



EMORY



Office of the University Registrar

2022/23 ANNUAL REPORT

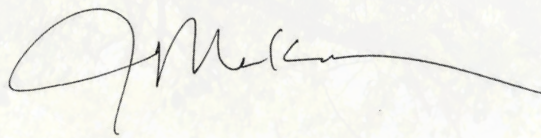


Message from the *Assistant Vice Provost & University Registrar*

Dear Emory University Friends and Colleagues,

This annual report highlights some of the major activities of the Office of the University Registrar over the past year. Our goal has been to support the educational mission of the university by working with the Emory community to maintain the accuracy and integrity of its educational records, provide quality service and support innovative systems that enhance academic support. As you review the following pages, it is my hope that you will see our accomplishments in light of that goal.

As we move forward into a new academic year that presents its own opportunities in a changing higher education landscape, we plan on continuing to build on our successes with “no upper limit” to what we may be able to achieve.



JoAnn McKenzie

Associate Vice Provost and University Registrar



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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.”

Our Strategic University Projects

ACADEMIC CALENDAR

As was reported last year, the Office of the University Registrar, continues its partnership with Emory's nine schools, in creating greater coordination of calendars across the institution to promote clearer pathways for students and institutional programs.

This year we have accomplished the following:

- Over the past two years, we've built out over 50 new sessions, and we continue meeting with school counterparts to adjust calendars as their needs change.
 - » Spring 2023 - 44 sessions
 - » Summer 2023 - 50 sessions
 - » Fall 2023 - 48 sessions
- Meet with the School of Medicine (SOM) to build out unique calendars for Allied Health, MD, and Doctor of Physical Therapy programs. We are also in conversations with SOM to integrate Oasis, SOM's Student Portal Website which provides a real time calendar on curricular and event information, to Opus.

This academic year, we are hopeful to create prototypes for distinct calendars for non-traditional programs such as the Distance Accelerated BSN and Graduate Business MEMBA Programs that may be used as templates for future non-traditional calendars.

MY HUB

We are pleased to announce that Emory University will launch the MyHub feature through the National Student Clearinghouse this fall! MyHub is a web-based portal allowing students and alumni to generate real-time enrollment and graduation verifications for proof of enrollment or degree completion for a financial lender, insurance company, good student discounts, scholarship application, jury duty, etc. MyHub also provides students and alumni access to verified education records from other participating colleges and universities. MyHub offers learners a single, secure dashboard that lets students view their comprehensive education records, including colleges attended, enrollment history, courses taken, and college degrees and certificates earned in a single location 24/7. This initiative will provide robust student self-service features and secure learner to choose to access MyHub via Emory University's single-sign-in feature or through their personal email or LinkedIn. MyHub will provide our learners with lifetime access to their complete academic records of enrollment and degrees earned from participating institutions. Our students and alumni will also benefit from immediate access to new capabilities and resources, serving them throughout their professional lives as they are added to MyHub.

Our Strategic University Projects

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, 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 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.

OPUS SECURITY ASSESSMENT

After working with a consultant from the American Association of Collegiate Registrar and Admission Officers (AACRAO), the Office of the University Registrar revised the record security structure related to data user groupings and primary campus roles in our student information system. A group of key individuals from our Data Management and Technology Support Services teams were organized to form a SR Security Group that meets bi-weekly to review new and annual access requests to Opus. Access roles are being customized to address access needs and mitigate unnecessary access to data. The SR Security group tracks requests, communicates with submitters and approvers, escalates requests to others, and updates when needed. Additionally, the group coordinates and performs Security projects. Our goal is to continue to review and address access security and the structure of the SR security group.

STUDENT CHARACTERISTICS PROJECT

The Student Characteristics Project creates a mindset of inclusivity. It uses the Online Pathway to University Students (OPUS) to offer students the option to self-disclose characteristics, including gender identity, sexual orientation, first-generation status, military affiliation, religious/spiritual identity, ethnicity, and pronouns. This project was done in collaboration with

the Office of the Provost, Campus Life, the Office of the University Registrar, and Institutional Research and Decision Support (IRDS), and was vetted by student testers. This project highlights Emory’s desire to foster student flourishing through inclusivity, engagement, and alignment with their needs; it will also benefit the university at the operational level.



STUDENT SCHEDULE BUILDER

Starting September 25, 2023, students can use the Schedule Builder tool from HighPoint to create schedules that can be customized to help them balance their career, family, and school obligations. Schedule Builder offers a comprehensive solution to streamline the course scheduling process for students. The key features and benefits of the tool include:

- » **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 and provides 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 have the option to import courses saved in their Shopping Carts, Planner, Waitlist, and Enrollment. Schedule Builder will also provide administrators with analytics pertaining to the usage of tools, 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.

Veteran Administration and Government Affairs

COMPLIANCE

This year the Compliance and State Authorization (CSA) team in the Office of the University Registrar worked with external offices on current and future university-wide initiatives including:

- » Partnering with the Office of the Provost and Emory Libraries on the creation of an online catalog inventory of all schools. Hosted on the Emory Digital Archives this inventory spans 10 years and fulfills a university requirement for the upcoming Southern Association of Colleges and Schools (SACS) reaccreditation visit.

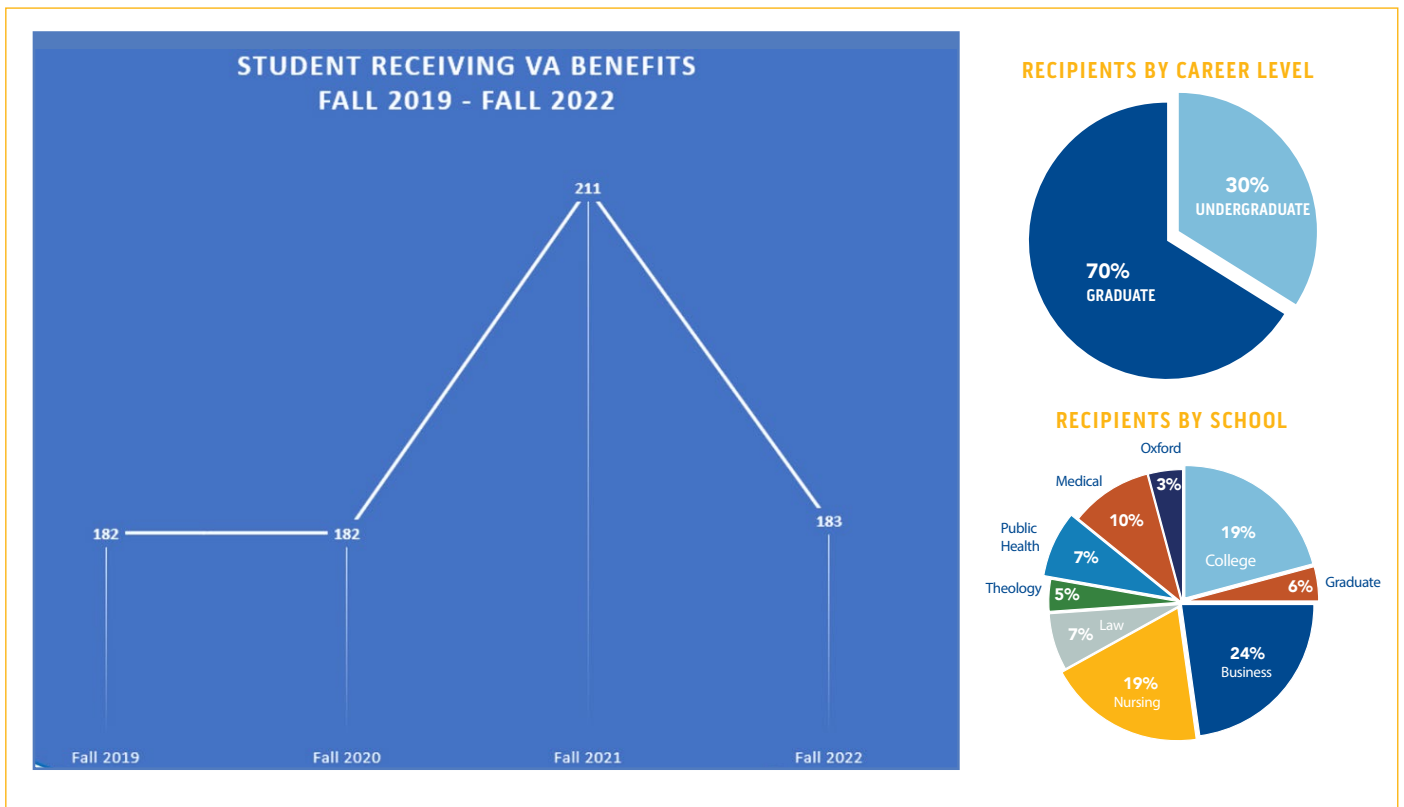
[View the Digital Archive here](#)

- » Partnering with the Office of Ethics and Compliance on the review and revision of key critical university student data privacy practices and policies. This working group seeks to expand the training material and requirements for employees who handle student data.

VETERANS AFFAIRS

The CSA team continues to act as the primary liaison between the university and the Department of Veterans Affairs as well as the school certifying official for all education benefit recipients. This year's accomplishments include:

- » Development of a new certification tool that accounts for the numerous calculations and prorations required by both new VA guidelines and the university's multiple session calendars.
- » Partnered with members of the Student Information Systems and Data Management Systems team to develop a voluntary self-reporting process in OPUS to identify current and previous military servicemembers and their family members. This improves performance data reporting and accuracy of this unique and visible student population.



HOPE/CHECS

The CSA team continues to work with Admissions and the Office of Financial Aid on the administration of state funding including the HOPE and Zell Miller Scholarships. Due to the past success of annual Georgia Student Finance Commission audits the university has enjoyed a 5-year exemption from this process. In that time improvements in document retention, and processing communication have been implemented with the intent of securing another exemption after the expiration of the current one.



Academic Year 2023-24 Goals

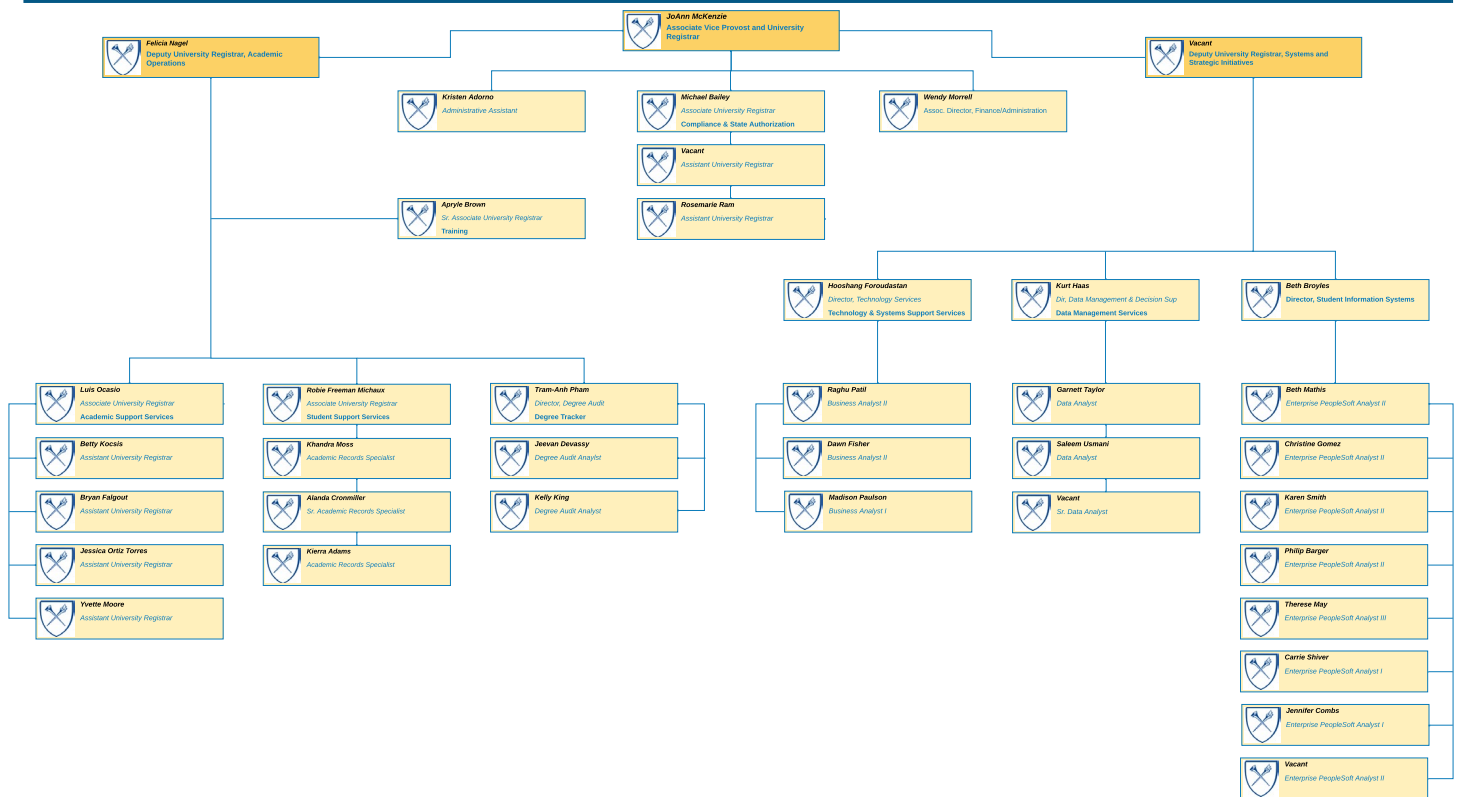
The Office of the University Registrar (OUR) works cooperatively with other entities at the university to use innovative technological solutions to ensure academic policy compliance standards and safeguard student data. The OUR researches and considers potential consequences to determine each new project's 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 sixteen projects; the top five projects are:

- » **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 process/pages, Graduation Tracking, and Graduation Processing in OPUS.
- » **Unified Academic Catalog** - This project aims 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 centralized curriculum management tool that will promote faculty collaboration, increase transparency, and enable effective monitoring of curriculum modifications to improve the existing curriculum management process.

Office Organization and Core Services

Emory University - Office of the University Registrar

September 27, 2023





Appendix

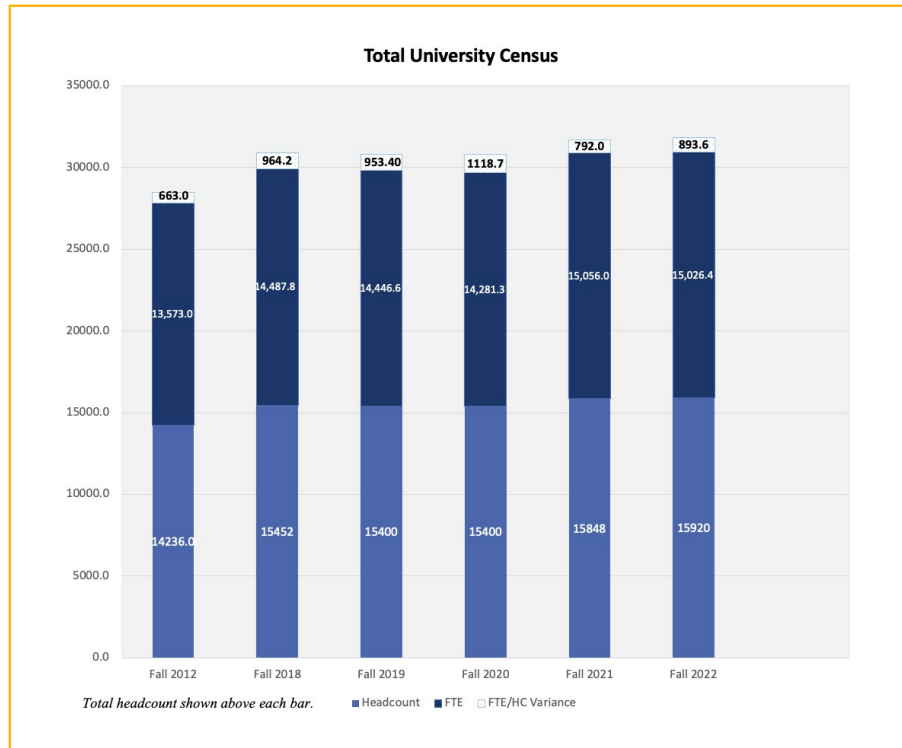


By the Numbers

By The Numbers	2018-19		2019-20		2020-21		2021-22		2022-23		Overall
	Value	Value	Change	Value	Change	Value	Change	Value	Change		
Data Requests	169	375	122%	374	0%	403	8%	398	-1%	136%	
Verifications Issued	25,758	25,767	0%	25,209	-2%	24,909	-1%	20,630	-17%	-20%	
Transcripts Issued	29,866	27,520	-8%	26,449	-4%	26,801	1%	25,742	-4%	-14%	
Grades Processed	164,642	165,794	1%	163,651	-1%	174,221	6%	174,308	0%	6%	
Room Reservations	3,340	3,595	8%	335	-91%	3,361	903%	3,337	-1%	0%	
One-Time-Event Schedule	5,410	4,358	-19%	189	-96%	4,278	2163%	3,384	-21%	-37%	
Classes Scheduled	14,456	12,263	-15%	12,268	0%	12,136	-1%	12,263	1%	-15%	
Course Curriculum Additions/Changes	1,098	2,243	104%	2,723	21%	2,409	-12%	3,823	59%	70%	
Degrees Awarded	4,925	4,966	1%	5,000	1%	5,071	1%	5,428	7%	10%	
Cross Registration: Incoming	66	49	-26%	83	69%	82	-1%	73	-11%	11%	
Cross Registration: Outgoing	82	80	-2%	63	-21%	63	0%	52	-17%	-37%	

Note: The significant decrease in Room Reservations and One-Time Events Scheduled was a direct impact of the COVID-19 pandemic.

Enrollment Breakdowns



This chart represents fall enrollment for the period Fall 2018 – Fall 2022 enrollment. Fall 2012 is provided as a point of reference, to allow for both a ten and five-year overall comparison.

Enrollment Breakdowns (cont.)

Opening Fall Full-time Equivalent Comparison by Full-time Equivalent
2012 compared with 2018 - 2022

	Fall 2012	Fall 2018		Fall 2019		Fall 2020		Fall 2021		Fall 2022		Overall Change 2012 to 2022
	FTE	FTE	Change from 2011	FTE	Change from 2017	FTE	Change from 2018	FTE	Change from 2019	FTE	Change from 2020	
Allied Health	510	536.1	5%	524.3	-2%	495.9	-5%	485.2	-2%	495.2	2%	-3%
Business	1,426.0	1,621.1	14%	1,530.2	-6%	1,403.5	-8%	1,633.2	16%	1,782.4	9%	25%
College	5,667.0	5,652.9	0%	5,665.9	0%	5,602.9	-1%	5,862.9	5%	5,753.4	-2%	2%
Graduate	1,807.0	1,710.1	-5%	1,694.9	-1%	1,704.2	1%	1,734.8	2%	1,765.4	2%	-2%
Law	881	1,028.3	17%	924.6	-10%	870.3	-6%	898.2	3%	884.0	-2%	0%
Medical	564	587.3	4%	617.9	5%	570.9	-8%	612.1	7%	622.7	2%	10%
Public Health	910	1,124.6	24%	1,161.8	3%	1,205.2	4%	1,242.1	3%	1,143.0	-8%	26%
Nursing	442.0	839.6	90%	931.6	11%	1,067.3	15%	1,118.9	5%	1,169.9	5%	165%
Theology	458	395.8	-14%	413.1	4%	417.8	1%	402.3	-4%	361.4	-10%	-21%
Oxford	908	992.0	9%	982.3	-1%	943.3	-4%	1,066.3	13%	1,049.0	-2%	16%
TOTAL	13,573.0	14,487.8	6.74%	14,446.6	-0.28%	14,281.3	-1.14%	15,056.0	5.42%	15,026.4	-0.20%	10.71%

HC - Headcount enrollment

FTE - Full-time equivalent enrollment

Opening Fall Enrollment Comparison by Headcount
2012 compared with 2018 - 2022

	Fall 2012	Fall 2018		Fall 2019		Fall 2020		Fall 2021		Fall 2022		Overall Change 2012 to 2022
	HC	HC	Change from 2011	HC	Change from 2017	HC	Change from 2018	HC	Change from 2019	HC	Change from 2020	
Allied Health	518	607	17%	568	-6%	519	-9%	501	-3%	497	-1%	-4%
Business	1,512	1,711	13%	1,613	-6%	1,512	-6%	1,731	14%	1,884	9%	25%
College	5,700	5,685	0%	5,697	0%	5,666	-1%	5,901	4%	5,783	-2%	1%
Graduate	2,003	1,901	-5%	1,888	-1%	1,902	1%	1,931	2%	1,966	2%	-2%
Law	889	1,065	20%	953	-11%	892	-6%	922	3%	909	-1%	2%
Medical	750	927	24%	1,006	9%	635	-37%	818	29%	928	13%	24%
Public Health	1018	1,221	20%	1,244	2%	1,283	3%	1,321	3%	1,229	-7%	21%
Nursing	454	880	94%	974	11%	1,108	14%	1,182	7%	1,253	6%	176%
Theology	483	462	-4%	474	3%	485	2%	474	-2%	422	-11%	-13%
Oxford	909	993	9%	983	-1%	947	-4%	1,067	13%	1,049	-2%	15%
TOTAL	14,236	15,452	8.54%	15,400	-0.34%	15,400	0.00%	15,848	2.91%	15,920	0.45%	11.83%

HC - Headcount enrollment

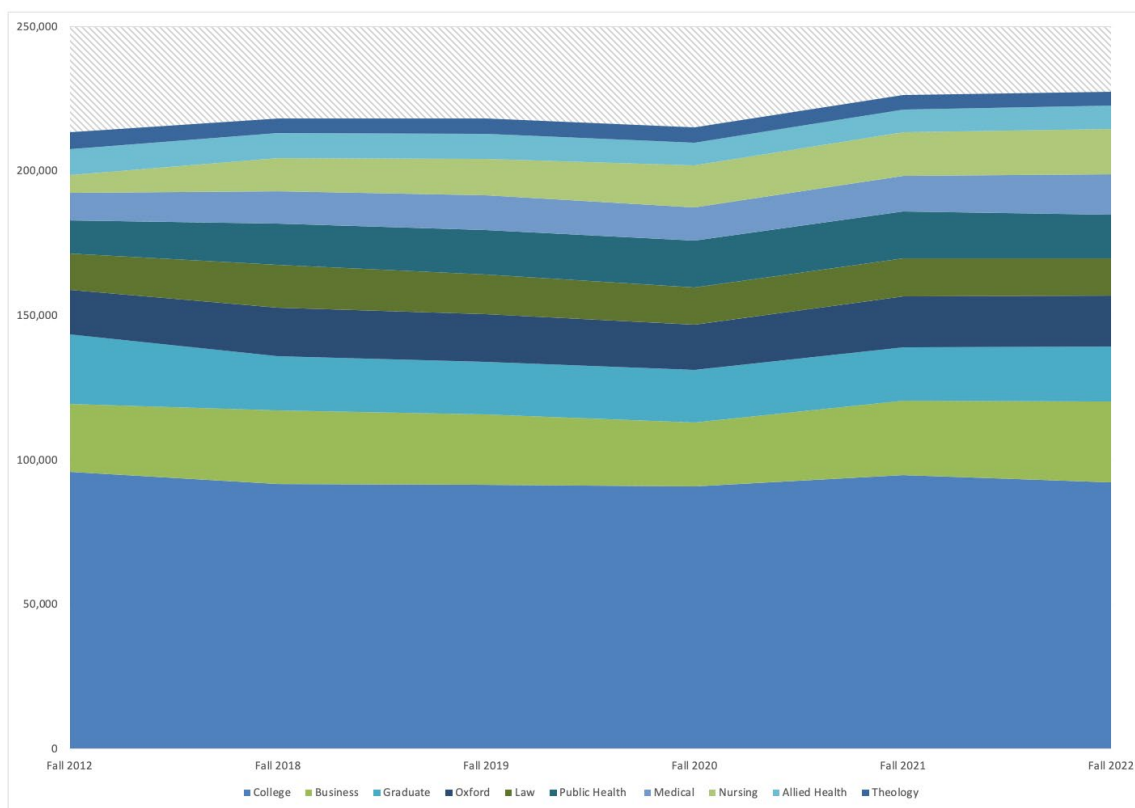
FTE - Full-time equivalent enrollment

The above tables provide breakdowns of enrollment by 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.)

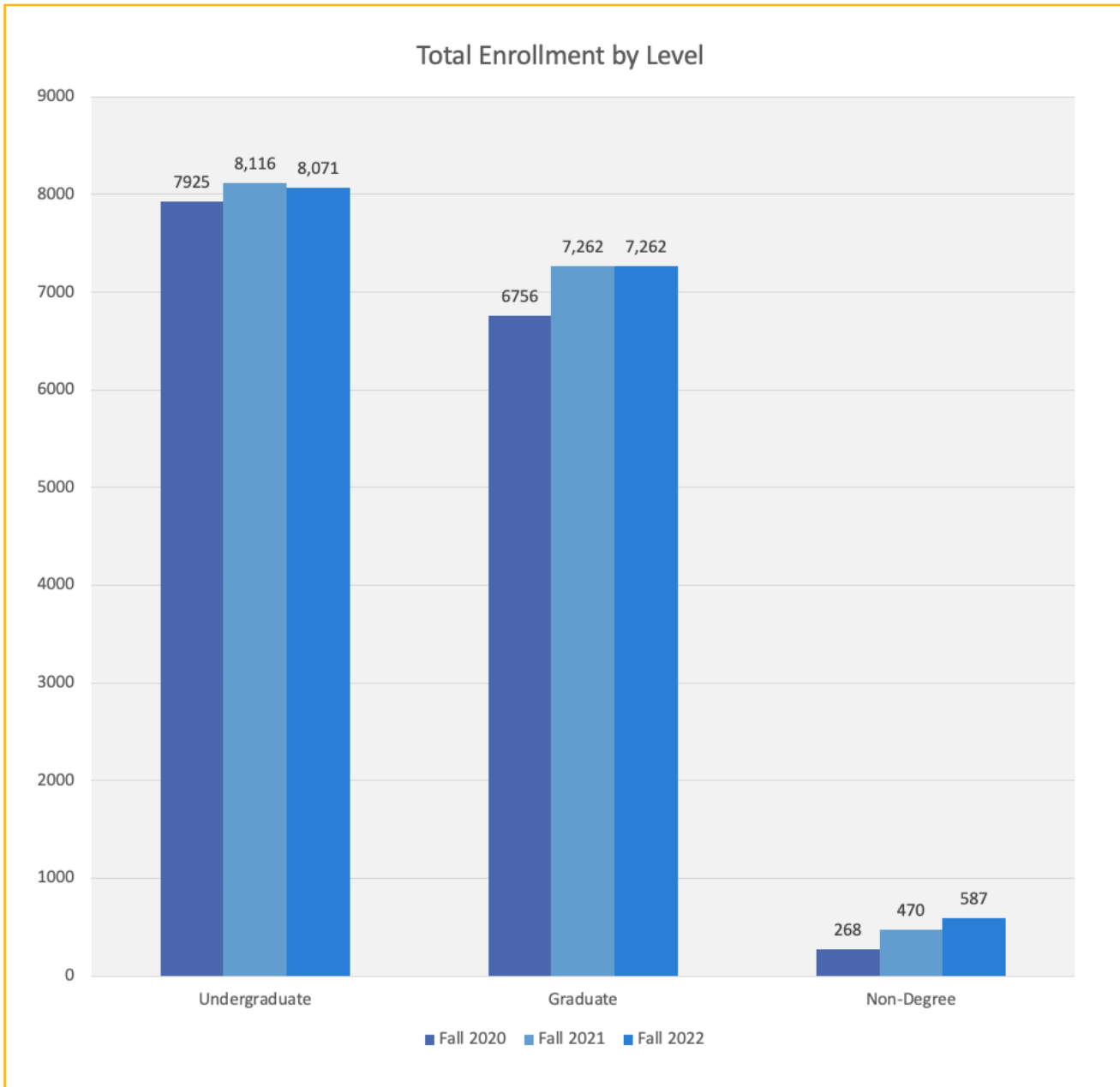
Total Credit Hours Taught by Career

	Fall 2012	Fall 2018		Fall 2019		Fall 2020		Fall 2021		Fall 2022		Overall Change 2012 to 2022
	Hours	CH	Change from 2012	CH	Change from 2018	CH	Change from 2019	CH	Change from 2020	CH	Change from 2021	
Allied Health	8,864	8,630	-3%	8,601	0%	7,825	-9%	7,882	1%	8,115	3%	-8%
Business	23,361	25,397	9%	24,220	-5%	22,111	-9%	25,722	16%	27,944	9%	20%
College	95,978	91,772	-4%	91,555	0%	90,812	-1%	94,922	5%	92,406	-3%	-4%
Graduate	24,197	18,789	-22%	18,294	-3%	18,253	0%	18,541	2%	19,113	3%	-21%
Law	12,735	14,927	17%	13,554	-9%	12,840	-5%	13,012	1%	12,762	-2%	0%
Medical	9,649	11,362	18%	12,158	7%	11,583	-5%	12,303	6%	13,979	14%	45%
Public Health	11,259	14,126	25%	15,421	9%	16,028	4%	16,470	3%	15,094	-8%	34%
Nursing	6,158	11,412	85%	12,612	11%	14,561	15%	14,972	3%	15,758	5%	156%
Theology	5,845	5,001	-14%	5,334	7%	5,351	0%	5,037	-6%	4,639	-8%	-21%
Oxford	15,386	16,827	9%	16,591	-1%	15,840	-5%	17,541	11%	17,603	0%	14%
TOTAL	213,432	218,243	2.25%	218,340	0.04%	215,204	-1.44%	226,402	5.20%	227,412	0.45%	7%



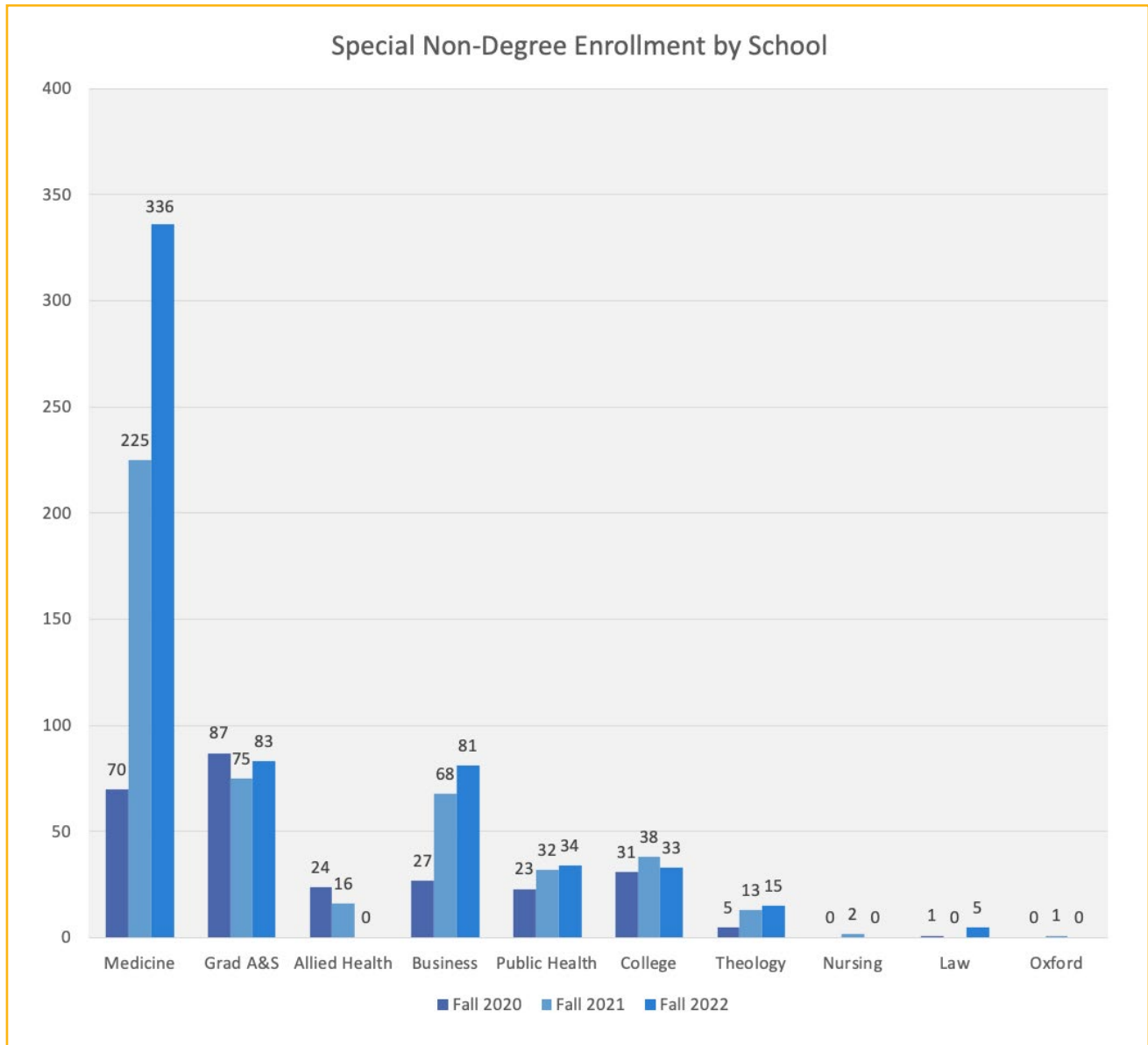
The table above shows total credit hour enrollment by school for the period Fall 2018 – Fall 2022. Fall 2012 is provided as a point of reference, to allow for both a ten and five-year overall comparison.

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

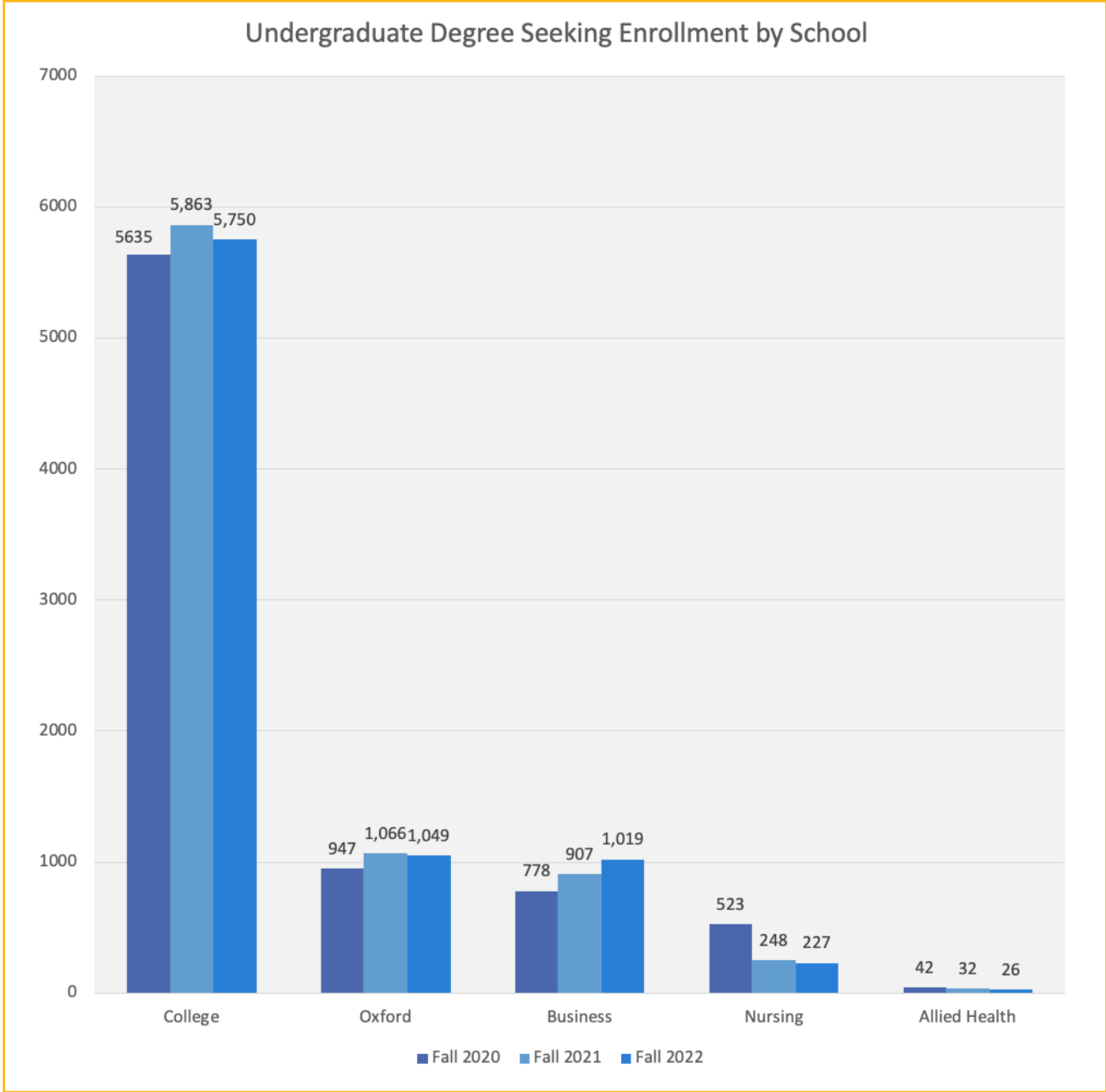


The chart above is provided to illustrate total enrollment headcount for the entire university, broken down by undergraduate, graduate, and non-degree levels. The experience period captured for this visualization is Fall 2020 – Fall 2022.

Enrollment Breakdowns (cont.)

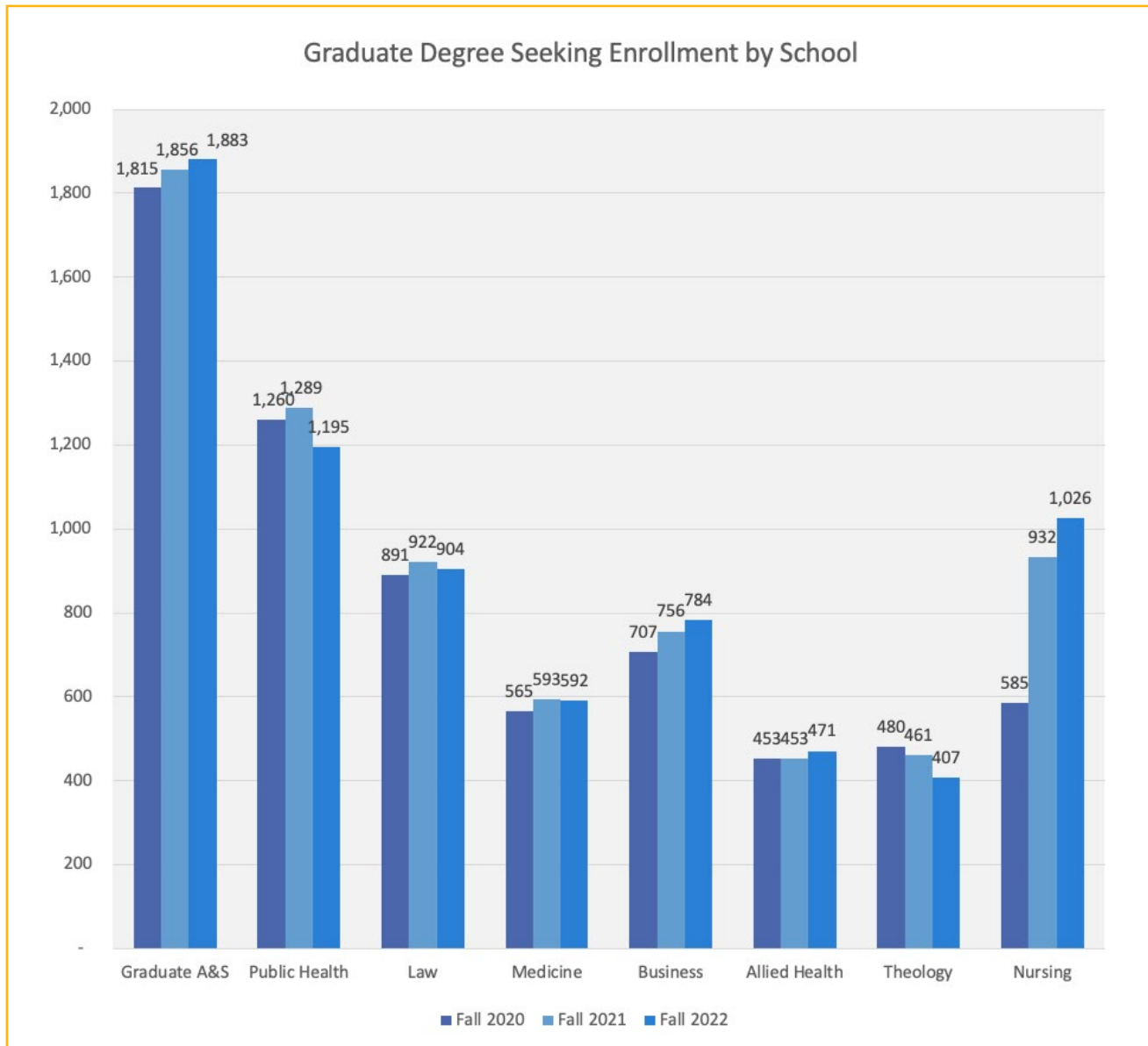


The chart above takes the non-degree aggregate counts, shown in the Total Enrollment by Level chart, and further breaks those down by school.

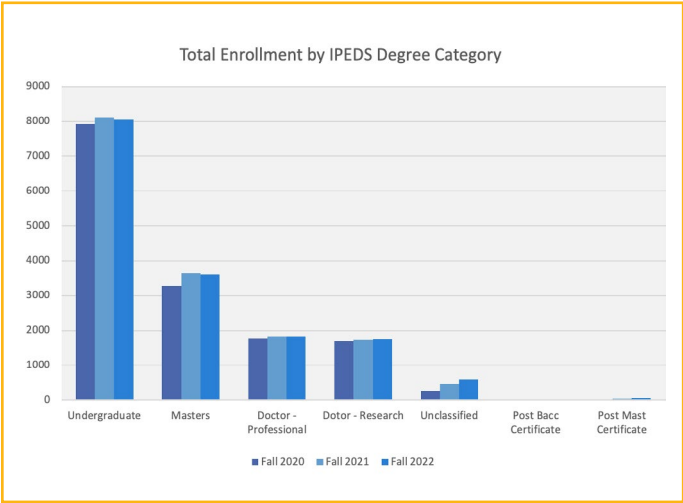
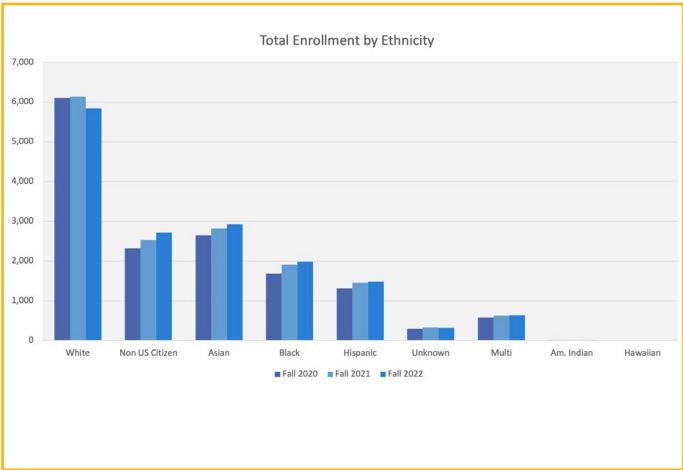
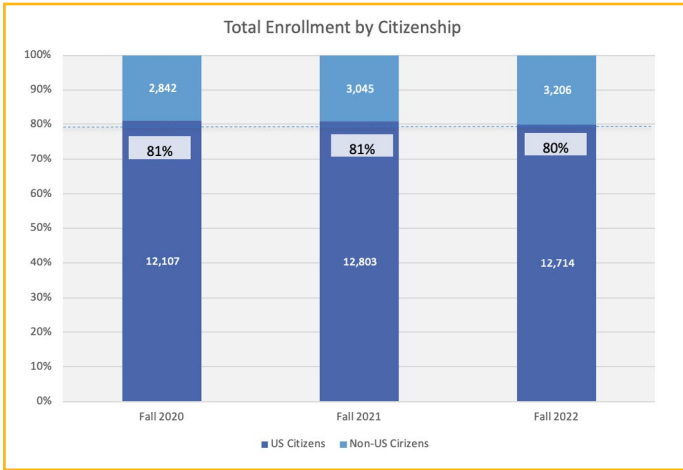
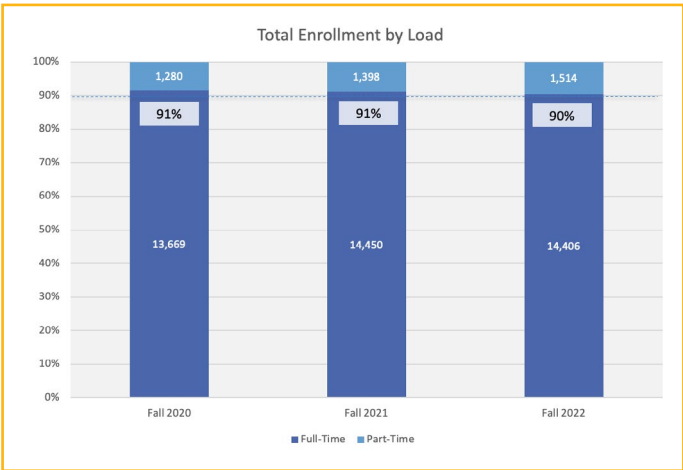
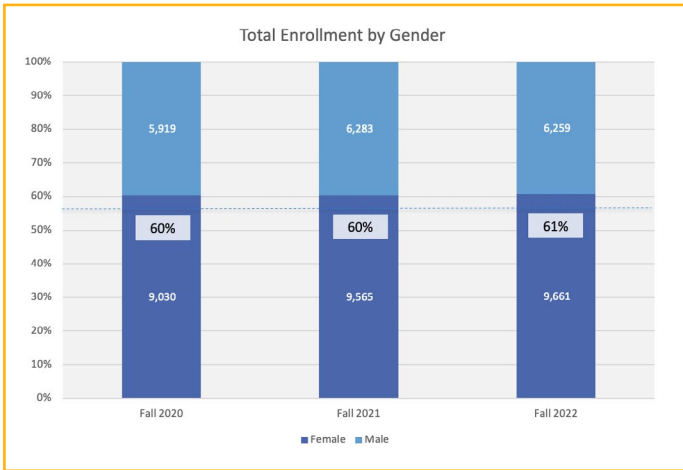


The chart above takes the aggregate undergraduate enrollment counts, shown in the Total Enrollment by Level chart, and further breaks those down by school.

Enrollment Breakdowns (cont.)

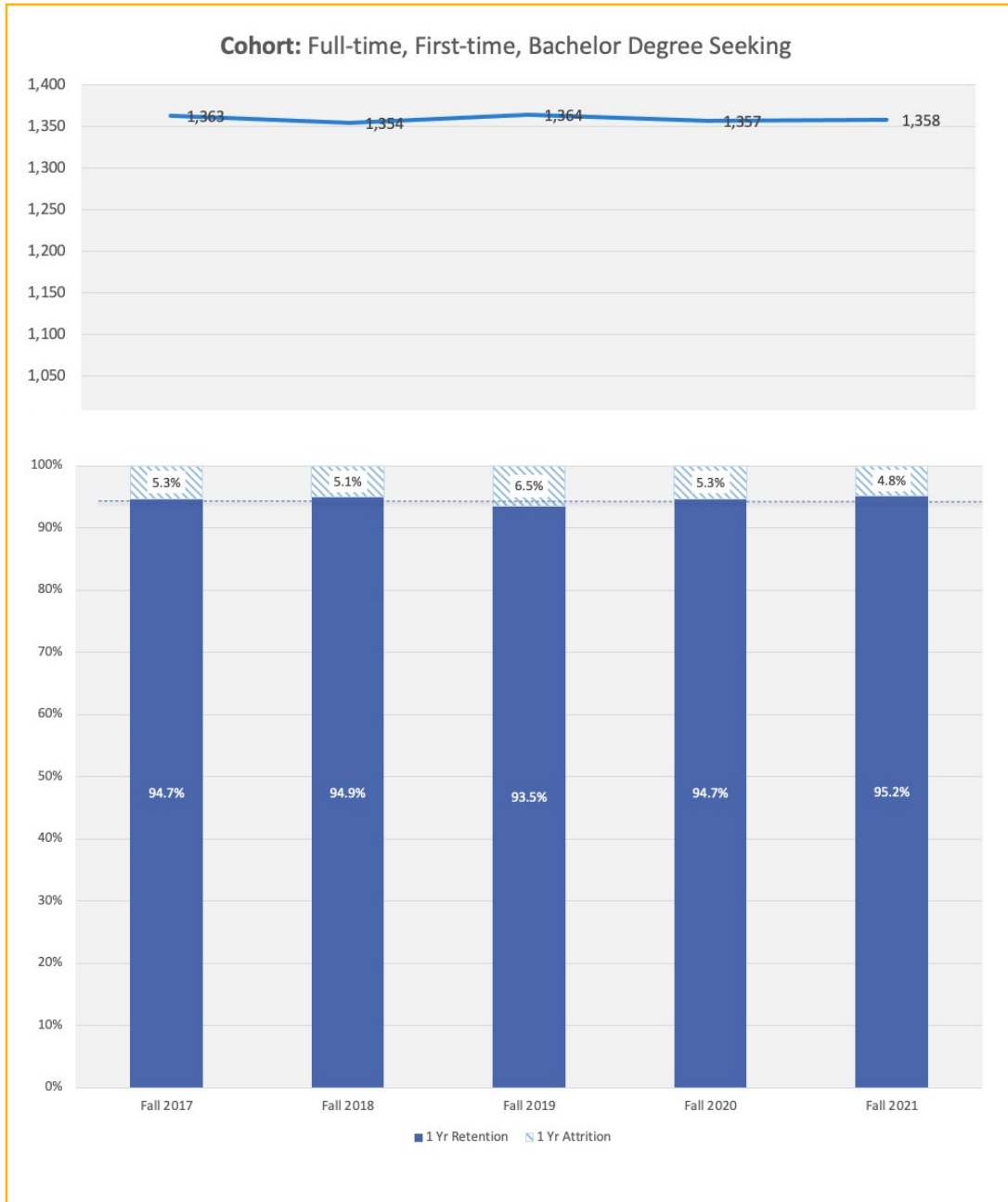


The chart above takes the aggregate graduate enrollment counts, shown in the Total Enrollment by Level chart, and further breaks those down by school.



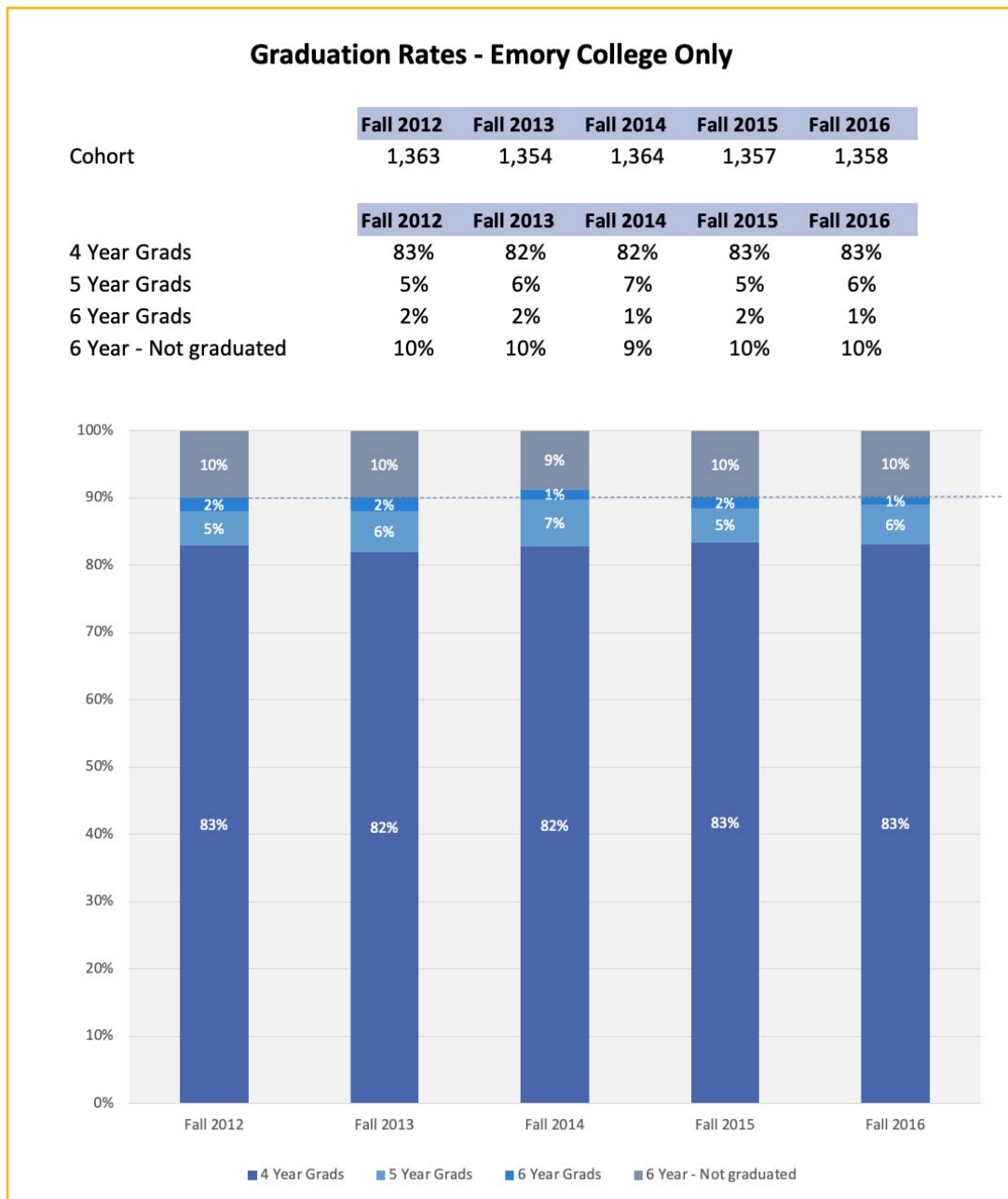
The charts above display the gender, citizenship, full-time/part-time load, ethnicity, and IPEDS category breakdowns of total university enrollment for the experience period Fall 2020 – Fall 2022.

Retention Rates – Emory College Only



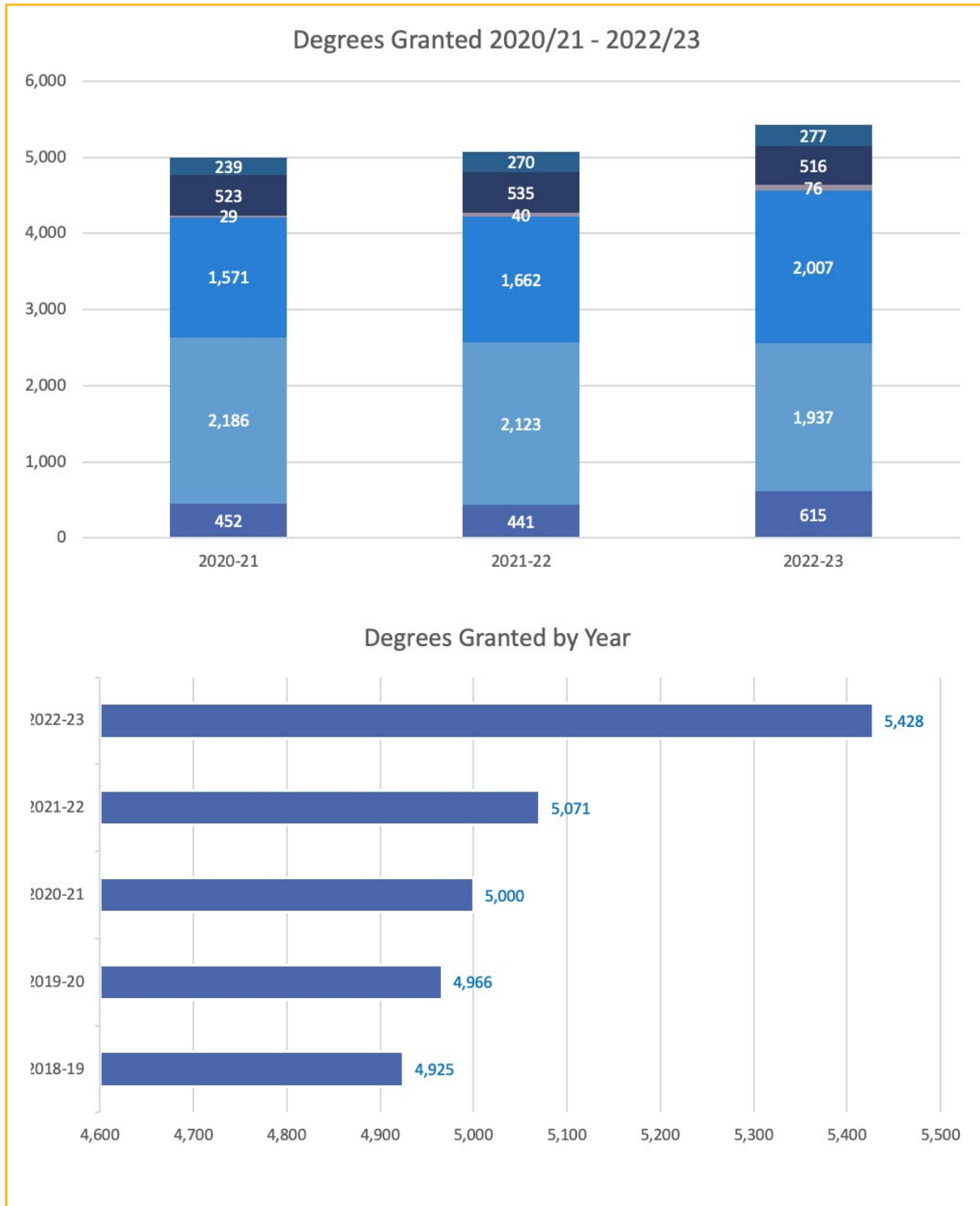
The line graph shown in the uppermost chart presents first-year, full-time, degree-seeking enrollment by year for the period Fall 2017 - Fall 2021. The lower chart reflects 1-year retention and attrition, and the bars are labeled by corresponding cohort. The blue portion of these bars represent the percent 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



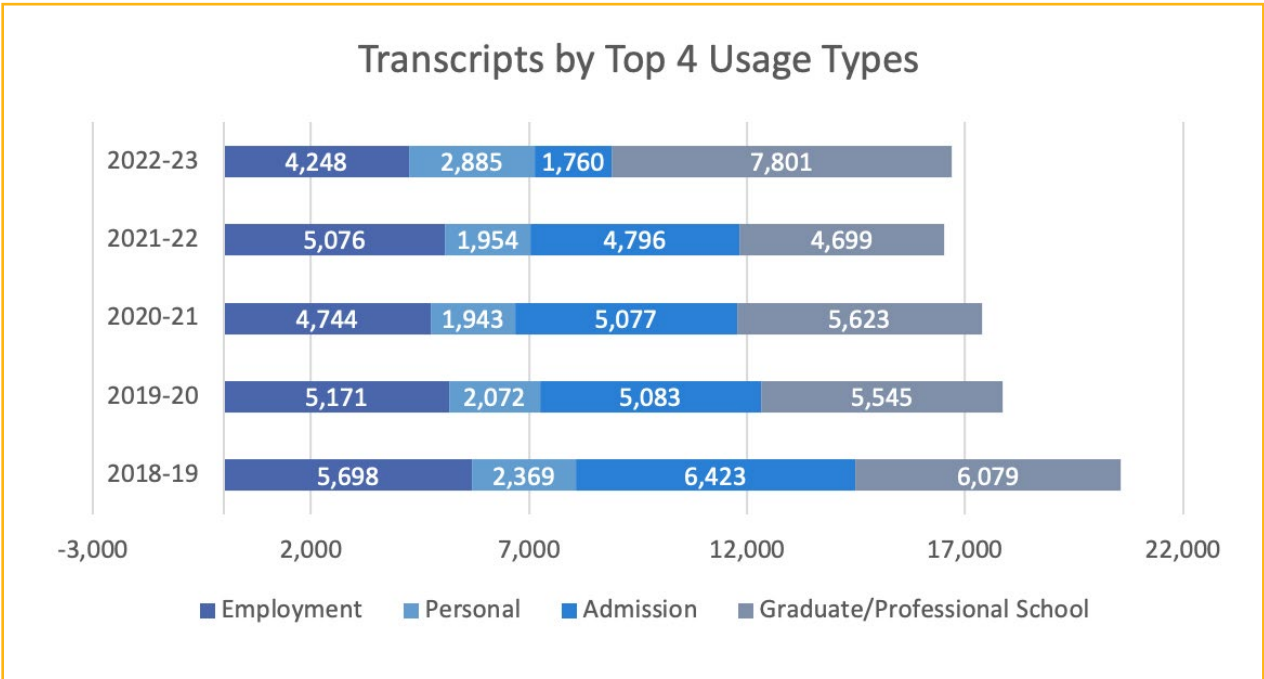
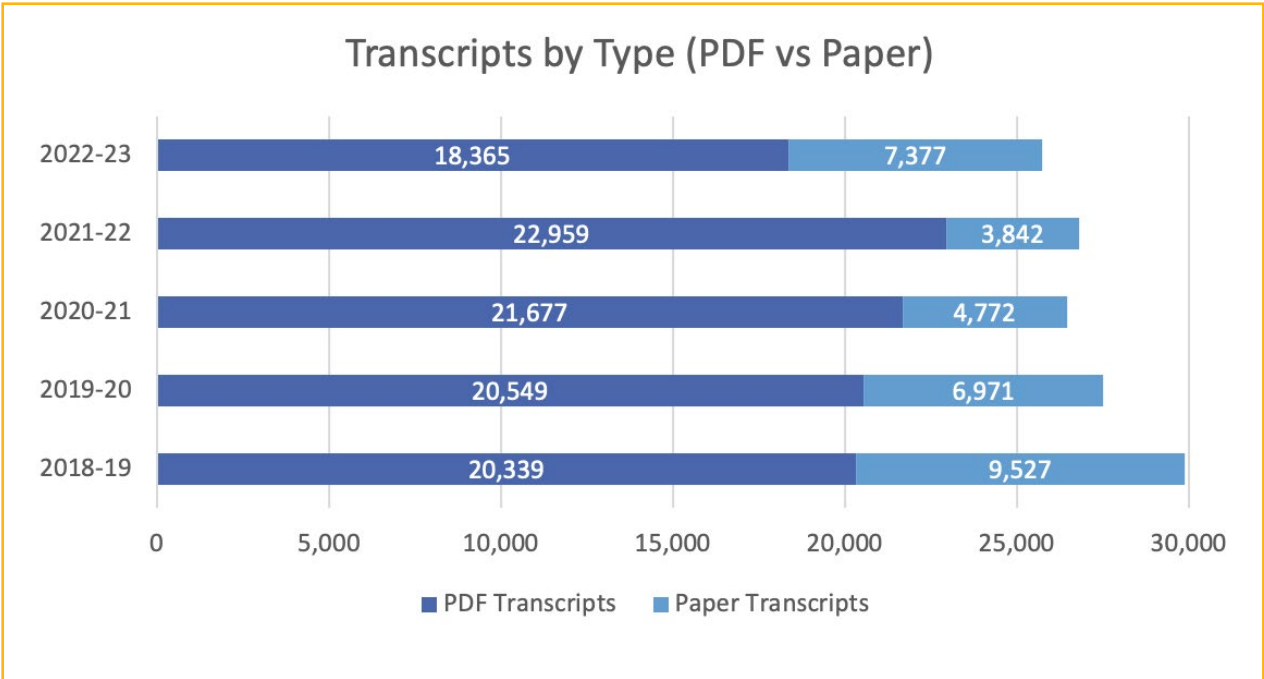
In order to show four, five, and six-year completion rates for Emory College, we have adjusted the scope of the above charts to present the experience for those cohorts entering Fall 2012 - Fall 2016. Like the previous page, the uppermost table presents first-year, full-time, degree seeking enrollments 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.

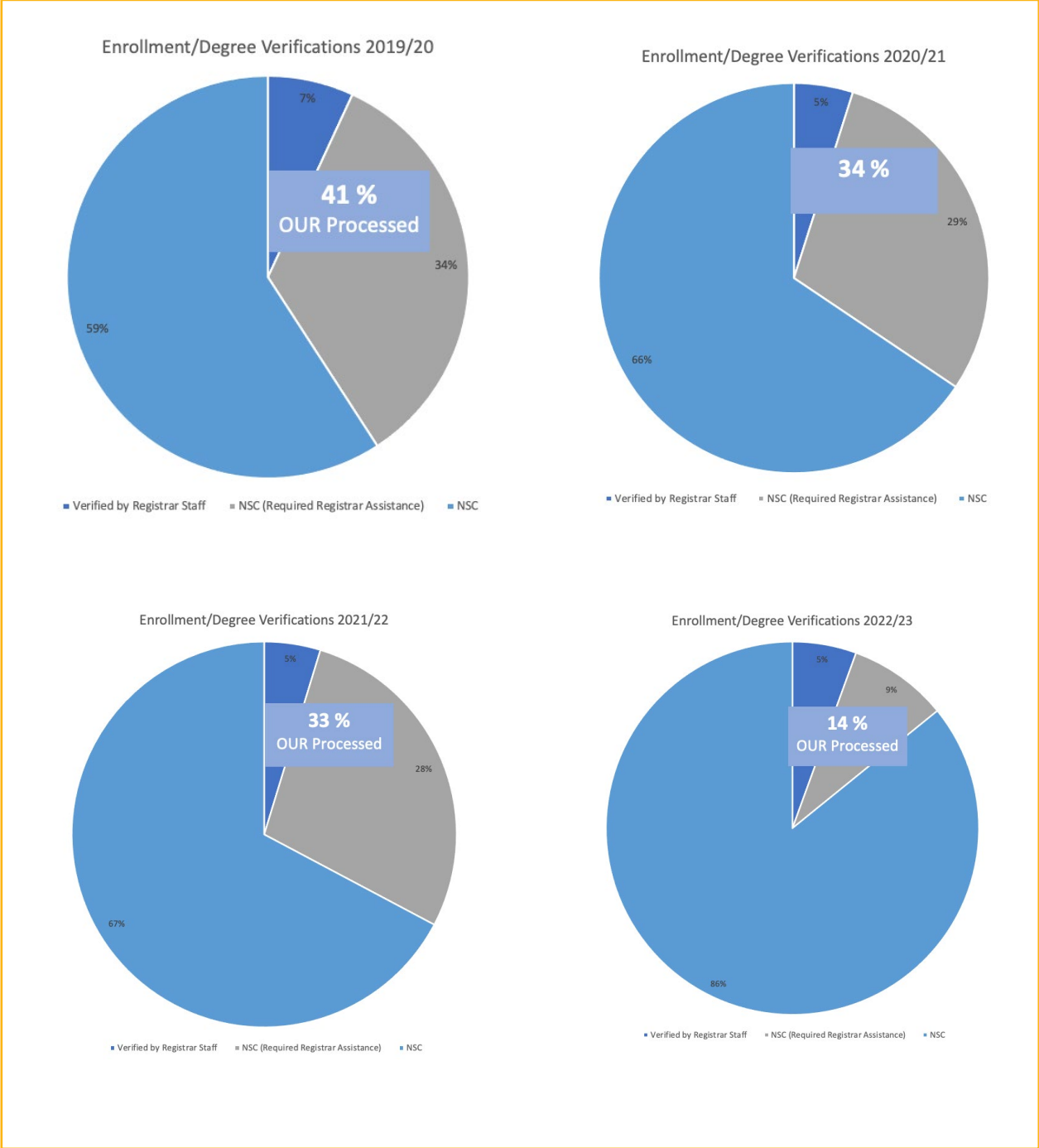
Transcripts *Processed*



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 2018-19 through 2022-23.

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

