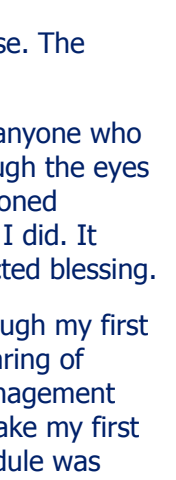




ENROLLMENT MANAGEMENT QUARTERLY

Welcome

Gretchen S. Cannon
Director of Communications and Training
Office of Enrollment Management
Emory University



The year 2023 is nearing the end, and my first year at Emory is drawing to a close. The winter holidays bring moments of reflection and recollection.

I had the opportunity to teach ECS 101 to the incoming Freshmen. I encourage anyone who has yet to teach ECS 101 to volunteer, as it is a beautiful way to see Emory through the eyes of our students and an excellent way to learn more about the university. I questioned whether I should take on the task during my first year, but I am so thankful that I did. It turned out to be one of the highlights of my year, quite a surprising and unexpected blessing.

Most importantly, I want to thank the many amazing people who helped me through my first year at Emory. I am so thankful for the support, assistance, kindness, and sharing of knowledge I could go on endlessly by the staff members within Enrollment Management and throughout the university. So many of you assisted me in various ways to make my first year successful. Enrollment Management is a warm team member with a hand in every schedule was uncharted territory.

I look forward to seeing where our hard work and preparation will lead us in 2024. With our continued efforts, I am confident the New Year will find us celebrating numerous victories within each unit of Enrollment Management, which will positively impact the university. I wish you and your loved ones the happiest of holidays, and I look forward to working with all of you in the New Year.

Gretchen S. Cannon

AMessage from JoAnn McKenzie

JoAnn McKenzie
Associate Vice Provost &
University Registrar
Office of the University Registrar
Emory University

Office of the University Registrar

The following report highlights several of the significant activities of the Office of the University Registrar in 2023. The Office of the University Registrar's mission and the University's goal has been to support the university's educational mission by working with the Emory community to maintain the accuracy and integrity of its educational records, provide quality services, and support innovative systems to further enhance academic support and the student experience.

Student Schedule Builder

As of September 25, 2023, the Office of the Registrar released Schedule Builder to students. A tool designed to create customized class schedules to help students balance their career, family, and school obligations. Schedule Builder offers a web-prehensive solution to streamline the course scheduling process for students.

- User-Friendly Interface:** Schedule Builder provides an intuitive and easy-to-use interface, allowing students to navigate the system effortlessly and efficiently.
- Real-Time Course Availability:** The tool integrates with Emory University's course database, providing up-to-date information on course availability, schedules, and prerequisites, ensuring that students have accurate and reliable information at their fingertips.
- Conflict Resolution:** Schedule Builder automatically uses intelligent algorithms to identify and resolve scheduling conflicts. It considers course prerequisites, time overlaps, and student preferences to generate conflict-free schedules.
- Optimized Planning:** Schedule Builder enables students to explore various course combinations and visualize different scheduling scenarios and empowers them to create optimized schedules that align with their goals, preferences, and commitments.
- Mobile Accessibility:** Schedule Builder is accessible on desktop and mobile devices, allowing students to plan and modify their schedules in real-time. This flexibility enhances convenience and supports student engagement.

Students can plan their path to graduation by seeing all courses offered across the university. Students can search by subject, instructor, or meeting time to find classes that fit their schedule and semester goals. In addition, students can import courses saved in their Shopping Carts, Planner, Wait List, and Enrollment. Schedule Builder will also provide administrators with analytics about unavailable times data and course demand data. These analytics will provide helpful information to understand student needs better. Students can find the right schedule to complete their degree on time by granting transparency into overall availability in real-time.

OUR Additional Suite of Tools:

Students can plan their path to graduation by seeing all courses offered across the university.

Students can search by subject, instructor, or meeting time to find classes that fit their schedule and semester goals. In addition, students can import courses saved in their Shopping Carts, Planner, Waitlist, and Enrollment. Schedule Builder will also provide administrators with analytics pertaining to unavailable times data and course demand data. These analytics will provide helpful information to understand student needs better. Students can find the right schedule to complete their degree on time by granting transparency into overall availability in real-time.

Degree Tracker

Degree Tracker is an academic advisement tool that allows undergraduate students, advisors, and administrators to monitor individual progress toward fulfilling major, minor, and concentration requirements. This tool better positions Emory Undergraduate students to realize a successful achievement engagement and a more straightforward pathway to on-time completion.

University Course Atlas

The Emory University Course Atlas displays current course offerings from across the university in one convenient place. It is a comprehensive search tool that allows students, advisors, and administrators to find all information about classes offered regardless of the program or career.

Course Evaluations & Surveys (formerly Evaluation Kit)

Watermark's course evaluation software translates responses to critical questions into actionable insights that improve teaching and learning outcomes and the overall student experience. Course Evaluations & Surveys simplifies the course evaluation process and quickly converts feedback and results from student surveys into actionable insights. A higher response rate equates more reliable results and drives more meaningful insights. Watermark Course Evaluations & Surveys lets students respond via smartphone or directly through your LMS-responses flow directly into the system, so trends and analysis are instantly available for review. Instructors, teaching assistants, and administrators receive their results immediately and securely on your defined access date. Unlock the power of your results right away.

Academic Calendar Project

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

What We've Accomplished So Far:

- We developed inter-assessor staff sessions within the fall and spring terms that mimic our current summer term sessions.
- Extend term dates – use traditional calendars but extend the begin and end dates to fill the current empty periods between terms to avoid overlapping responsibilities to try and comply with Financial Aid.

We are still in the process of prototyping a distinct calendar for the Medical School. We create different calendars for non-traditional programs such as Distance Accelerated BSN and Graduate Business MEMBA programs to use 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 of school registrar roles 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, including identifying to whom they reported within their school or college, specifying any staff performing registrar-related functions, and providing copies of any relevant job descriptions.

In reviewing the information supplied and discussing it during the Zoom meetings with the registrar liaisons, there was apparent a disparity among them regarding reporting lines, titles, job descriptions, and functional responsibilities. Documenting those activities, overlapping, related compensation further, providing greater professional development, and ensuring best practices are necessary.

In addition, the review recommends it would be in the best interest of the university for senior leadership to consider a critical review process of all policies by representatives from the University Registrar's Office and from the academic programs with the goals being:

- Creation of missing policies
- Affirmation or revision of existing policies, if necessary
- Elimination of obsolete policies
- codification of roles and responsibilities

This project has been placed on hold indefinitely.

Veteran Administration & 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 oversees all the **Department of Veterans Affairs, State prior Authorization, FERPA, and Hope Scholarship** activity in the university. As regulations in these areas have expanded over the last three years, a dedicated team is needed to complete the tasks with the required level of detail and make necessary revisions to maintain institutional compliance.

The Team has Achieved the Following Benchmarks Over the Past Year:

- Improved and expanded the annual FERPA notification requirement to students.**
- DOE-mandated FERPA notices** to students are now delivered via OPUS at the beginning of each term. An OPUS delivery on a semester basis allows for a record of receipt and acknowledgment. It 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 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 services and financial aid offices meets as needed to address specialized student or school requests that involve multiple retroactive degree requests and late enrollment requests.
- Online Learning Guidelines 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 to ensure academic policy compliance standards, and improve the student experience.

2023-2024 Office of the University Registrar Goals

The Office of the University Registrar works collaboratively with other entities at the university to use innovative technological solutions to ensure academic policy compliance standards, safeguard student data, and improve the student experience.

Currently, the Office of the University Registrar 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.
- Student 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.
- OPUS Security Assessment:** We are working with the Student Information Systems faculty to review and secure student structure in our student information system related to data user groupings and primary campus roles.
- Chatbot implementation:** A chatbot is a proactive customer interaction tool in a modality that appeals to students; the Chatbot will also provide us with a real-time repository of inquiries that can be used to enhance our services.
- Graduation Processing and Tracking:** Convert current custom processes related to degree application fulfillment and tracking to delivered processes; Graduation Tracking, and Graduation Processing in OPUS.
- Unified Academic Advising efforts:** we intend to streamline accessibility, increase administrative efficiency, develop a sense of academic community among all academic departments and campuses, and promote transparency of course information, program offerings, and academic policies.
- Unified Curriculum Management System:** We are beginning to search for a dynamic cohesive advising experience. We're seeking ways that promotes both Emory's academic transparency, and enable effective monitoring of curriculum modifications to improve the existing curriculum management process.

Office of the Registrar Onboarding by Felicia Nagel



The University Registrar (OUR) at Emory University takes great pride in its new employee onboarding process! The OUR understands the value of an effective onboarding experience for employees and the organization. The goal is for our new employees to become immersed in the culture at Emory while we provide them with invaluable information about Emory, the extensive resources it offers, and finally, job-specific training. Our onboarding is designed to prepare a new employee to become a contributor to both the OUR and the greater institutional community. HR industry professionals contend that an organization's onboarding process should be deliberate and can be a critical factor in employee retention.

With the aid of the interactive capabilities in Smartboard, we prepare and create a customized of the University (over 2 to 4 weeks, depending on the role) and the new edition of his previous experience. Having the onboarding plan in place allows us to focus solely on the employees and their training, allowing for a thorough and meaningful introduction to both Emory University and the Office of the University Registrar. Our process starts with Emory-specific sessions covering topics that include introducing senior leadership in the Provost's office and the University Registrar's Management and highlighting employee expectations as well as the integration of the OUR and the Registrar's Office. Prior to this, the OUR integrates across the Office of the University Registrar as a blueprint for a strategic plan.

We are excited to announce that we have expanded our onboarding service and created a special session for new Registrar liaisons to provide a high-level overview of the OUR! This session will outline our services, how we integrate with academic programs, and our processes to meet needs. The goal is to support new liaisons by giving them a comprehensive look at what we do in the Office of the University Registrar.

At the end of their onboarding experience, our new hires reported that they had never had such a detailed and extensive onboarding experience. As the OUR continues to evolve and expand, we will continue to customize our onboarding plans to meet the needs of our new hires!

HR Website

Felicia Nagel Email

Registrar Website

UNIT UPDATES

Office of Financial Aid: Oxford College

The Oxford Financial Aid and Admission teams have recently expanded their partnership with the Newton County School system. Events kicked off on November 9th with a College Essay Writing Workshop with the next series being the third part workshop called **The Road to College**. We look forward to continued partnership with Newton County to help increase college access for that population and share the wonderful resources of Oxford College.

FINANCIAL LITERACY

FRIDAY, DECEMBER 1

Three sessions offered:

- 9:35 - 10:20 am
- 10:25 - 11:08 am
- 11:37 am - 12:22 pm

COLLEGE ADMISSIONS

FRIDAY, DECEMBER 8

One session offered:

- 9:35 - 10:20 am

FINANCIAL AID

FRIDAY, DECEMBER 15

Two sessions offered:

- 9:35 - 10:20 am
- 10:25 - 11:08 am

EMORY | OXFORD COLLEGE

Office of Financial Aid: Emory College

Who Gets What and Why?

Undergraduate Financial Aid at Emory University 2022-2023

Who pays for grant and scholarship aid at Emory University?

Total: \$213,516,151

Emory: \$162,424,734 (76%)

External contributors: \$51,091,417 (24%)

Other: \$9,999,999 (5%)

Three sessions offered:

- 9:35 - 10:20 am
- 10:25 - 11:08 am
- 11:37 am - 12:22 pm

What does this mean?

Emory's financial aid program is the largest in the Southeast.

Emory's financial aid program is the largest in the Southeast.

EMORY | OXFORD COLLEGE

Office of Admission

LEADS EXPERIENCE

Leadership, Advocacy, and Discovery

These students were selected out of 1500+ applications to spend three days on campus learning about Emory's culture and community. Students have been engaging with our virtual programming since September, including attending our live webinars, watching our tailored recordings, and reading our Undergraduate Admission Guidebooks. Our final virtual live webinar is Tuesday, December 5th, which will conclude a lively and insightful. This initiative offers a comprehensive view of the esteemed faculty experience and contributions that shape Emory's academic landscape.

Collaboration with Emory University Departments

In the spirit of collaboration and unity, and with the vision of One Emory: Ambition and Heart is a strategic framework that will guide Emory into a bold future, the Office of Undergraduate Admission (OUA) at Emory has been actively engaging with various departments, including the Office of Undergraduate Education, the Pathways Center, School of Nursing, School of Business, Campus Life, and more, to enhance the admission process and create memorable experiences for our prospective and admitted students.

A Unified Approach to Admissions: OUA's collaborative efforts extend across departments, shaping a cohesive and inclusive recruiting and yield process. Working in tandem with OUE, the Pathways Center, and other key units, we ensure a seamless journey for applicants, reflecting the diversity and excellence that defines Emory's academic community.

Exciting Upcoming Events: Faculty Spotlights: Embark on an Immersive Exploration into Emory's Distinguished Educators!

Get ready for an enriching journey as Emory's Office of Undergraduate Admission (OUA), spearheaded by the diligent efforts of John, Yuli, and Nadia, collaborates with the Pathways Center to bring you a captivating blend of in-person and virtual insights. This initiative offers a comprehensive view of the esteemed faculty experience and contributions that shape Emory's academic landscape.

In the spirit of continuous improvement, OUA is excited to announce these engaging faculty spotlights starting early next year. Prospective and admitted students will have the opportunity to delve into the wealth of knowledge and experiences that our exceptional educators bring to the Emory community. Stay tuned for an exciting exploration of academic excellence!

Integration with Orientation Experience Working Group: OUA has proudly joined the university's Orientation Experience Working Group. This strategic move enables us to seamlessly align our programming with major university initiatives, including Orientation Week, Pre-Orientation, Parent & Families Program Group, Transfer Orientation, Move-in Date, and essential hallmark programming to help yield and onboard our admitted students. By synchronizing efforts, we ensure a holistic and coordinated onboarding experience for every new member of the Emory community.

Orientation Harmony: OUA, integral to the Orientation Experience Working Group, is dedicated to delivering a cohesive onboarding experience. We're seamlessly integrating with Emory's orientation programs to ensure a unified welcome for our incoming students. It was rightfully determined that OUA's yield event is the first orientation event (especially since ED students are invited to attend).

Special Thanks and Preview Day-Atlanta: Under the adept leadership of Alex, Mimi, Katie, and Sarabeth, our team has engaged key stakeholders across the Atlanta campus. Their efforts have positioned our Preview Day-Atlanta, scheduled for April 12, 2024, as a priority event for the entire Emory community.

A heartfelt thank you to Tim and Lupe, who are spearheading OUA's Essence Program, slated for April 11-13, 2024. Essence students will join the Preview Day programming on April 12 to enhance collaboration. This coordinated effort involving staff and student ambassadors aims to contribute to an outstanding incoming cohort.

Collaboration is at the heart of Emory's success, and OUA is proud to contribute to the university's mission of providing an exceptional academic and community experience. A heartfelt thank you to all the departments, faculty, and staff involved in these collaborative endeavors.

Stay tuned for these highlights as we continue to shape an exceptional Emory experience!

STAFF UPDATES

Welcome Aboard!

Emily Barnes (Registrar)

Emily is an Assistant Registrar for the Compliance and State Authorization team in the Office of the University Registrar. After her training period, she'll be serving as the Registrar for the Certifying Office for the university, where she will be the primary liaison between the university and the Department of Veterans Affairs, as well as assist Emory VA recipients and their families. Emily holds a degree in Communications from Kennesaw State University, where her academic journey ignited her passion for student support services in higher education. She was previously employed with Emory University School of Medicine and served as a Program Coordinator for two years. In this role, she played a crucial part in facilitating and coordinating various programs, contributing to the vibrant academic environment at one of the nation's premier medical institutions. Prior to this, she served as a School Certifying Official with the VA Education Benefits team at Georgia State University. This experience allowed her to develop a deep understanding of the intricate landscape of veterans' education benefits, further expanding her skill set. Emily's previous experience with Emory School of Medicine and as a school certifying official allowed her to have an immediate and meaningful impact in OUR. We look forward to her continued contribution and success in Emory.

Anabelle Chen (Admission)

Anabelle joined Admission in October as a Marketing Specialist. She is a 2023 graduate of Emory's Goizueta Business School with a major in Marketing & Management Consulting. Anabelle worked as a Lead Student Adviser, responsible for advising families on their college journey for a couple of years. In her new role, she will assist with the development of marketing strategies for admission initiatives.

Tatyn Fan (Admission)

Tatyn joined Admission in September as Admission Advisor. Tatyn is a graduate of both Oxford 2020 and Emory 2022. Prior to joining our team, she worked as a Research Engineer in Emory's Natural Language Processing labs, working on conversational AI for the Emory ChatGPT projects. Tatyn is very interested in the work we do in admission, engaging students and families, recruitment, and selection. She will be a member of our counseling staff.

Khloe Gaston (SABO)

Khloe joined SABO as a new Student Accounts Advisor in August, filling a vacancy that existed since January 2023. She has brought a decade of customer service experience to Emory students and to the team. Khloe enjoys hiking, "Murder She Wrote," and spending time with her two boys, Karter and Kameron.

Kalley Graziotto (Enrollment Oxford)

As an Oxford and Emory College graduate, Kalley Graziotto is a well-known name in our writing and theatre spaces across both campuses. Since her graduation from Emory in 2022, she has been stage managing mid directing at various theatre companies across Atlanta. Her genuine love for Oxford and its high-impact teaching faculty were notable points for our staff during our conversations, and we are excited to welcome her back! Kalley also joins Oxford's event team, overseeing and managing our fall and spring SAT/ACT Ambassador events, which are all areas where her story-telling talents will be well-valued. Kalley joined Oxford on November 8th.

Sandra (Jackson) Gray(SABO)

Sandra started as a new Student Account Advisor at the end of July, replacing Bernice Vetter. She comes to us with years of experience as a student accounts at Emory University and Georgia State University.

Irla Hirani (Admission)

Irla joined Admission in July as Assistant Dean. Irla has a Master of Education in college student affairs administration and has multi-institutional advising experiences from Berry, UGA, Agnes Scott, and Oxford during her career. She has worked with multicultural services, residential life and enrollment. She will continue to positively impact students' lives in recruitment and selection as a member of the counseling team.

Sydney Heldt (Admission)

Sydney joined Admission in August as an Admission Advisor. She is a 2023 graduate of Emory College and majored in Psychology and Linguistics, with a minor in Theater Studies. As a student, she developed well-respected, high-energy leadership in student organizations, including her involvement as a QuestBridge Ambassador. She will serve on the counseling team in recruitment and selection.

Rose Mujjala

Rose joined the Student Information System team on November 1, 2023. Rose is from Winship Cancer Center, where she worked on the creation and support of several data systems tracking patient information on different health issues. Prior to working at Winship, Rose worked for the DeKalb County of Health and developed an interest in systems and data to support her work. To further her interest in systems, Rose received an MPH degree in Informatics from Rollins School of Public Health. Rose enjoys traveling, staying physically active, taking on new challenges, and learning new skills for continued personal growth. Rose is very enthusiastic about her role and is excited to be part of the work we do in admission, engaging students and families, recruitment, and selection. She will be a member of our counseling staff.

Katie Phoenix (Enrollment Oxford)

Katie joins us from her alma mater, Young Harris College, where she has been serving as an Admission Counselor since 2021. Alongside her experience with recruiting students and evaluating applications and events, Katie brings a passion for the small college environment. Her work in social media and building secondary school relationships were also notable in our conversations, and we look forward to welcoming her and her talented team to Emory as an Admission Advisor on July 17th and on in the Oxford's event team, where she directly manages our campus visits and the student ambassador program.

Please join us in welcoming all the new staff members to Emory and the Enrollment Management family!

Staff Highlights

Congratulations to **Beth Michler**, Senior Associate Dean for Admission, as a recipient of the Outstanding Atlanta Staff Impact Award presented by the Women of Color Initiative (WOCI) Atlanta Collaborative in Health Education. WOCI Atlanta Collaborative in Higher Education is a city-wide strategic partnership between the Center for Women at Emory, Office of Minority Educational Development (OMED) at Georgia Tech, Spelman College Women Research and Resource Center, STEM Atlanta Women, Inc., Women's Resource Center at Georgia Tech, and METEC, Inc.

Bernice Katelyn retired after 27 successful years at Emory. Bernice will be dearly missed. Congratulations to Sandra Gray, who recently got married. We all wish her and her son RJ, a wonderful journey ahead.

THE BLACK FAMILY'S GUIDE TO COLLEGE ADMISSIONS

SECOND EDITION

Congratulations to **Tim Fields**, Senior Associate Dean for Admission, for the publication of the second edition of his book, **The Black Family's Guide to College Admissions: A Conversation about Education, Parenting and Race**. It is a great resource to add in the college admissions process.

Named one of the Top 2023 College Admissions Resources by Forbes Featured on NPR as "Book of the Day" and in Marketplaces "Game changer, and long overdue"—José B. Pérez, CEO of the National Association for College Admission Counseling

Finding the right college is a challenge for all students, but Black families face additional challenges and questions when navigating the admissions process. Veteran admissions expert **Timothy L. Fields** and Sherron Imani-Edmond combine this complexity by advising families on when to begin the process, where to apply, and how to be a competitive applicant.

FINAL NOTES

Swoop Bot, the new chatbot for Enrollment Management, has been successfully released in the Office of Admission and is currently being launched in the Office of Financial Aid and the Office of the Registrar. It will be fully functional in all areas of the Office of Enrollment Management by 1/2/24.

TIPS & TRICKS From IT

Before leaving for the holiday break, it's a great time to use to clean up our computer files. Storing files on OneDrive ensures that all files will be safe and secure should something happen to your computer.

OneDrive is designed to provide a secure environment for storing and sharing files, with robust security features that help protect user data from unauthorized access, hacking, and other threats.

HOLIDAY BREAK

Thursday, December 22 - Monday, January 1, 2024

Additional University Newsletters

Emory Report
Campus Life Newsletter
Emory Libraries Newsletter Archive
News You Can Use from Emory HR
Office of Diversity, Equity, and Inclusion Newsletters and Resource Guides

How are we doing?

Like what you read today? Have an idea for our next edition?
Send us a note and let us know what you think!

EMORY UNIVERSITY