



Franklin College of Arts and Sciences

UNIVERSITY OF GEORGIA

Undergraduate Coordinator Guidebook, 2025-2026

Franklin College and Undergraduate Education

Franklin College of Arts and Sciences is the heart of the University of Georgia's learning environment, advancing new knowledge, research, scholarship and creative output by faculty, students, and staff in more than 80 degree programs across 40+ units.

Franklin advances the quality of undergraduate education with attention to multidisciplinary and experiential learning opportunities. We enable our students to address emerging societal challenges in impactful ways as leaders with strong career and professional opportunities ahead, building on the disciplinary excellence they earn through their degree in Franklin.

Franklin works inclusively, recognizing that our community is enriched and informed by the personal, cultural, and intellectual differences of our students, faculty, and staff.

Franklin works through distributed leadership, recognizing that our aims can only be reached with the work of a team whose collective knowledge, experiences, skills, and passions will increase problem-solving capacity, creativity, motivation, buy-in, and satisfaction with decision making.

Purpose of this Guidebook

Undergraduate Coordinators are key members of our distributed leadership team for undergraduate education. The Undergraduate Coordinator ensures the advancement, continuous improvement, and day-to-day operations of undergraduate programs. They ensure that programs meet the university's educational standards and the needs of students. They act as a liaison among faculty, students, and the administration, facilitating communication and collaboration to enhance the overall quality of the undergraduate experience.

This document serves to inform the duties that may fall under the undergraduate coordinator role, which must also be negotiated in each unit due to their unique needs. Department Heads should use the Academic and Student Affairs sections of the [UGA Policy Library](#), this guidebook, and their knowledge of the needs of their unit to provide Undergraduate Coordinators with clear guidelines and expectations for the undergraduate coordinator's leadership role.

Preface

The [UGA Policy Library](#) is the official source for undergraduate policies and procedures implemented by university governance with specific undergraduate program-related information listed under the Academic and Student Affairs sections. This guidebook is designed to provide supplemental information to these policies.

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Curriculum and Development

Undergraduate coordinators may play a role in reviewing and refining current course offerings and program redesign in light of [program assessment outcomes](#). These tasks may also be shared with other faculty, a department head, or charged to a committee. Consulting the program advisor(s) may also be necessary.

- Oversee the development, review, and updating of the undergraduate curriculum to ensure it remains current and relevant.
- Maintain updated and accurate website for undergraduate program as changes occur; alternatively collaborate with faculty/staff to assist in website maintenance.
- Initiate or collaborate in updating/changing/adding undergraduate courses in CAPA
- Ensure correct course loading for future semester
- Ensure undergraduate program listed in Bulletin is accurate and up to date; initiate or assist with updating in PARC
- Coordinate undergraduate curriculum committee, PARC committee, etc.
- Oversee the development of new academic programs (major, minor, certificate) in collaboration with the department head, departmental colleagues, and others in the college

Resources

Registrar information for faculty about Athena and grade assignments, <https://reg.uga.edu/faculty-and-staff/training-materials/>

Registrar calendars for key semester dates, final exam schedule, centralized classroom scheduling, <https://reg.uga.edu/general-information/calendars/>

Curated list of UGA policies and procedures associated with teaching at UGA, <https://ctl.uga.edu/teaching-resources/teaching-policies-and-procedures/>

Submitting a new course, making a course change, and viewing approved courses: Course Approval Process Automation (CAPA), <https://capa.uga.edu/>

Submitting a program change: Process for Approval of Revised Curriculum (PARC), check website for fall deadline <https://reg.uga.edu/faculty-and-staff/parc/>

To view program enrollment trends: Office of Institutional Research (OIR), <https://oir.uga.edu/>, select FACTS

A general list of website links to various forms, requirements, and guidelines provided by Franklin College, <https://www.franklin.uga.edu/curriculum-departments>

Dates and Deadlines

Banner Course Scheduling dates (requires Banner9 training), <https://reg.uga.edu/faculty-and-staff/course-scheduling/pertinent-dates-for-scheduling-courses-banner/>

CAPA deadlines, <https://reg.uga.edu/faculty-and-staff/capa/>

Program Review, Institutional Competencies, and Assessment

Undergraduate coordinators may coordinate a collection of artifacts to report on yearly program assessment and accreditation reviews. Additionally, reporting may be done by the undergraduate coordinator/director or supplied to another faculty member/staff to enter the yearly report. These tasks may also be charged to a committee. Regular review of the program may also necessitate changes.

- Review and refine Student Learning Outcomes listed for each undergraduate program as needed – these are the descriptions of the knowledge, skills, and abilities students should attain through a degree program
- Lead efforts in program assessment, including the collection and analysis of data to evaluate program effectiveness
- Prepare necessary documentation for annual and accreditation reviews.
- Coordinate undergraduate curriculum committee, assessment committee, etc.
- Identify courses in CAPA to align with Institutional Competencies
- Coordinate communication with faculty and course schedulers before courses are loaded into Athena to ensure proper time/schedule and avoiding course overlap.
- Communicate regularly with program advisor(s) to identify barriers and bottlenecks in program that may prevent students from accessing courses as required.

Resources

Office of Assessment main webpage for links to various resources in creating Student Learning Outcomes, collecting data, and reporting, <https://instruction.uga.edu/units/assessment/>

Sign up for a nonAthena eLC course to access tutorials and more information on program assessment. Find the contact to email on <https://instruction.uga.edu/units/assessment/resources/>

Reports are filled in under Xitracs, <http://uga.xitracs.net/portal.htm> and instructions for reporting can be found at <https://instruction.uga.edu/units/assessment/reporting/>

Institutional Competencies is an initiative through the Office of Instruction to identify key skills or competencies that are achieved through UGA courses or activities. Classes offered through undergraduate programs can be aligned with any of the six competencies. <https://instruction.uga.edu/units/assessment/institutional-competencies/>

Dates and Deadlines

Program assessment annual report in Xitracs deadline has typically been October 1st but please check <https://instruction.uga.edu/units/assessment/> to confirm each year.

Student Support

Undergraduate coordinators may serve students directly by providing answers to questions about the degree program or direct students to campus resources. Often, the program advisor(s) can be brought in to help identify answers and solutions.

- Address student concerns and issues related to their academic progress and program requirements.
- Collaborate with Franklin Office of Student Academic Services, through advisor(s), in handling students' program-related issues.
- Direct faculty or students to course loader or whoever is tasked in the department with course Permission of Department (POD), overrides, late enrollment, and enrollment questions.
- Address student transfer/study abroad course equivalency requests.
- Maintain or collaborate with faculty or staff to manage current listing of students enrolled in major, minor, and certificate(s) by accessing Argos.
- Manage undergraduate research/CURO/internship requests and requirements.
- Provide students and instructional faculty resources for student mental, financial, and academic help.
- Communicate regularly with program advisor(s) to identify problems/solutions to students academic needs.

Resources

Student Care and Outreach, <https://sco.uga.edu/> provides a safe space for students who are struggling financially, emotionally, academically to look for resources and assistance with communication with professors

Accessibility and Testing, <https://accessibility.uga.edu/> provides class and assessment accommodations

Office of Student Success and Achievement, <https://ossa.uga.edu/> provides help with study methods, specific course peer tutoring, academic coaching

Argos and Degreeworks access, request Registrar permission via <https://reg.uga.edu/faculty-and-staff/reporting/>; access to list of students in program and student records; helpful when assessing transfer credit or Permission of Department, etc.

Advising; some programs have first- and second-year students meet with lower-division advisors separate from their program and may need to communicate changes to these advisors. Reach out to Mike Merva, Coordinator of Lower-Division of Academic Advising, mervam@uga.edu; <https://osas.franklin.uga.edu/franklin-college-advising-information>

Undergraduate Events and Opportunities

To build community and a sense of belonging for students, regular communication and program-related events may be included in undergraduate coordinator/director roles. The following activities may be done as a direct role or supervised by another faculty/staff member.

- Coordinate or assign appropriate faculty and/or staff to communicate with students about program/department/university events. Suggestion to create a program specific listserv and update names every year (see listserve.uga.edu information in Resources below)
- Promote scholarship opportunities; collect student applications and select faculty review board to award scholarship(s)
- When prompted, notify Franklin College of location, date, and time for department/unit convocation ceremony.
- Coordinate or assist faculty and/or staff for graduation convocation.
- Gather undergraduate names and information for nomination of Franklin and UGA awards (Blue Key Honor Society, scholarships, Presidential Award for Excellence); advisors may be a good resource
- Create, coordinate, and/or alert students to the variety of department/college career workshops, opportunities, internships, etc.; supply Arch Ready certificate information

Resources

To create or update a listserv for your undergraduate program, log into LISTSERV Archives

<https://listserv.uga.edu/scripts/wa-UGA.exe?INDEX> click on “Request a List” to begin a new listserv; click on the subscribed listserv name to update the list

For newsletters, powerpoints for events, and other communication elements, keep in mind Franklin Branding guidelines, <https://franklin.uga.edu/franklin-college-branding>

If your program is hosting a convocation ceremony at the end of the year, be sure to list it with Office Student Academic Services on the Franklin College Graduation Ceremonies list <https://osas.franklin.uga.edu/franklin-college-graduation-ceremonies>

Scholarships can be advertised to students with upcoming deadlines. Go to Franklin Undergraduate Student Scholarships and Awards <https://osas.franklin.uga.edu/undergraduate-student-scholarships-and-awards>

The annual Center for Undergraduate Research Opportunities (CURO) Symposium information is provided here, <https://curo.uga.edu/> Additional information on scholarships is also listed.

The Career Center has numerous resources and workshops on career-related activities. Find the career counselor assigned to your program, <https://career.uga.edu/>

The Pre-professional Advising office has additional resources and workshops to help students prepare and apply for professional programs, <https://advising.uga.edu/pre-professional-advising/>

Undergraduates can connect with alumni who are in careers they may be exploring. The Mentor Program is a semester-long commitment to regularly meet with an alumnus, <https://mentor.uga.edu/>

Arch Ready Professionalism Certificate Program information for students, <https://career.uga.edu/archready>

Collaboration, Communication, and Marketing

The many roles of undergraduate coordinator/director involve connecting the right people with the right tasks or opportunities. Regular communication internally and externally is helpful to maintain a robust program. Additionally, marketing and advertising of program events to both students and program alumni can yield stronger connections.

- Communicate regularly with staff and faculty who hold undergraduate program responsibilities as they pertain to program and student needs.
- Communicate events, opportunities, scholarships, etc. regularly with undergraduates enrolled in program
- Utilize both listservs and social media platforms (Instagram, LinkedIn, etc.) to post program information
- Coordinate communication and marketing with program alumni through Franklin's Office of Development and Alumni Relations and Office of Marketing and Communications
- Review information supplied during Summer Orientation sessions; attend New Student Orientation engagement fair

Resources

Students use the Bulletin to look up majors, courses, and academic information. Check regularly to ensure accurate descriptions. UGA Bulletin, <https://bulletin.uga.edu/>

Course availability, number of seats offered, number of students on waitlists, are listed for the previous semester, current semester, and next semester in Athena. Look under Faculty Services tab, then select Classes & Grades, Classes and Course Search. <https://athena.uga.edu/>

To take full advantage of resources with communicating with program alumni, contact the Franklin Office of Development and Alumni Relations, <https://franklin.uga.edu/office-development-and-alumni-relations>

Share events, awards, and other recognitions with the Franklin Office of Marketing and Communications, <https://franklin.uga.edu/office-marketing-and-communications>

New Student Orientation information, <https://orientation.uga.edu/>, email orientation@uga.edu

Need Help? Contact List

The following list are key people who can answer questions concerning the various undergraduate coordinator tasks and responsibilities.

Questions over program assessment, program annual reporting, program review: Office of Assessment, Dr. Katie Burr, Director of Assessment, katieburr@uga.edu

Questions over course revisions, including incorporating active learning: Center for Teaching and Learning: Dr. Meg Mittelstadt, megan.mittelstadt@uga.edu and Dr. Ruth Proposki, ruth.poproski@uga.edu

Additionally, you can reach out to the Office of Active Learning, Dr. Leah Carmichael, <https://activelearning.uga.edu/>

Questions about curriculum and development or general questions: Franklin Office of Academic Innovation: Senior Associate Dean, Dr. Paula Lemons, plemons@uga.edu

Listservs to Consider Joining

These listservs provide regular communication about Franklin and UGA initiatives that impact undergraduates, faculty, and staff. Opportunities, events, and new programs are regularly shared.

Center for Teaching and Learning – Faculty Newsletters, <https://ctl.uga.edu/about/newsletters/>

VP, Office of Instruction newsletter - <https://instruction.uga.edu/latest-news/faculty-newsletters/>

Provost newsletter - <https://provost.uga.edu/news-memos/newsletter/>

Franklin College Advisors listserv – contact Jennifer Patrick, mjenn@uga.edu to be added

Note: an Undergraduate Coordinator/Director listserv is updated yearly and should include all Franklin program coordinators/directors