



**AUGUSTA**  
UNIVERSITY

OFFICE OF THE REGISTRAR

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# Office of the Registrar Staff Directory

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2026 – 2027

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



**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.

#### Main Office

- [augusta.edu/registrar](http://augusta.edu/registrar)
- 706-446-1430
- [registrar@augusta.edu](mailto:registrar@augusta.edu)

#### Location

- Rains Hall – Summerville Campus
- Augusta University
- Augusta, GA

## 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

### 3. Curriculum and Catalog Support

- Administer Catalog and Curriculum systems
- Manage, train, and review course scheduling, Crystal reports, and Curriculum
- Support Curriculum changes, inventory reporting, and policy implementation
- Ensure catalog accuracy and assist with language formatting
- Process course substitutions, student JagTrax issues, and approved curriculum exceptions

### 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. Front Line 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](mailto:banneraccess@augusta.edu) for:

- System access requests
- Crystal report inquiries
- Training

## **Catalog**

Email: [catalog@augusta.edu](mailto:catalog@augusta.edu) for:

- Catalog revisions (updates not handled through Modern Campus Curriculum)
- Suggestions for layout or language improvements
- Reporting typos or misinformation in the Catalog

## **Classes and Course Scheduling**

Email [classes@augusta.edu](mailto:classes@augusta.edu) for:

- Course scheduling (including training)
- Section update requests
- Curriculum Inventory Reporting (CIR)

## **Curriculum**

Email [curriculog@augusta.edu](mailto:curriculog@augusta.edu) for:

- Modern Campus Curriculum system assistance

- Questions about access, proposal routing, or workflow
- Training

### **Graduation**

Email [gradapp@augusta.edu](mailto:gradapp@augusta.edu) for:

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

### **Commencement**

Email [commencement@augusta.edu](mailto:commencement@augusta.edu) for:

- Commencement ceremony logistics and questions

### **Degree Audit**

Email [jagtrax@augusta.edu](mailto:jagtrax@augusta.edu) for:

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

### **Records**

Email [records@augusta.edu](mailto:records@augusta.edu) for:

- 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](mailto:registrar@augusta.edu) for:

- 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](mailto: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](mailto:brmurphey@augusta.edu)

706-721-0361

- Banner security
- Crystal reports
- System requests
- Back-up: Heather Metress

## Customer Service and Graduation Team

Allyson North, *Associate Registrar*

[anorth@augusta.edu](mailto:anorth@augusta.edu)

706-446-1432

- Academic calendar
- FERPA
- Special projects
- Strategic planning
- Back-up: Heather Metress

Kristen Bentley, *Student Services Specialist*

[kbentle2@augusta.edu](mailto:kbentle2@augusta.edu)

706-446-1437

- Graduation review/audit
- Diploma/certificate ordering
- Graduation application processing
- Degree verification
- Back-up: Leza Witherington

Jordan Cliatt, *Data Analyst*

[jocliatt@augusta.edu](mailto:jocliatt@augusta.edu)

706-446-1434

- Data Analytics
- Back-up: Heather Metress

Jessica Burke, *Communications Specialist*

[jesburke@augusta.edu](mailto:jesburke@augusta.edu)

Contact on Teams

- Content creation
- Web content management
- Policy and project support
- Back-up: Heather Metress

Amber Moore, *Student Services Coordinator*

[amoore22@augusta.edu](mailto:amoore22@augusta.edu)

706-446-1420

- Front-line customer service
- Manages Registrar email
- Special groups registration
- Back-up: Will Thomas

Will Thomas, *Student Services Specialist*

[withomas@augusta.edu](mailto:withomas@augusta.edu)

706-446-1430

- Registrar email
- Enrollment certifications
- Degree verifications
- Back-up: Amber Moore

Leza Witherington, *Student Records Specialist*

[lwitherington@augusta.edu](mailto:lwitherington@augusta.edu)

706-446-1357

- Graduation review/audit
- Diploma/certificate ordering
- Graduation application processing
- Degree verification
- Back-up: Kristen Bentley

### **Curriculum Management Team**

Beth Welsh, *Associate Registrar*

[bwelsh@augusta.edu](mailto:bwelsh@augusta.edu)

706-446-1494

- Curriculum management, including oversight of curriculum, DegreeWorks/JagTrax, and course scheduling
- Back-up: Heather Metress

Komal Patel, *DegreeWorks/JagTrax Curriculum Specialist*

[kopatel@augusta.edu](mailto:kopatel@augusta.edu)

- JagTrax customer service, update, review, maintenance, and training
- Back-up: Holly Proce

Holly Proce, *Curriculum System Specialist*

[hproce@augusta.edu](mailto:hproce@augusta.edu)

- DegreeWorks data analysis, training
- Curriculum management, website maintenance, systems reporting, tracking
- Back-up: Beth Welsh

Vacant, *Student Records Coordinator*

[classes@augusta.edu](mailto:classes@augusta.edu)

706-737-1533

Melissa Hansen, *Student Services Specialist*

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

706-721-0336

- Transcript processing
- National Student Clearinghouse
- Reporting dual enrollment processing
- Student record updates

- Course schedule production, training, fee audits, policy audits, procedures, CIR, attributes collection, classes resource email
- Back-up: Shardaye Pender

Shardaye Pender, *Assistant Registrar*

[spender@augusta.edu](mailto:spender@augusta.edu)

706-446-1356

- Course schedule production, training, curriculum course proposals, course schedule audit and update, manage classes resource email, CIR, course attributes collection, procedures
- Backup: Student Records Coordinator and Beth Welsh

Katelyn Newberry, *Curriculum Systems Specialist*

[knewberryl@augusta.edu](mailto:knewberryl@augusta.edu)

706-446-1148

- Curriculum systems administration, including oversight of Modern Campus Curriculum and catalog administration
- Training for Modern Campus Curriculum
- Back-up: Beth Welsh

## Records Team

Shannon Hink, *Associate Registrar*

[shink@augusta.edu](mailto:shink@augusta.edu)

706-721-3360

- Attendance verification
- Grading
- Registration
- Registrar operations
- Back-up: Heather Metress

Maya Percival, *Student Services Specialist*

[mapercival@augusta.edu](mailto: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: Records Team

Cheryl Hudson, *Student Records Coordinator*

[chudson@augusta.edu](mailto: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: Records Team

Danielle Thomas, *Student Services Specialist*

[dthomas10@augusta.edu](mailto:dthomas10@augusta.edu)

706-446-1433

- Grade changes (non-medicine/dentistry)
- Withdrawals
- Reactivations
- Back-up: Records Team

## Additional Resources

- [Academic Calendar](#)
- [Academic Catalog](#)
- [Course Scheduling Resources:](#)
- [Curriculog Guidance](#)
- [Registrar Forms](#)
- [Graduation & Commencement](#)
- [Schedule of Classes](#)
- [Section Updates](#)

## Systems

- [Curriculog](#)
- [Crystal Reports](#)
- [JagTrax](#)
- [Pounce](#)
- [Training Opportunities](#)