



Office of the Registrar Directory

2025-2026

The Office of the Registrar at Augusta University serves as the central hub for academic records and enrollment services. Its mission is to support the university's educational goals by maintaining the integrity of student academic data, ensuring compliance with academic policies, and facilitating student progress from enrollment to graduation.

KEY RESPONSIBILITIES:

1. Academic Records Management


- Maintain and secure all official student academic records
- Process grade changes, withdrawals, and reactivations
- Coordinate transcript production and student record updates

2. Registration Services

- Manage course registration and enrollment processes using Banner
- Assign PINs and approve transient permission forms
- Oversee course scheduling and attendance verification

Main Office

 www.augusta.edu/registrar

 706-446-1430

 registrar@augusta.edu

LOCATION:

Rains Hall
Summerville Campus
Augusta University
Augusta, GA



3. Curriculum and Catalog Support

- Administer Acalog (catalog) and Curriculum (curriculum management) systems
- Support curriculum changes, inventory reporting, and policy implementation
- Ensure catalog accuracy and assist with language formatting

4. Degree Conferral and Graduation

- Evaluate graduation applications and conduct degree audits using DegreeWorks/JagTrax
- Coordinate diploma and certificate production
- Provide support for commencement ceremonies

5. Compliance and Reporting

- Ensure adherence to FERPA and university academic policies
- Serve as the official source for enrollment and degree verifications
- Manage reporting through the National Student Clearinghouse

6. Student Systems and Data Analytics

- Maintain Banner security and system access
- Provide data analytics, system reporting, and technical support
- Develop and manage Crystal Reports and Registrar-related dashboards

7. Frontline Support and Customer Service

- Assist students, faculty, and staff with general inquiries
- Handle special registrations and student services coordination
- Respond to requests via key resource email accounts



CONTACT US:

Banner

Email: banneraccess@augusta.edu

- System access requests
- Crystal report inquiries
- Training

Catalog

Email: catalog@augusta.edu

- Catalog revisions not handled through Curriculog
- Suggestions for layout or language improvements
- Reporting typos or misinformation in the Catalog

Classes and Scheduling

Email: classes@augusta.edu

- Section update requests
- Curriculum Inventory Reporting (CIR)

Curriculog

Email: curriculog@augusta.edu

- Curriculog system assistance
- Questions about access, proposal routing, or workflow

Graduation

Email: gradapp@augusta.edu

- Graduation application status
- Diploma or certificate processing
- General graduation inquiries

Commencement

Email: commencement@augusta.edu

- Commencement ceremony logistics and questions

Degree Audit

Email: jagtrax@augusta.edu

- DegreeWorks/JagTrax system support
- Course substitutions and audit updates
- JagTrax training or access issues

Records

Email: records@augusta.edu

- Grading (changes and submissions)
- Withdrawals, reactivations, and reinstatements
- Student records (transcripts and record updates)
- Tuition reclassification and waiver requests for current students

General Inquiries

Email: registrar@augusta.edu

- Enrollment certifications
- National Student Clearinghouse verifications
- Transient permission forms
- General questions for the Registrar's Office

REGISTRAR'S OFFICE STAFF DIRECTORY:

Main Office

registrar@augusta.edu
706-446-1430

Registrar Support Team

Heather Metress, *Registrar*
hmetress@augusta.edu
706-721-5052

- Oversees the Office of the Registrar
- Manages the Provisioning of Banner
- Official Reporting for the University
- Resolves Policy and Process Issues

Brittany Murphey, *SIS Functional Analyst*
brmurphey@augusta.edu
706-721-0361

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

Jordan Cliatt, *Data Analyst*
jocliatt@augusta.edu
706-446-1434

- Data Analytics
- Back-Up: Heather Metress
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Customer Service and Graduation Team

Allyson North, *Associate Registrar*
anorth@augusta.edu
706-446-1432

- Academic Calendar
- FERPA
- Special Projects
- Strategic Planning

Back-Up: Heather Metress

Will Thomas, *Student Services Specialist*
withomas@augusta.edu
706-446-1430

- Registrar Email
- Enrollment Certifications
- Degree Verifications

Back-Up: Amber Moore

Kristen Bentley, *Student Services Specialist*
kbentle2@augusta.edu
706-446-1437

- Graduation Review/Audit
- Diploma/Certificate Ordering
- Graduation Application Processing
- Degree Verification

Back-Up: Leza Witherington

Leza Witherington, *Student Records Specialist*
lwitherington@augusta.edu
706-446-1357

- Graduation Review/Audit
- Diploma/Certificate Ordering
- Graduation Application Processing
- Degree Verification

Back-Up: Kristen Bentley

Amber Moore, *Student Services Coordinator*
amoore22@augusta.edu
706-446-1420

- Front-line Customer Service
- Manages Registrar Email
- Special Groups Registration

Back-Up: Will Thomas

REGISTRAR'S OFFICE STAFF DIRECTORY (*continued*):

Curriculum Management Team

Beth Welsh, *Associate Registrar*
bwelsh@augusta.edu
706-446-1494

- Curriculum Management, including oversight of Curriculum, DegreeWorks/JagTrax, and Course Scheduling

Back-Up: Heather Metress

Vacant, *Curriculum System Specialist*
curriculog@augusta.edu

- Curriculum Management
- Catalog Management
- Curriculum Website Maintenance
- Curriculum Systems Reporting & Tracking

Back-Up: Beth Welsh

Hannah Muza, *Student Records Coordinator*

hmuza@augusta.edu
706-737-1533

- Course Schedule Production
- Course Scheduling Training
- Course Fee Audits
- Course Related Policy Audits
- Curriculum Inventory Reporting (CIR)
- Manage Classes Resource Email

Back-Up: Shardaye Pender

Komal Patel, *DegreeWorks/JagTrax Curriculum Specialist*

kopatel@augusta.edu

- JagTrax Review, Maintenance, and Training

Back-Up: Brittany Murphey

Shardaye Pender, *Assistant Registrar*

spender@augusta.edu

706-446-1356

- Course Schedule Production
- Coordinator Training for Course Schedules
- Curriculog Course Proposals
- Curriculum Course Schedule Updates
- Manage Classes Resource Email

Back-Up: Beth Welsh

Records Team

Shannon Hink, *Associate Registrar*

shink@augusta.edu

706-721-3360

- Attendance Verification
- Grading
- Registration
- Registrar Operations

Back-Up: Heather Metress

Maya Percival, *Student Services Specialist*

mapercival@augusta.edu

706-446-1435

- Current Student Tuition Reclassification Petitions
- Out of State Tuition Waiver Processing
- Fee Waiver Processing
- Reclassification and Fee Waiver Audits

Back-Up: Danielle Thomas

Melissa Hansen, *Student Services Specialist*

chansen@augusta.edu

706-721-0336

- Transcript Processing
- National Student Clearinghouse Reporting
- Dual Enrollment Processing
- Student Record Updates

Back-Up: Cheryl Hudson

Cheryl Hudson, *Student Records Coordinator*

chudson@augusta.edu

706-737-1885

- Medicine and Dental Grade Changes
- Medicine and Dental Reactivations
- Medicine and Dental Withdrawals
- MCG M1/M2 Registration and Record Management
- MCG Resident Registration and Inactivations

Back-Up: Melissa Hansen

Danielle Thomas, *Student Services Specialist*

706-446-1433

dthomas10@augusta.edu

- Grade Changes (Non-Medicine/Dentistry)
- Withdrawals
- Reactivations

Back-Up: Maya Percival



ADDITIONAL RESOURCES:

Academic Calendar:

<https://calendar.augusta.edu/site/academic>

Academic Catalog:

<https://catalog.augusta.edu>

Course Scheduling Resources:

<https://www.augusta.edu/registrar/curriculum>

Curriculog Guidance:

<https://www.augusta.edu/registrar/curriculog>

Registrar Forms:

<http://www.augusta.edu/registrar/forms>

Graduation & Commencement:

<http://www.augusta.edu/graduation>

Schedule of Classes:

<https://pounce.augusta.edu/StudentRegistrationSsb/ssb/term/termSelection?mode=search>

Section Updates:

<https://www.augusta.edu/registrar/section-update>

Training Opportunities:

<https://augusta.edu/registrar/training>

SYSTEMS:

Curriculog:

<https://augusta.curriculog.com>

Crystal Reports:

<https://crystal.augusta.edu>

JagTrax:

<https://jagtrax.augusta.edu>

Pounce:

<https://pounce.augusta.edu>