2	16%	22%
<b>College</b>	5,472.0	5,494.5	0%	5,652.9	3%	5,665.9	0%	5,602.9	-1%	5,862.9	5%	7%
<b>Graduate</b>	1,820.6	1,699.9	-7%	1,710.1	1%	1,694.9	-1%	1,704.2	1%	1,734.8	2%	-5%
<b>Law</b>	857.8	1,033.1	20%	1,028.3	0%	924.6	-10%	870.3	-6%	898.2	3%	5%
<b>Medical</b>	531	600.0	13%	587.3	-2%	617.9	5%	570.9	-8%	612.1	7%	15%
<b>Public Health</b>	916.2	1,108.4	21%	1,124.6	1%	1,161.8	3%	1,205.2	4%	1,242.1	3%	36%
<b>Nursing</b>	446.1	761.8	71%	839.6	10%	931.6	11%	1,067.3	15%	1,118.9	5%	151%
<b>Theology</b>	465.6	401.9	-14%	395.8	-2%	413.1	4%	417.8	1%	402.3	-4%	-14%
<b>Oxford</b>	936	978.0	4%	992.0	1%	982.3	-1%	943.3	-4%	1,066.3	13%	14%
<b>TOTAL</b>	13,272.6	14,243.1	7.31%	14,487.8	1.72%	14,446.6	-0.28%	14,281.3	-1.14%	15,056.0	5.42%	13.44%

HC - Headcount enrollment

FTE - Full-time equivalent enrollment

**Opening Fall Enrollment Comparison by Headcount**  
2011 compared with 2017 - 2021

	Fall 2011	Fall 2017		Fall 2018		Fall 2019		Fall 2020		Fall 2021		Overall Change 2011 to 2021
	HC	HC	Change from 2011	HC	Change from 2017	HC	Change from 2018	HC	Change from 2019	HC	Change from 2020	
<b>Allied Health</b>	489	584	19%	607	4%	568	-6%	519	-9%	501	-3%	2%
<b>Business</b>	1,445	1,727	20%	1,711	-1%	1,613	-6%	1,512	-6%	1,731	14%	20%
<b>College</b>	5,500	5,522	0%	5,685	3%	5,697	0%	5,666	-1%	5,901	4%	7%
<b>Graduate</b>	1,980	1,917	-3%	1,901	-1%	1,888	-1%	1,902	1%	1,931	2%	-2%
<b>Law</b>	861	1,077	25%	1,065	-1%	953	-11%	892	-6%	922	3%	7%
<b>Medical</b>	715	937	31%	927	-1%	1,006	9%	635	-37%	818	29%	14%
<b>Public Health</b>	1012	1,212	20%	1,221	1%	1,244	2%	1,283	3%	1,321	3%	31%
<b>Nursing</b>	460	827	80%	880	6%	974	11%	1,108	14%	1,182	7%	157%
<b>Theology</b>	495	470	-5%	462	-2%	474	3%	485	2%	474	-2%	-4%
<b>Oxford</b>	936	979	5%	993	1%	983	-1%	947	-4%	1,067	13%	14%
<b>TOTAL</b>	13,893	15,252	9.78%	15,452	1.31%	15,400	-0.34%	14,949	-2.93%	15,848	6.01%	14.07%

HC - Headcount enrollment

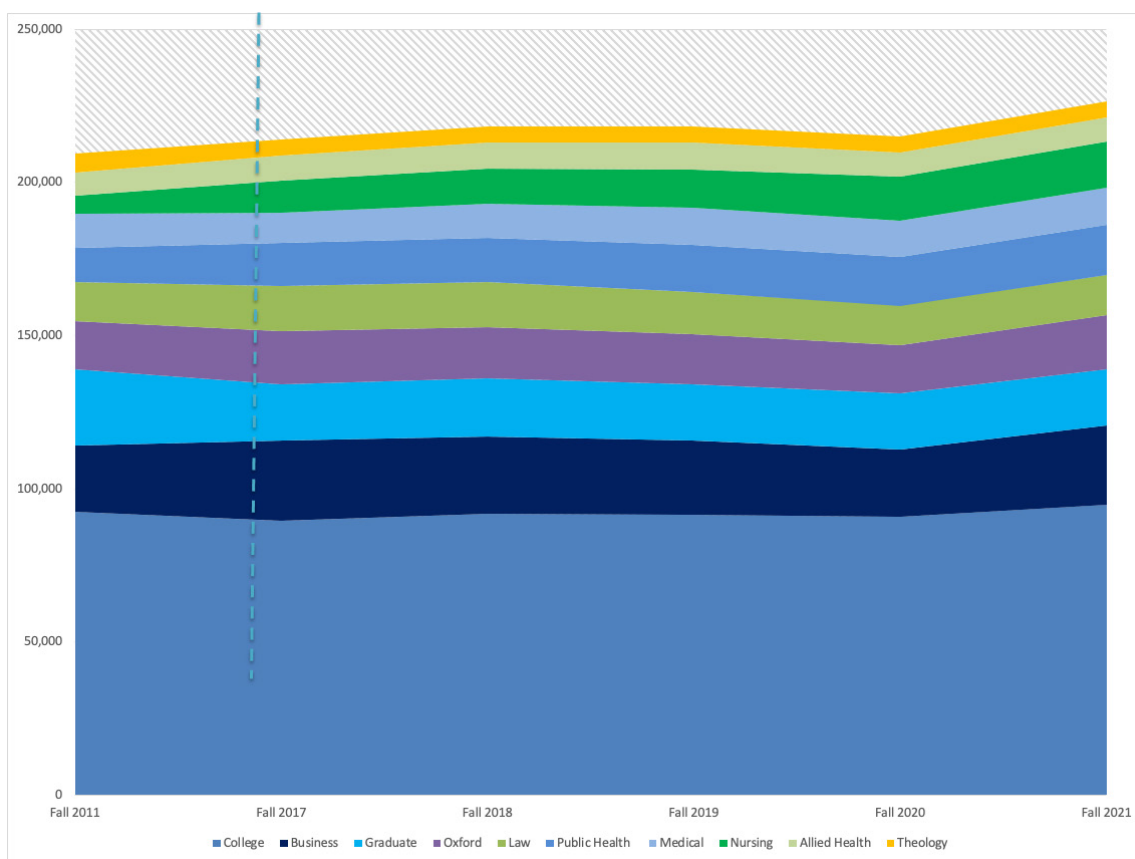
FTE - Full-time equivalent enrollment

The above tables provide enrollment breakdowns by the individual school, in both FTE (upper table) and headcount. The percentages shown in the change columns indicate the percent change in enrollment volume as compared to the previous year, while the overall percentages indicate changes over the last ten years

# Enrollment Breakdowns (cont.)

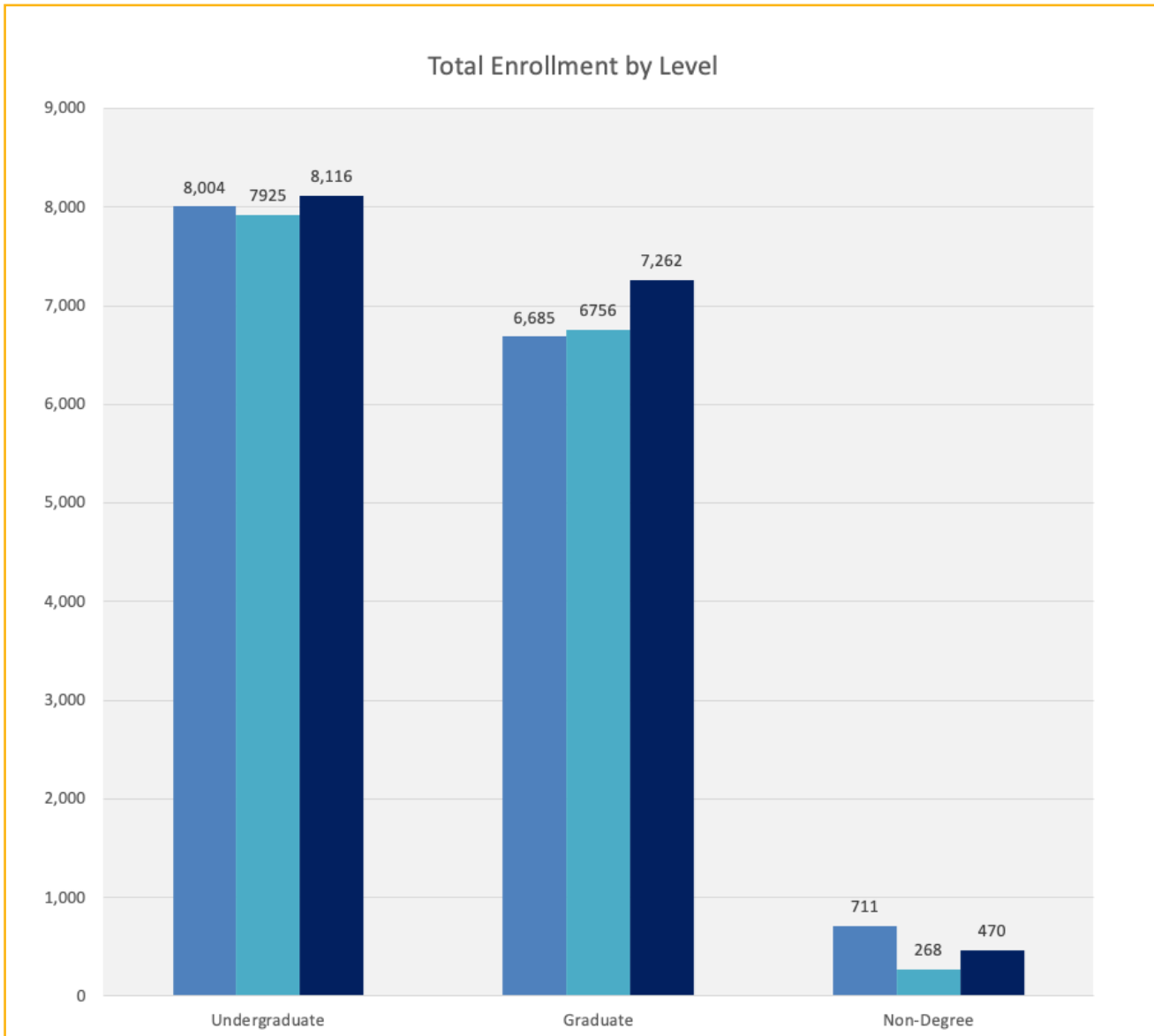
Total Credit Hours Taught by Career

	Fall 2011	Fall 2017		Fall 2018		Fall 2019		Fall 2020		Fall 2021		Overall Change 2011 to 2021
	Hours	CH	Change from 2011	CH	Change from 2017	CH	Change from 2018	CH	Change from 2019	CH	Change from 2020	
Allied Health	7,530	8,441	12%	8,630	2%	8,601	0%	7,825	-9%	7,882	1%	5%
Business	21,770	26,083	20%	25,397	-3%	24,220	-5%	22,111	-9%	25,722	16%	18%
College	92,508	89,618	-3%	91,772	2%	91,555	0%	90,812	-1%	94,922	5%	3%
Graduate	24,737	18,461	-25%	18,789	2%	18,294	-3%	18,253	0%	18,541	2%	-25%
Law	12,567	14,969	19%	14,927	0%	13,554	-9%	12,840	-5%	13,012	1%	4%
Medical	10,826	9,557	-12%	11,362	19%	12,158	7%	11,583	-5%	12,303	6%	14%
Public Health	11,356	14,067	24%	14,126	0%	15,421	9%	16,028	4%	16,470	3%	45%
Nursing	6,100	10,499	72%	11,412	9%	12,612	11%	14,561	15%	14,972	3%	145%
Theology	6,086	5,213	-14%	5,001	-4%	5,334	7%	5,351	0%	5,037	-6%	-17%
Oxford	15,916	17,242	8%	16,827	-2%	16,591	-1%	15,840	-5%	17,541	11%	10%
<b>TOTAL</b>	<b>209,396</b>	<b>214,150</b>	<b>2.27%</b>	<b>218,243</b>	<b>1.91%</b>	<b>218,340</b>	<b>0.04%</b>	<b>215,204</b>	<b>-1.44%</b>	<b>226,402</b>	<b>5.20%</b>	<b>8%</b>



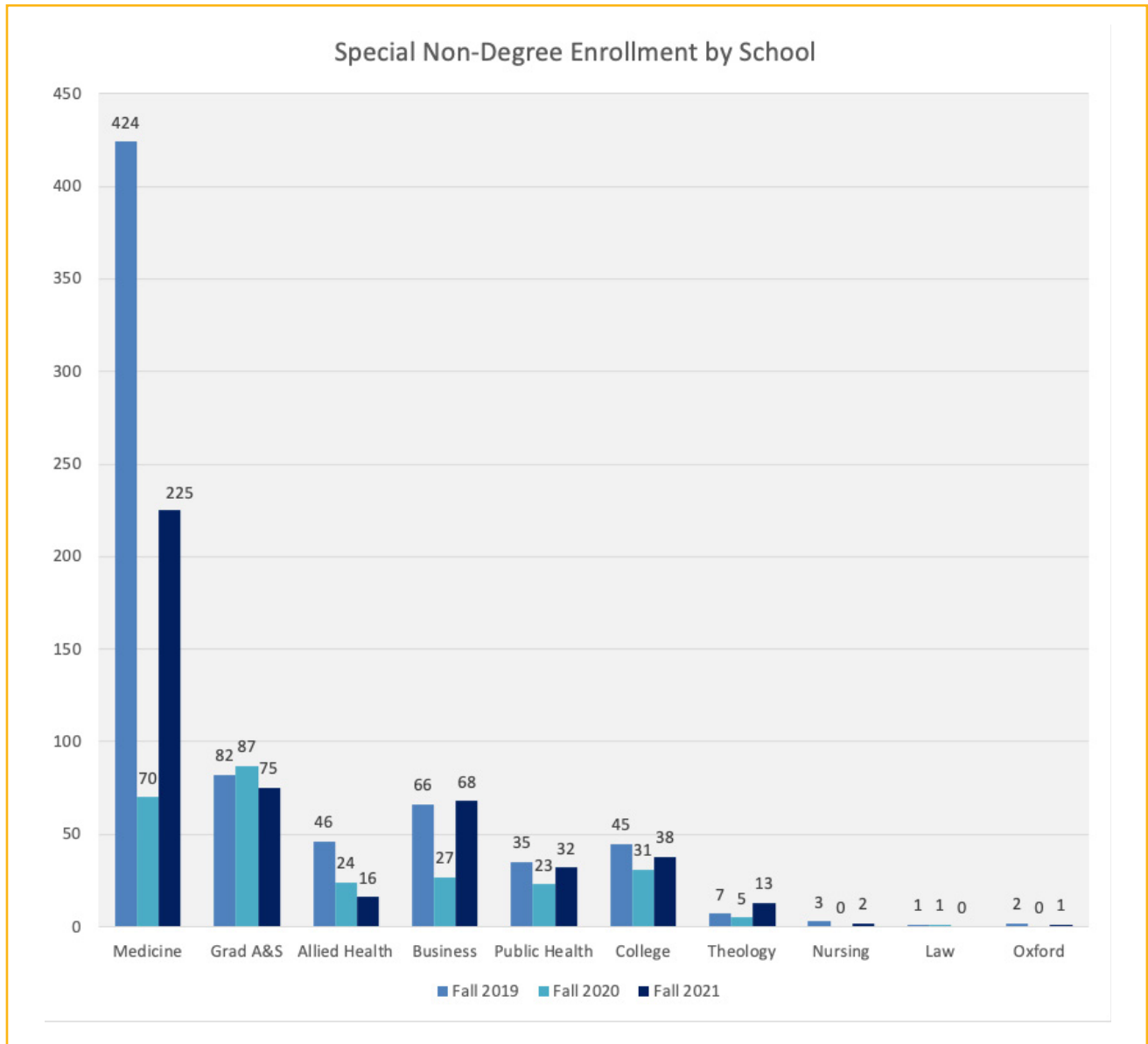
The table above shows total credit hour enrollment by school for the period Fall 2017 – Fall 2021. Fall 2011 is provided as a point of reference, to allow for both a ten and five-year overall comparison.

The area chart is meant to illustrate the change in volume over this period.



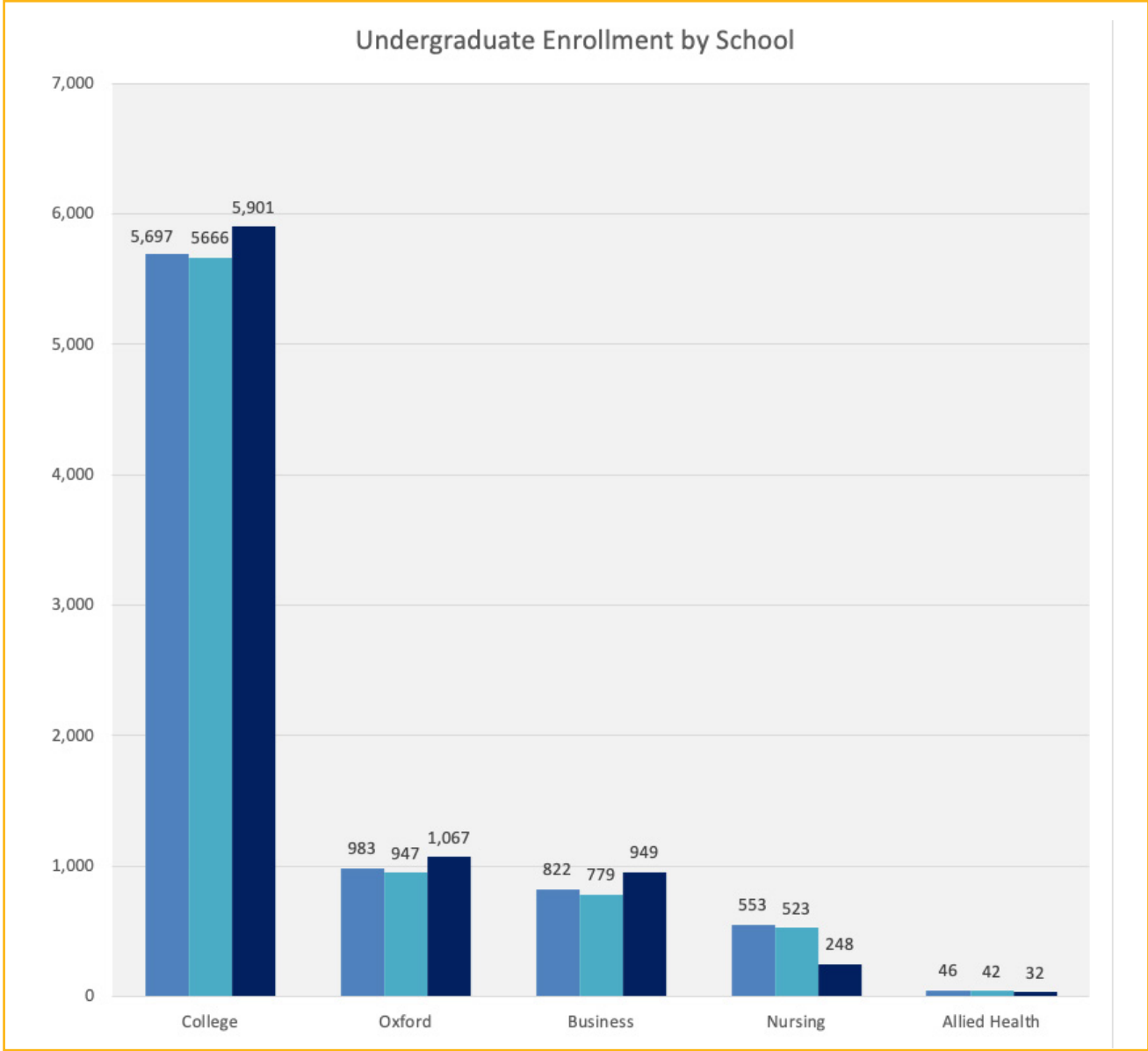
The chart above is provided to illustrate total enrollment headcount for the entire university, broken down by undergraduate, graduate, and non-degree levels. The experience period captured for this visualization is Fall 2019 – Fall 2021.

# Enrollment Breakdowns (cont.)



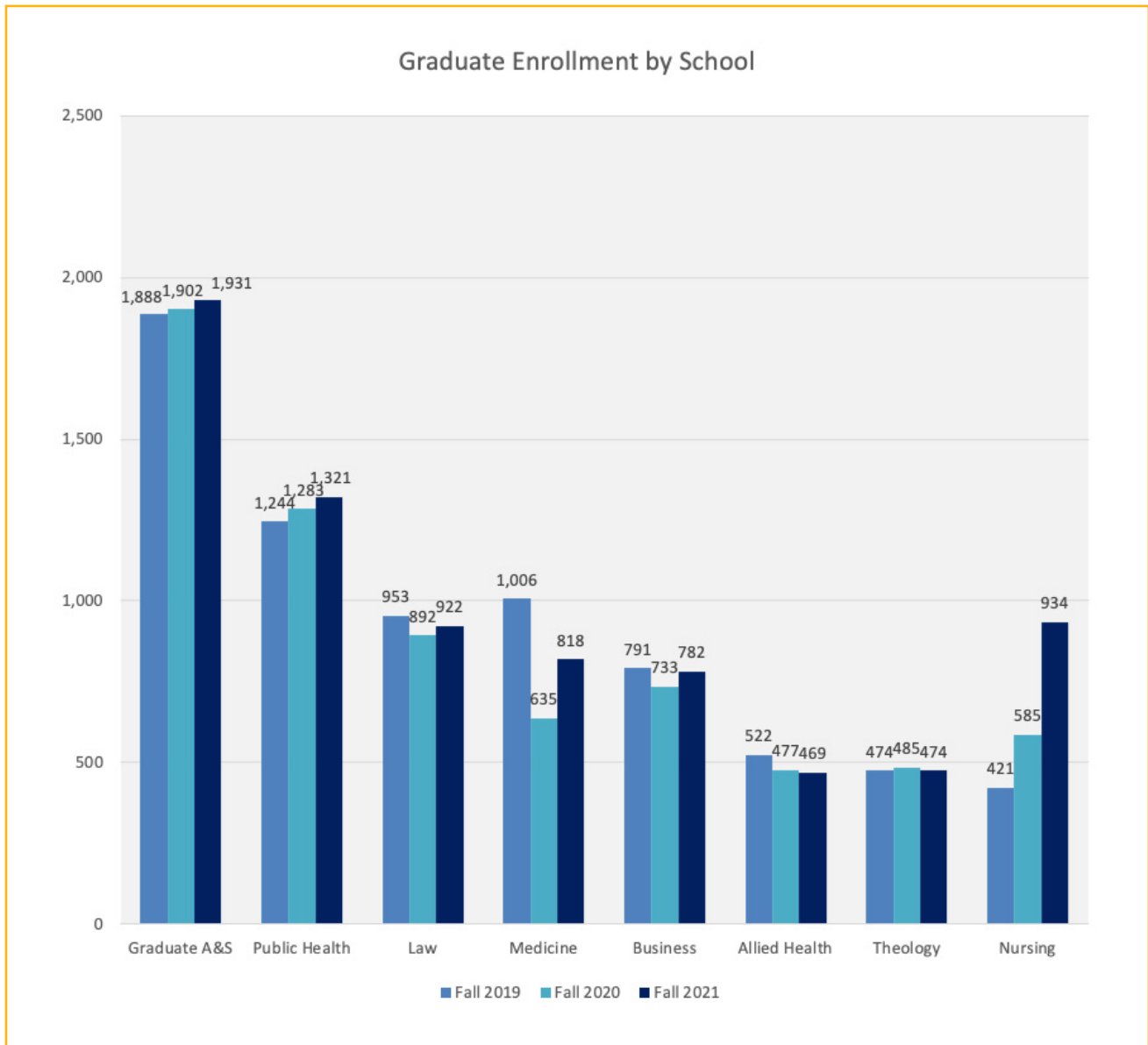
The chart above takes the non-degree aggregate counts, shown in the Total Enrollment by Level chart, and further breaks those down by school.



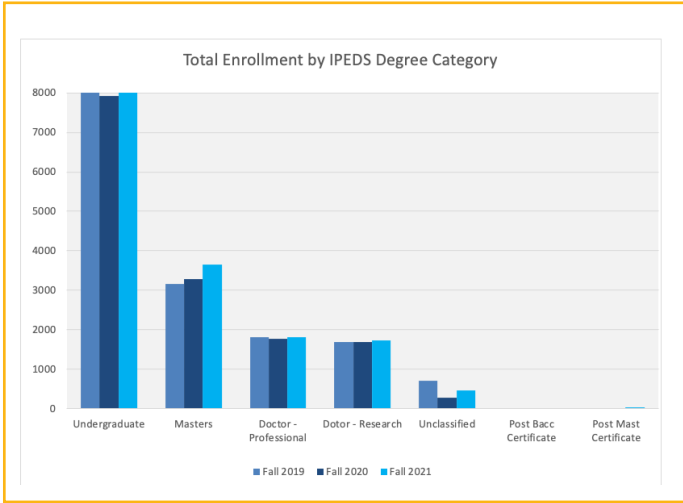
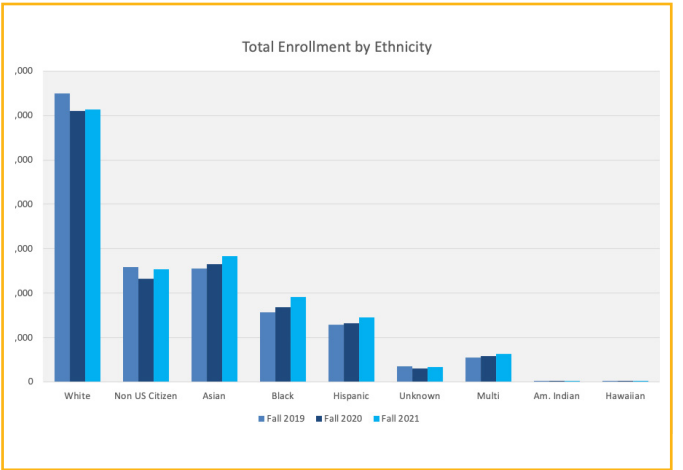
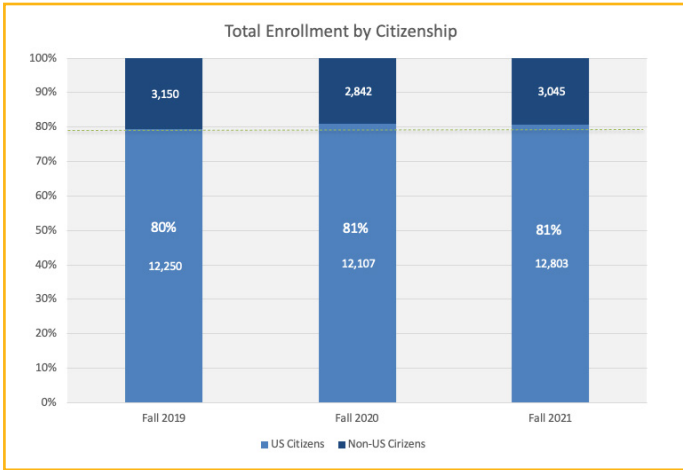
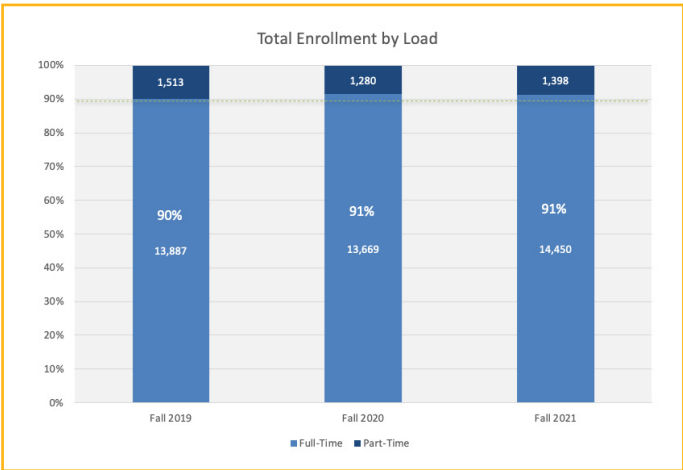
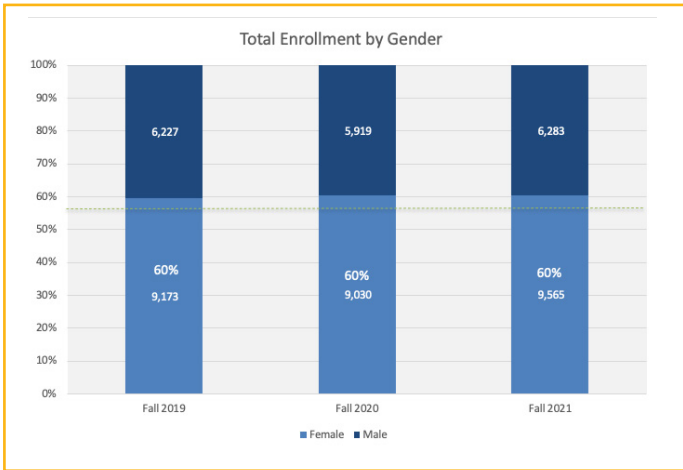


The chart above takes the aggregate undergraduate enrollment counts, shown in the Total Enrollment by Level chart, and further breaks those down by school.

# Enrollment Breakdowns (cont.)

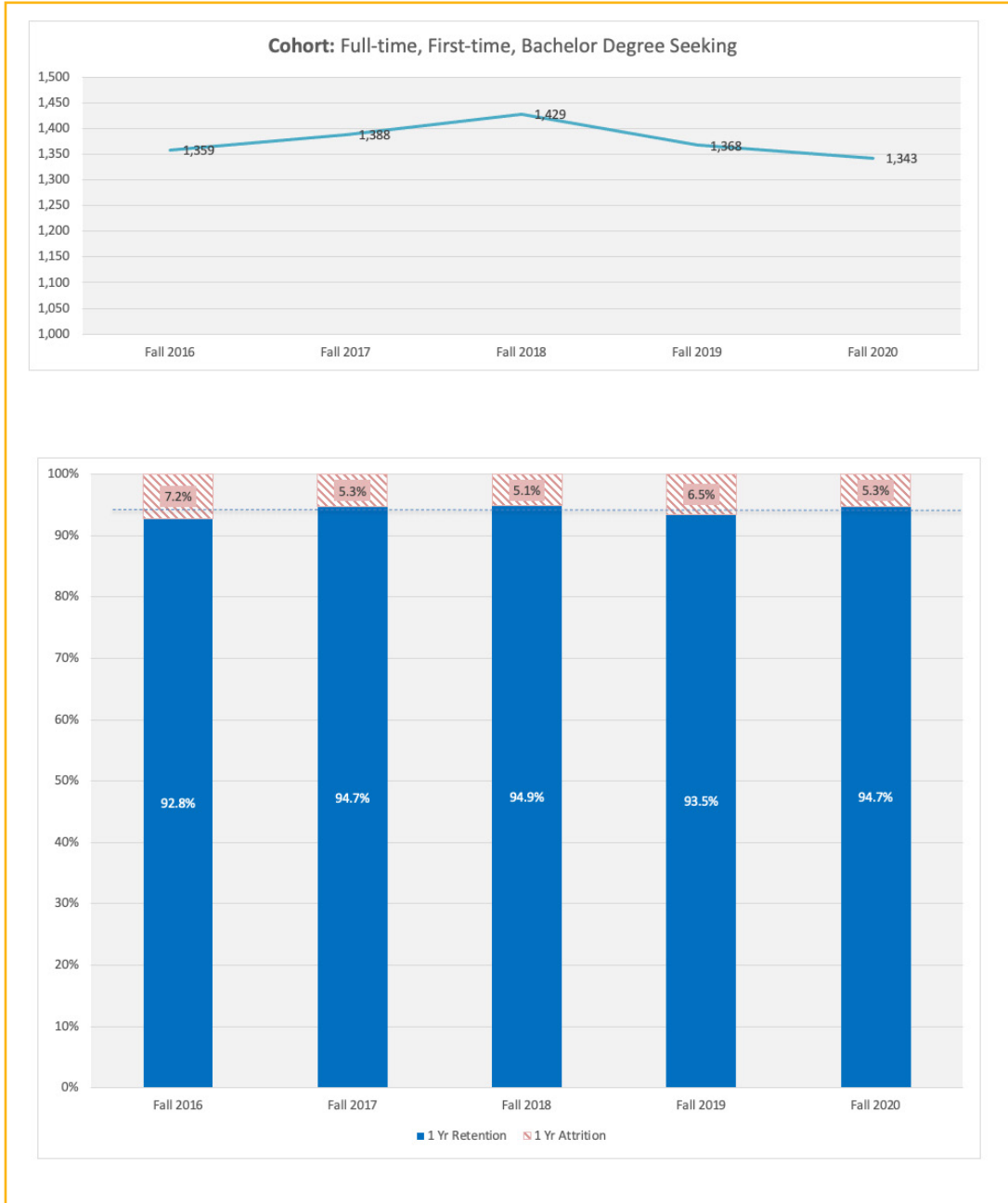


The chart above takes the aggregate graduate enrollment counts, shown in the Total Enrollment by Level chart, and further breaks those down by school.



The charts above display the gender, citizenship, full-time/part-time load, ethnicity, and IPEDS category breakdowns of total university enrollment for the experience period Fall 2019 – Fall 2021.

# Retention Rates – Emory College Only

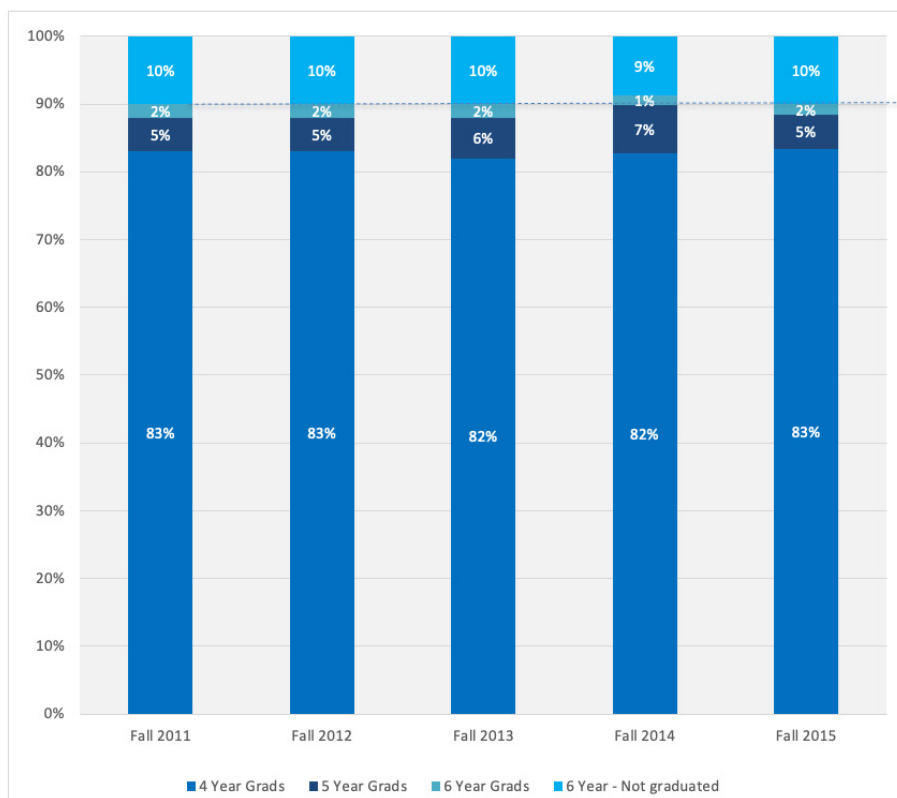


The line graph shown in the uppermost chart presents first-year, full-time, degree-seeking enrollment by year for the period Fall 2016 - Fall 2020. The lower chart reflects 1-year retention and attrition, and the bars are labeled by corresponding cohort. The blue portion of these bars represent the percent of the cohort that persisted beyond their first year of enrollment, while the smaller striped segment of the bars reflects the percentage of students that discontinued or otherwise moved on by attrition.

# Graduation Rates – Emory College Only

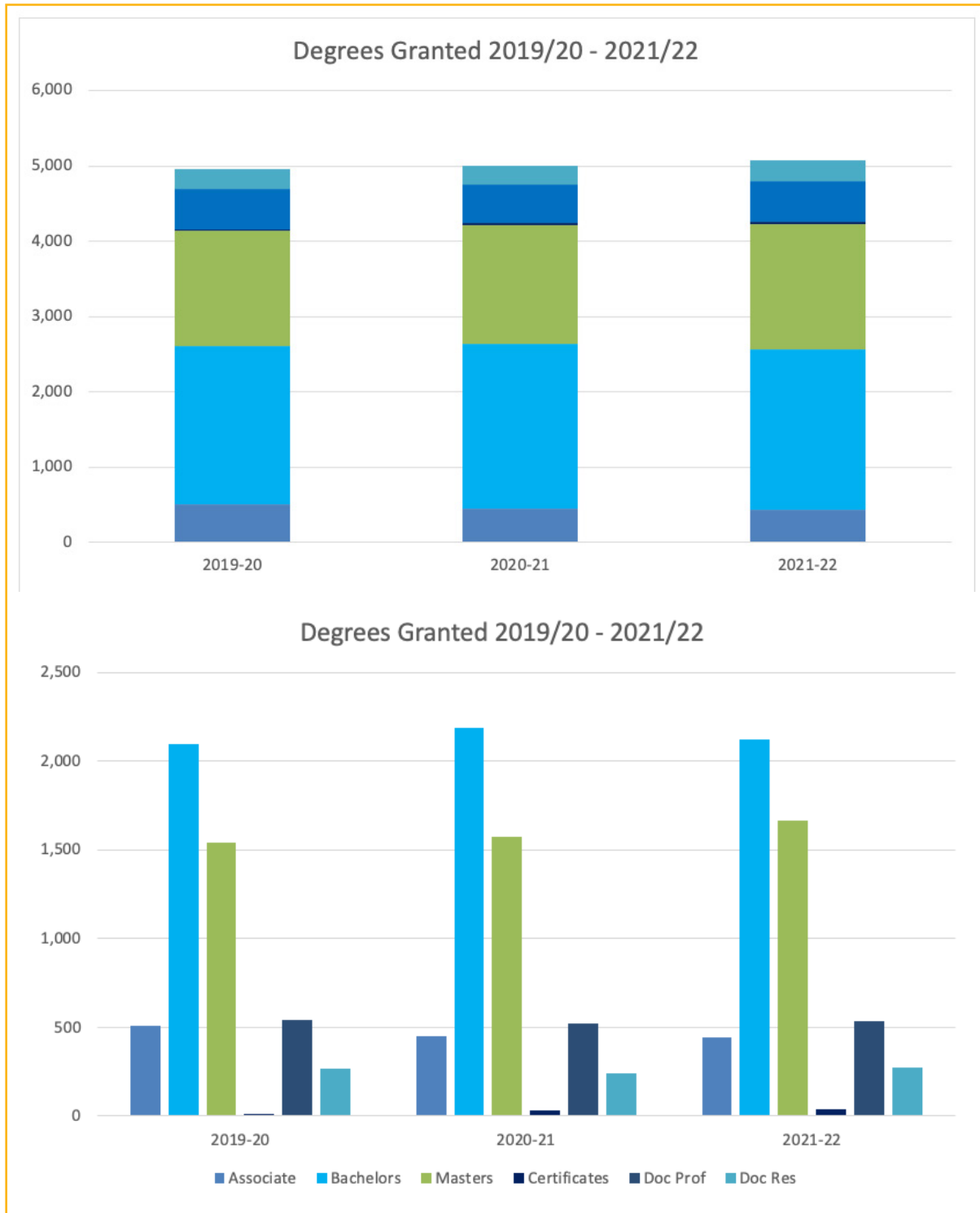
**Graduation Rates - Emory College Only**

	Fall 2011	Fall 2012	Fall 2013	Fall 2014	Fall 2015
Cohort	1,326	1,363	1,354	1,364	1,357
4 Year Grads	83%	83%	82%	82%	83%
5 Year Grads	5%	5%	6%	7%	5%
6 Year Grads	2%	2%	2%	1%	2%
6 Year - Not graduated	10%	10%	10%	9%	10%



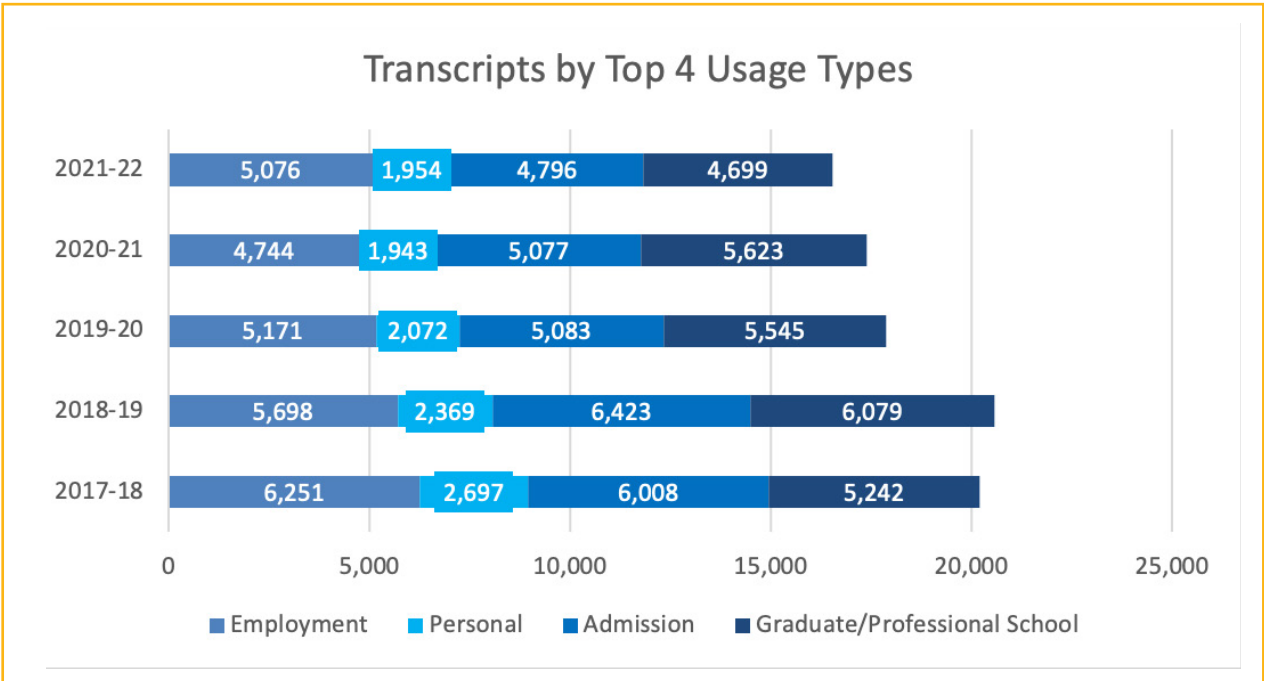
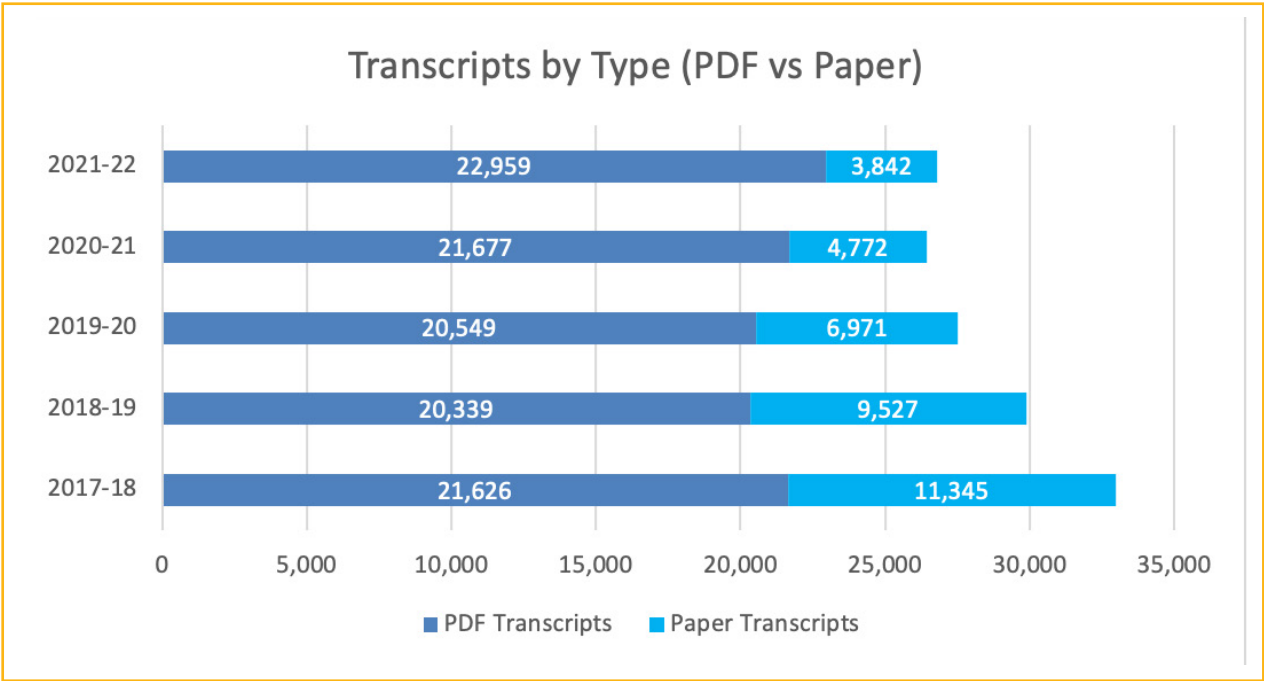
In order to show four, five, and six-year completion rates for Emory College, we have adjusted the scope of the above charts to present the experience for those cohorts entering Fall 2011 – Fall 2015. Like the previous page, the uppermost table presents first-year, full-time, degree seeking enrollments by incoming cohort. The lower chart reflects four to six-year completion rates in varying shades of blue, as shown in the provided legend. The striped portion of each bar represents the percentage of the cohort that did not complete their course of study within six years of initial enrollment.

# Degrees Granted



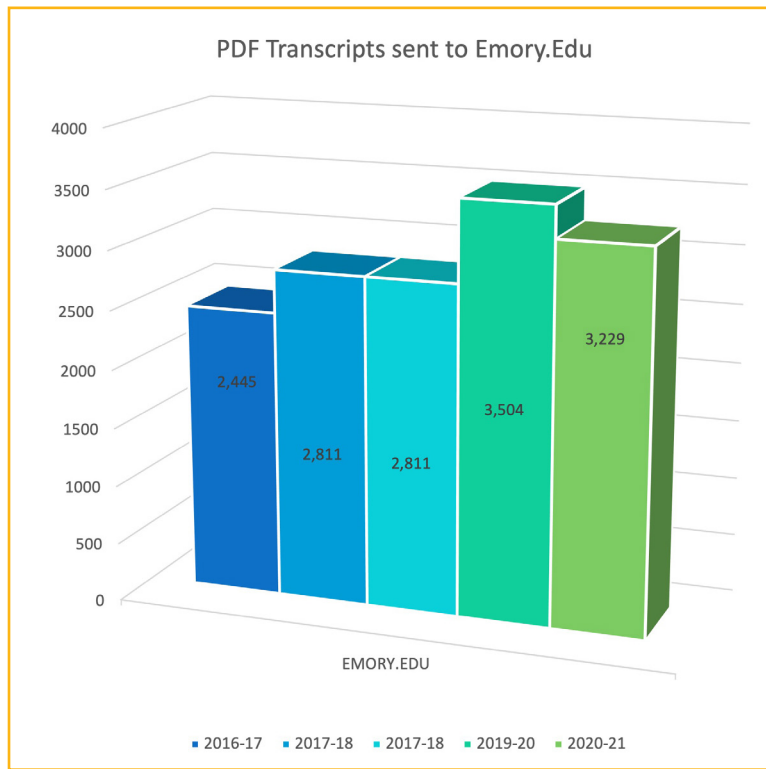
The charts above illustrate the degrees granted by award level.

# Transcripts *Processed*

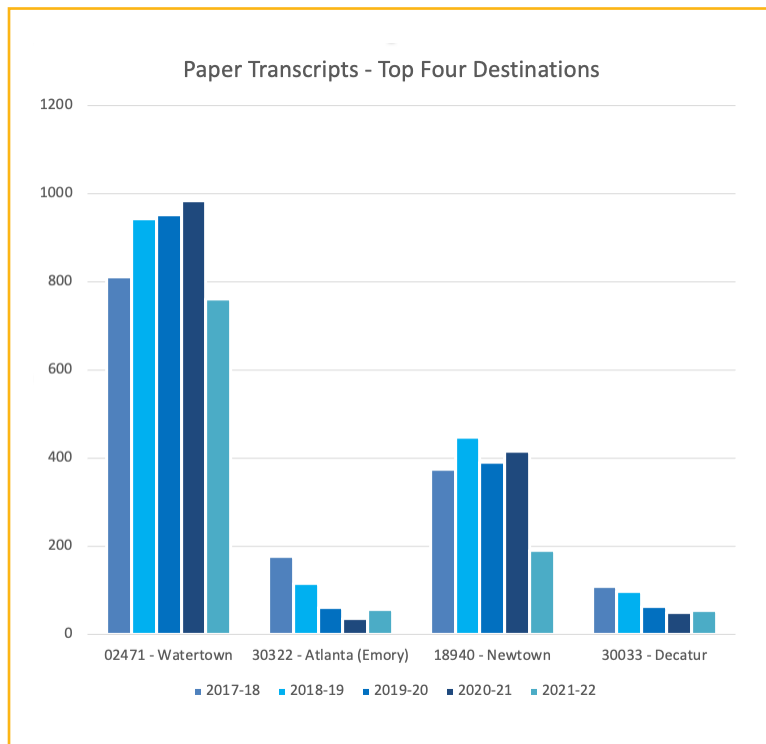


The charts above display the breakdown of total transcript request type (PDF vs. Paper) and by top four requester-reported usage type for the experience period 2017-18 through 2021-22.

# Transcripts Processed



the chart in excel says to not use?

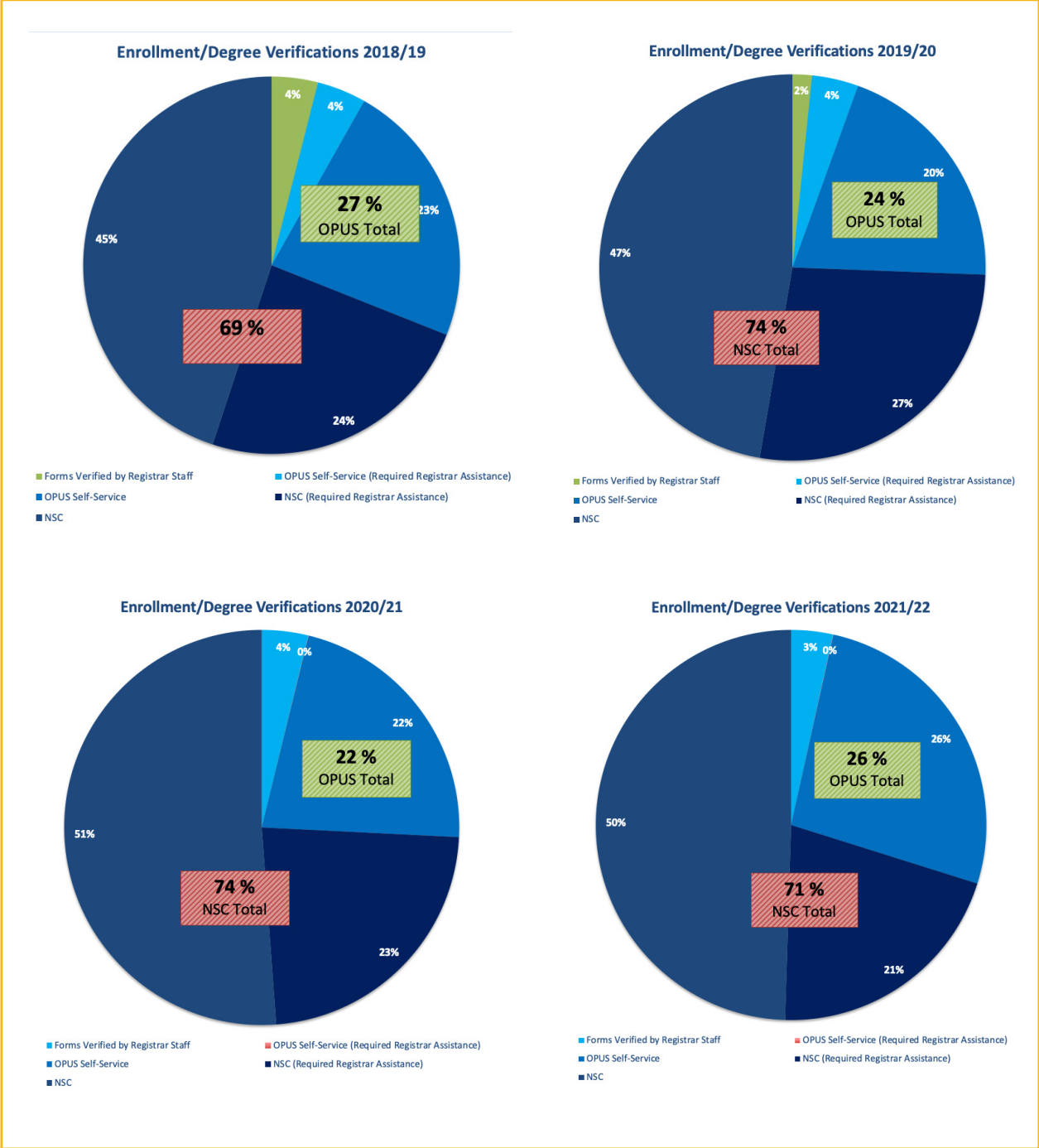


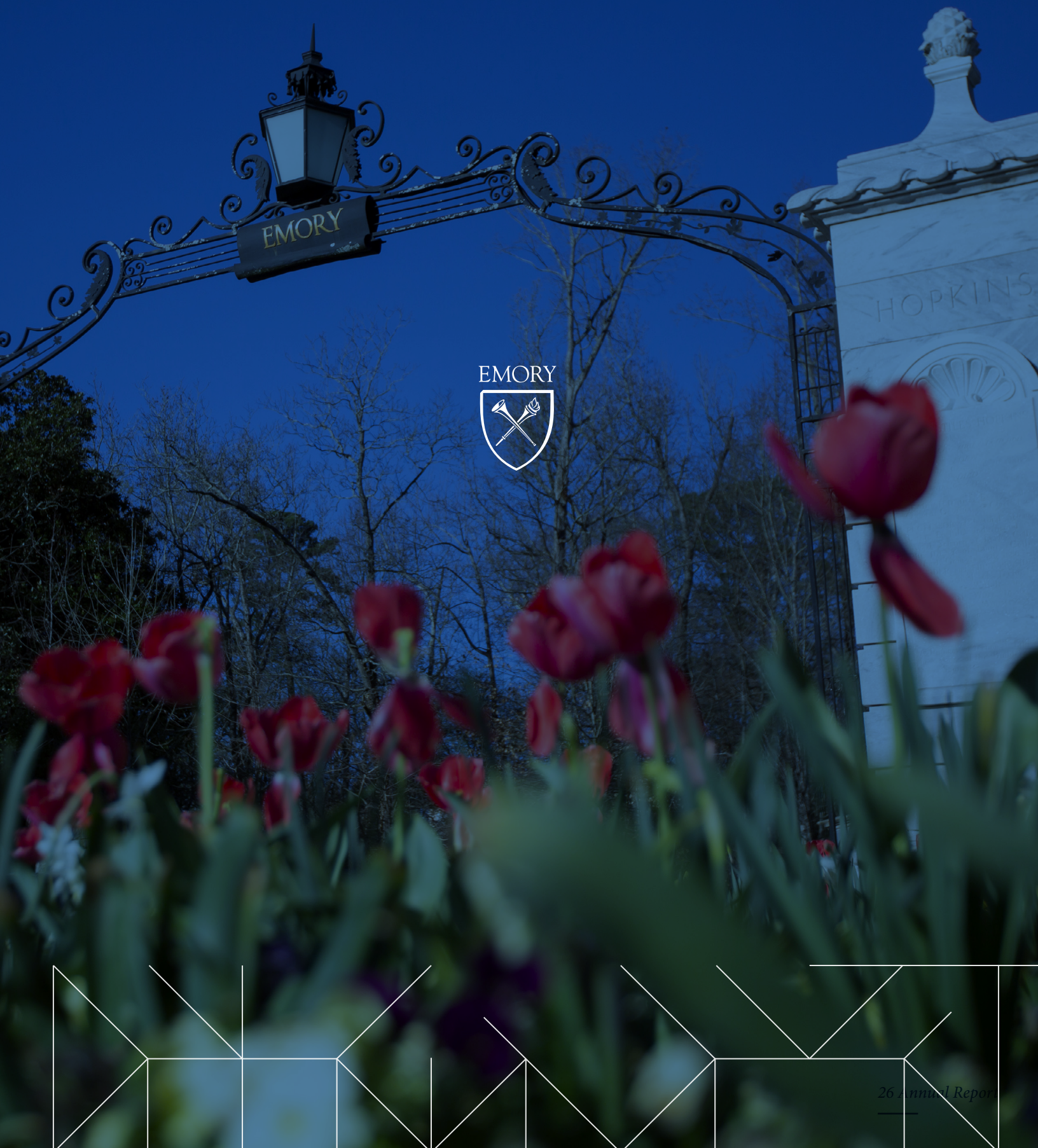
The charts above display the breakdown of the top destinations for both paper and PDF for the experience period 2017-18 – 2021-22.



# Enrollment/Degree Verifications Processed

The charts below show the distribution of enrollment and degree verifications based on request source and staff involvement. The upward trend in NSC transaction indicate our increased optimization of verification services offered via the National Student Clearinghouse.





EMORY

EMORY



HOPKINS