

# Registrar's Office Directory 2023-2024



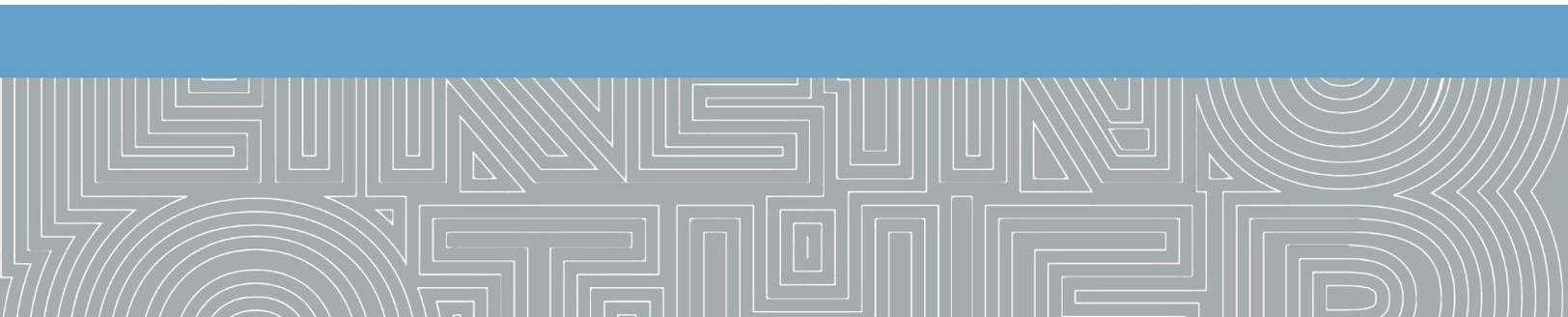
AUGUSTA UNIVERSITY

Office of the Registrar

**The Registrar's Office at Augusta University keeps track of all official academic records. Our office is located in Rains Hall on the Summerville campus. Our hours of operation are Monday through Friday from 8:00am until 5:00pm.**

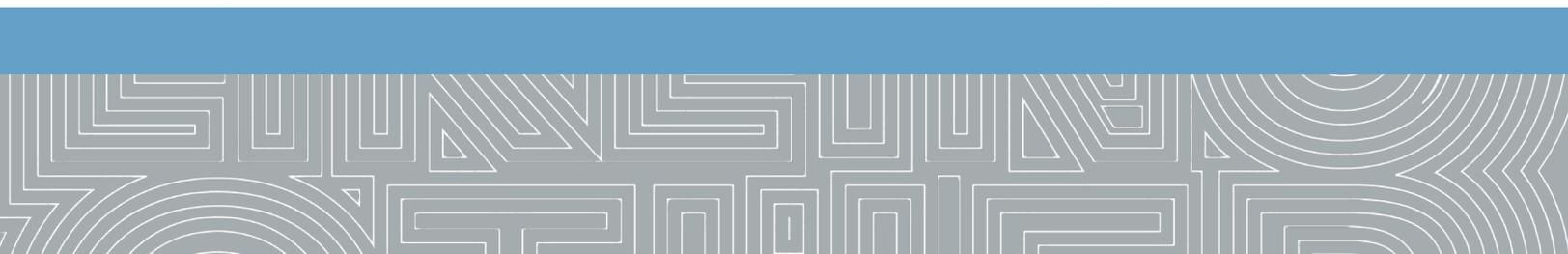
Contact our office if you have questions about...

- Course Schedules, Catalog Maintenance, Course Substitutions, Curriculum Inventory Reporting
- Enrollment Reporting and Degree Verifications through The National Student Clearinghouse
- Graduation Applications, Diplomas, English Translations for Latin diplomas
- Jagtrax, Degree Works
- Registration
- Request(s) for Out of State Tuition Waivers for current students
- Transcripts
- Transient Permission Forms, PIN assignments for registration, Withdrawals, Grade Changes, Attendance Verification



# Contact these email resources if you have questions about...

catalog@augusta.edu	<ul style="list-style-type: none"> <li>• Catalog updates/revisions not completed through the curriculum revision process</li> <li>• Suggestions for catalog layout, suggested language, etc.</li> <li>• Typos or misinformation in the catalog</li> </ul>
classes@augusta.edu	Curriculum Inventory Reporting, Section updates from faculty/staff to include but not limited to changes in: Classroom, Day, Instructional method, Instructor, Time.
curriculog@augusta.edu	Curriculog-related inquiries
commencement@augusta.edu	Any commencement ceremony-related questions
gradapp@augusta.edu	Graduation application questions, diploma processing or general graduation inquiries.
jagtrax@augusta.edu	DegreeWorks-related correspondence to include course substitutions.
records@augusta.edu	<ul style="list-style-type: none"> <li>• Attendance Verification</li> <li>• Grade Changes</li> <li>• Reactivations</li> <li>• Tuition Reclassification Petitions for Continuing Students</li> <li>• Waivers for Continuing Students</li> <li>• Withdrawals</li> </ul>
registrar@augusta.edu	<ul style="list-style-type: none"> <li>• Enrollment Certification</li> <li>• General Inquiries</li> <li>• National Student Clearinghouse</li> <li>• Transient forms</li> </ul>



# Our Team

## **Heather Metress Registrar**

Team Lead, Registrar Support Team  
email: [hmetress@augusta.edu](mailto:hmetress@augusta.edu)  
t: (706) 721-5052

- Back-Up: Shannon Hink
- Oversees The Office of the Registrar
- Official Reporting for the University
- Manages the provisioning of Banner
- Resolves policy and process issues

## **Allyson North Associate Registrar**

Team Lead, Customer  
Service/Commencement &  
Graduation Team  
email: [anorth@augusta.edu](mailto:anorth@augusta.edu)  
t: (706) 446-1432

- Back-Up: Heather Metress
- Academic Calendar
- Special Projects
- Strategic Planning

## **Shannon Hink Associate Registrar**

Team Lead, Records Team  
email: [shink@augusta.edu](mailto:shink@augusta.edu)  
t: (706) 721-3360

- Back-Up: Heather Metress
- Attendance Verification
- Grading
- Registration
- Registrar Operations

## **VACANT Assistant Registrar**

Team Lead, Curriculum Management Team  
Email [hmetress@augusta.edu](mailto:hmetress@augusta.edu) for assistance  
in this area.

- Catalog Production
- Course Schedule Production
- Curriculum Inventory Reporting (CIR)
- Curriculum Revisions

## **Kristen Bentley Student Services Specialist**

Commencement & Graduation Team  
email: [kbentle2@augusta.edu](mailto:kbentle2@augusta.edu)  
t: (706) 446-1437

- Back-Up: Leza Witherington
- Graduation Review/Audit
- Diploma/Certificate Ordering
- Graduation Application Processing
- Degree Verification

## **Jordan Cliatt Data Analyst**

Registrar Support Team  
email: [jocliatt@augusta.edu](mailto:jocliatt@augusta.edu)  
t: (706) 446-1434

- Back-Up: Heather Metress
- Designs, develops & delivers data reports for the Registrar's Office.
- Builds dashboards to provide insight into trends & improve planning for the Registrar's Office.
- Provides business analysis to enhance & improve processes for the Registrar's Office.



# Our Team

## **Haley Crain** **Communications Specialist**

Registrar Support Team

email: [hcrain@augusta.edu](mailto:hcrain@augusta.edu)

t: (706) 737-1866

- Back-Up: Heather Metress
- Registrar Communication Efforts
- AU Communications & Marketing Liaison
- Commencement Communication Liaison
- Website Management

## **Dane Doughty** **Student Services Specialist**

Records Team

email: [dadoughty@augusta.edu](mailto:dadoughty@augusta.edu)

t: (706) 446-1435

- Back-Up: Danielle Thomas
- Tuition Reclassification Petitions
- Out of State Tuition Waiver Processing
- Fee Waiver Processing

## **Melissa Hansen** **Student Services Specialist II**

Records Team

email: [chansen@augusta.edu](mailto:chansen@augusta.edu)

t: (706) 721-0336

- Back-Up: Cheryl Hudson
- Transcript Processing
- National Student Clearinghouse Reporting
- Dual enrollment processing

## **VACANT** **Academic Affairs Coordinator**

Curriculum Management Team

Email [hmetress@augusta.edu](mailto:hmetress@augusta.edu) for any assistance in this area.

- Curriculum Systems Manager
- Curriculum Website Maintenance
- Curriculum System Updates
- Curriculum Systems Reporting & Tracking

## **Cheryl Hudson** **Student Records Coordinator I**

Records Team

email: [chudson@augusta.edu](mailto:chudson@augusta.edu)

t: (706) 737-1885

- Back-Up: Melissa Hansen
- Manages Medicine and Dental Grade Changes
- Medicine and Dental Reactivations
- Medicine and Dental Withdrawals
- M1/M2 Registration
- Resident Registration

## **Patricia Lee** **Student Records Coordinator**

Curriculum Management Team

email: [patlee@augusta.edu](mailto:patlee@augusta.edu)

t: (706) 721-2203

- Back-Up: Heather Metress
- Course Schedule Production
- Course Scheduling Training
- Course Fee Audits
- Course Related Policy Audits
- Curriculum Inventory Reporting (CIR)
- Manages Classes Resource Email

# Our Team

**Katie Morris**  
**Student Services Coordinator**

Customer Service Team  
email: [elimorris@augusta.edu](mailto:elimorris@augusta.edu)  
t: (706) 446-1430

- Back-Up: Will Thomas
- Front-line Customer Service
- PIN Process for Registration
- Manages Registrar Email
- Special Groups Registration

**Brittany Murphey**  
**SIS Functional Analyst**  
Registrar Support Team  
email: [brmurphey@augusta.edu](mailto:brmurphey@augusta.edu)  
t: (706) 721-0361

- Back-Up: Heather Metress
- System Access
- Banner Security
- Crystal Reports

**Komal Patel**  
**DegreeWorks Curriculum Specialist**  
Registrar Support Team  
email: [kopatel@augusta.edu](mailto:kopatel@augusta.edu)  
t: (706) 737-1533

- Back-Up: Brittany Murphey
- Course Substitution Processing
- Maintenance of JagTrax access
- JagTrax Training
- Manages JagTrax email resource

**Danielle Thomas**  
**Student Services Specialist**  
Records Team  
email: [dthomas10@augusta.edu](mailto:dthomas10@augusta.edu)  
t: (706) 446-1433

- Back-Up: Dane Doughty
- Manages Grade Changes (Non-Medicine/Non-Dentistry)
- Withdrawals (Non-Medicine/Non-Dentistry)
- Reactivations (Non-Medicine/Non-Dentistry)

**Will Thomas**  
**Student Services Specialist**  
Customer Service Team  
email: [withomas@augusta.edu](mailto:withomas@augusta.edu)  
t: (706) 446-1431

- Back-Up: Katie Morris
- Front-line Customer Service
- Registrar Email
- Enrollment Certifications
- Degree Verifications

**Leza Witherington**  
**Student Records Specialist II**  
Commencement & Graduation Team  
email: [lwitherington@augusta.edu](mailto:lwitherington@augusta.edu)  
t: (706) 446-1357

- Back-up: Kristen Bentley
- Graduation Review/Audit
- Diploma/Certificate Ordering
- Graduation Application Processing
- Degree Verification



# Additional Resources



For important dates and deadlines, the academic calendar can be found at [calendar.augusta.edu/site/academic](http://calendar.augusta.edu/site/academic).



Registrar's Office forms can be found on our website at <http://www.augusta.edu/registrar/forms.php>. All forms are fillable PDF documents.



Information about Graduation and Commencement can be found on our website at <http://www.augusta.edu/graduation/>. Our office reviews the graduation application to ensure the student's completion of all academic requirements for a degree. For cap and gown, regalia and graduation announcement inquiries, contact the Roar Store at (706) 737-1611.



Deadlines associated with courses and course scheduling can be found at <https://www.augusta.edu/registrar/curriculum.php>. Instructions and tips for section updating for both Summerville and Health Sciences campuses can be found at <http://www.augusta.edu/registrar/section-update.php>



Our office offers various trainings for the AU campus community throughout the year. See what training courses are being offered: [augusta.edu/registrar/training](http://augusta.edu/registrar/training).



# Important Dates

## Fall 2023

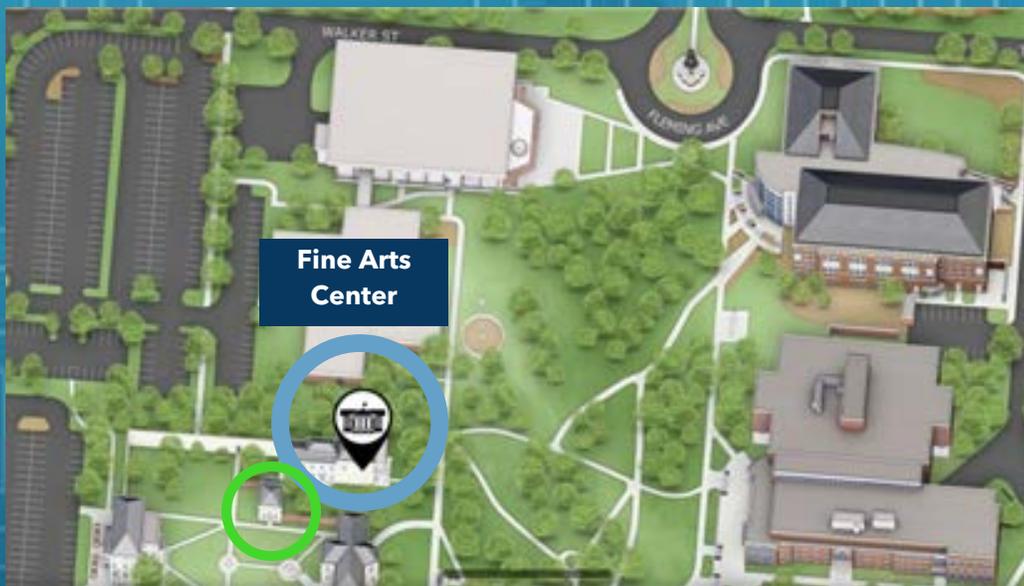
- Classes Begin August 16, 2023.
- Attendance verification for Fall 2023 semester will occur 4-7 days after the regular add/drop period ends.
- Withdrawals– Last Day to Receive a W for Fall 2023 is October 16, 2023
- Classes End on December 6, 2023.
- Exams– Final exams are scheduled beginning Friday, December 8, 2023 (including Saturday, December 9) and ending Wednesday, December 13, 2023.
- Grading– Grades due for Fall 2023 on Monday, December 18, 2023 by 8:00 am.
- Fall 2023 Commencement will be held December 13, 2023 (graduate) and December 14, 2023 (undergraduate).

## Spring 2024

- Classes Begin January 8, 2024.
- Attendance verification for Spring 2024 semester will occur 4-7 days after the regular add/drop period ends.
- Withdrawals– Last Day to Receive a W for Spring 2024 is March 5, 2024.
- Classes End on May 1, 2024.
- Exams– Final exams are scheduled beginning Friday May 3, 2024 and ending Thursday, May 9, 2024.
- Grading– Grades due for Spring 2024 on May 13, 2024 by 8:00 am.
- Spring 2024 Commencement will be held May 9, 2024 (graduate) and May 10, 2024 (undergraduate).

# CONTACT US:

We're located in Rains Hall on the Summerville Campus, next to the Fine Arts Center (circled below in light blue) AND in the Registrar's Annex (circled below in green).



**706-446-1430**

**[registrar@augusta.edu](mailto:registrar@augusta.edu)**

**[augusta.edu/registrar](http://augusta.edu/registrar)**