

LEBANESE AMERICAN UNIVERSITY

REGISTRAR'S OFFICE

CONGRATULATIONS

CENTENNIAL
CLASS OF
2024



ANNUAL REPORT

2023-2024

REGISTRAR'S OFFICE ANNUAL REPORT 2023-2024

PRESENTED TO

Dr. ELISE SALEM

*VICE PRESIDENT FOR STUDENT DEVELOPMENT &
ENROLLMENT MANAGEMENT*

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Message From The University Registrar

After the difficult years of Covid-19 and financial crises, getting back to full-fledged 'normal' campus life with in-person interactions was very rewarding and heartening.

Invigorated with the positive vibes, we geared up to plan our new academic year 2023-24 with the goal of providing "best service" to all our stakeholders. We resumed our practice of preparing operational calendars for each unit as a roadmap to guide us through the different stages of key academic tasks, and to meet all the deadlines promptly.



Annie Lajinian-Magarian

The support and encouragement of our Vice President for SDEM, Dr. Elise Salem, was felt throughout the year. We were fortunate to welcome new staff replacements: three full-time and two part-time staff members in Beirut office, and one part-time staff in Byblos. Our teams were available to serve our students, alumni, faculty and all academic units. Compliance with MEHE new circulars was a challenging endeavor but we pulled resources to deal with the excessive requirements.

We planned several in-house workshops where all members contributed to tackle new challenges facing all units. The collaborative spirit is the 'forte' of the Registrar's office team; we put our heads together to solve any problem or to think outside-the-box when dealing with unique situations.

As for our goals related to digitization and workflows, we are quite advanced in our implementations and enhancements. We are moving forward with our plans to expand digital solutions to new areas.

Organizing our three Commencement Exercises under the glamor of the Centennial celebrations was a joyful experience.

Another successful and fulfilling year came to a close. Credit goes to our dedicated team and their professional engagement!

STRIVING FOR EXCELLENCE TOGETHER!

RO Mission, Vision, and Values

OUR MISSION

The Registrar's Office supports the academic progress of students by ensuring the accuracy and privacy of student records, the integrity of awarded degrees, and by upholding the academic policies and procedures.

OUR VISION

The Registrar's Office strives to transcend expectations through upholding the integrity of our academics, benchmarking with higher education standards, and ensuring caring and supportive environments for staff, students, and faculty.

OUR VALUES

Integrity



We safeguard the integrity of our policies and records.

We recognize how accountability for our actions is closely associated to our responsibility to one another and the university.

Respect



We value differences and demonstrate respect for human dignity.

We respond with enthusiasm and professionalism.

We treat individuals with respect and courtesy.

Commitment



We are committed to be a model of excellence to those we serve.

Teamwork



We believe that team bonding increases our productivity and creativity.

We strive to create a work environment that is a source for professional and

Communication



We believe that effective communication yields effective service.

We share ideas, best practices and information to optimize our services to the

Beirut Team



From Bottom Row To Top Row (left to right)

Laila Abdel Malak - Lead MEHE Formalities Representative
Annie Lajinian-Magarian - Senior University Registrar
Dina Nahle - Lead Associate Registrar
Batoul Saad - Student Services Part Timer
Samer Khoury - Lead Student Information System Coordinator
Amani Mikati - Lead Student Services Administrator
Samar Mekanna - Lead Scheduling & Records Administrator
Micheline Khairallah - Senior Registration & Records Administrator
Lynn El-Radi - Registration & Records Officer
Armand Chekherdemian - Process Development Coordinator
Maysa Srouf - Student Services Officer
Marwa Alameddine - Graduation & Records Officer
Rawan Khodor Haidar Ahmad - Graduation & Records Administrator
Alaa Al Hajjar - Student Services Part Timer

Byblos Team



From Left to Right

Armand Chekherdemian - Process Development Coordinator

Carine El-Khoury - Lead Student Services Officer

Maria-Karina Farhat - Lead Student Services Administrator

Eddy Yervant Juvelekian - Senior Associate Registrar

Frida Nazih Smiley - Lead Graduation & Records Administrator

Annie Lajinian-Magarian - Senior University Registrar

Samia Helou Najjar - Principal Records Administration Executive

Georges Balesh - Senior Scheduling & Records Administrator

Lara Elias - Student Services Part Timer

Wadih Mahfouz - Student Services Part Timer

Reflection On The Last 12+ Years As University Registrar

How time flies!

I feel privileged to have been part of the history and legacy of the Registrar's Office for the past 12+ years. We had to encounter many challenges. The journey was like sailing in tough winds and rough waves, at times. Thankfully, patience and perseverance helped our team to adjust our sails to continue our sailing in calm seas.



The most fulfilling aspect of the past years is the team dynamics that triggered a positive momentum leading to 'leap' in agility and performance, specially in extenuating circumstances, such as when we had to work remotely. We take pride in our numerous achievements:

- ◇ Focused on quality assurance standards
- ◇ Planned and implemented paperless operation
- ◇ Established clear and empathetic communication channels with students and academic departments
- ◇ Initiated many proposals related to rules and regulations based on best practice
- ◇ Preserved old transcript of records digitally
- ◇ Shifted to Online services
- ◇ Pivoted to Digital solutions: workflows and digital student files
- ◇ Organized old student archives
- ◇ Re-engineered our workflows and streamlined processes for better efficiency

- ◇ Focused on ‘customer service’ and ‘integrity’ of records
- ◇ Streamlined and unified practices on both campuses
- ◇ Adopted high security application and in-house printing of secure diplomas and transcripts
- ◇ Established a culture of coaching to train junior staff
- ◇ Actively participated in the Accreditation and Re-Accreditation Steering Committees for NECHE
- ◇ Staff development plans were implemented mostly through in-house events
- ◇ Senior staff attended Conferences by Ellucian or AACRAO
- ◇ Several staff attended exchange programs by Erasmus

Such a record of achievement was facilitated through the trust and support of our Vice President for SDEM, Dr. Elise Salem, and our Assistant Vice-President for EM, Mr. Abdo Ghié.

The impact of teamwork, mutual respect and trust is manifested in the selfless and professional contribution of all the members of the Registrar’s team.

It has undoubtedly been a joyful and gratifying experience!

“Lead with Kindness; live with gratitude”

Summary of Key Achievements and Enhancements (2023-2024)

In this report we present a summary of the achievements and enhancements carried out by the Registrar's office team during the academic year 2023-24.

A. In-house Workshops and Staff Exchange

Several workshops related to graduation, record management and student services were organized geared towards upskilling junior staff members and also to focus on new challenges encountered by all units. The collaborative approach in conducting these workshops yielded positive impact and higher motivation level of the team. What underscored the great success of these workshops was the great team spirit and willingness to learn from each other.

One of our team members had the opportunity to benefit from Erasmus staff exchange program and travelled to Poland to be exposed to the experience of European universities.

B. Student and other services

The new staff hired to address all the requirements of the Ministry of Education & Higher Education (MEHE) has been very helpful in ensuring compliance with new decrees and circulars. Our team is responding to the new needs of students and alumni and promptly facilitating all their documentation requirements.

All our units are collaborating to ensure smooth services to our students in the areas of registration and graduation. Our Student Help Desk services are coping with humongous number of queries (in-person, by phone, by emails) and document preparations. Our teams also provide excellent support to the Schools, faculty and academic units.

C. Digitization & Enhancements

The digitization & enhancement goal continues to dominate our efforts to streamline all our processes to improve efficiency, become even more 'green' in our operations, and to elevate the quality of our services, leading to positive impact on all stakeholders.

D. Document Security project with Advanced Secure Technologies (AST), UK

With future allocation of budget in this area, our office can upgrade its Document Security software purchased from AST to provide digital diplomas and digital documents to our students and graduates, including new digital features such as badges and third-party verifications.

E. Curricular Changes

We have been adopting an agile approach to responding to dynamic curricular changes by the various schools. Revisions and updates of programs as well as introduction of new majors or minors are increasing and requiring allocation of more time and resources to cope with the tight deadlines. Our office is also coping with the additional online programs that are being introduced every semester. The most recent online graduate programs were: MS in Applied Artificial Intelligence, Fundamentals of Applied AI Certificate, MBA in Healthcare Management. Additionally, our office worked closely with the Schools in the preparation of PhD proposals.

F. Scheduling of courses and exams

Our Scheduling teams created course offerings for both campuses totaling around 2,320 in fall, 2,250 in spring, 395 in summer and 490 for MD and PharmD. As for final exams, we scheduled 1,030 in fall, 983 in spring and 150 in summer.

With a little investment in upgrading our current software, INFOSILEM, we can provide a user-friendly and flexible interface to our academic units to prepare their course offerings. Additionally, we can benefit from university-wide room reservation services. Both upgrades lead to better efficiency and best serves the current needs of the university.

G. Organization of three Centennial Commencement Exercises

The Commencement Exercises held in June 2024 were carried out by SDEM with additional glamor of the centennial celebrations. All events were held successfully and elegantly where the contribution of the Registrar's office was significant. The total number of graduating cohort in these Commencement Exercises was 2012: 319 with Honors, 365 With Distinction, and 254 with High Distinction.

H. NECHE Re-Accreditation

The University Registrar chaired a sub-committee of the Academic standard and led the preparation of all documentation for the NECHE Self-study report.

I. Challenges

The retention of critical staff of the Registrar's office, recognizing their accumulated expertise in specific areas, and assigning the appropriate titles and remuneration merit due consideration.

Ensuring the continuity of strategic and visionary leadership, and maintaining quality assurance of operations and services define the future stability of the Registrar's office.

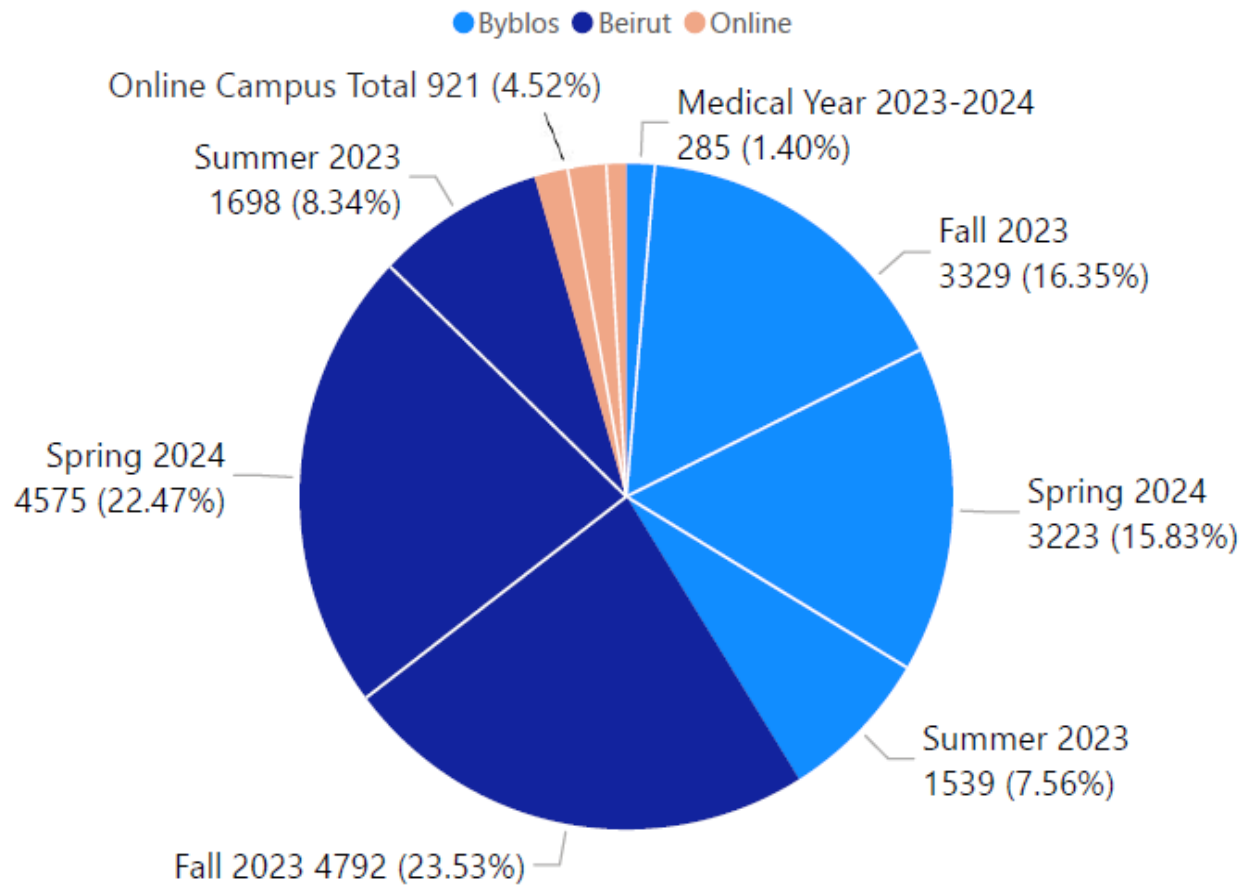
Another vital consideration is the preparedness of our campus to embrace AI support modalities and applications which will necessitate critical upgrade of our IT infrastructure. This futuristic outlook will undoubtedly create new training opportunities for our staff to embrace upcoming changes and to pivot towards more technological solutions, leading to higher efficiency.

The graphic data provided in the following pages reflect the overall operation of the Registrar's office through numbers, mainly for the terms summer and fall 2023 and spring 2024: student enrollment, transfer evaluations, Registration matters, Processed petitions and Forms, communication modalities, prepared documents, Scheduling, Curricular changes, academic standings, awarded degrees, and online programs.



Student Demographics & Enrollment By Term

Student Enrollment By Campus



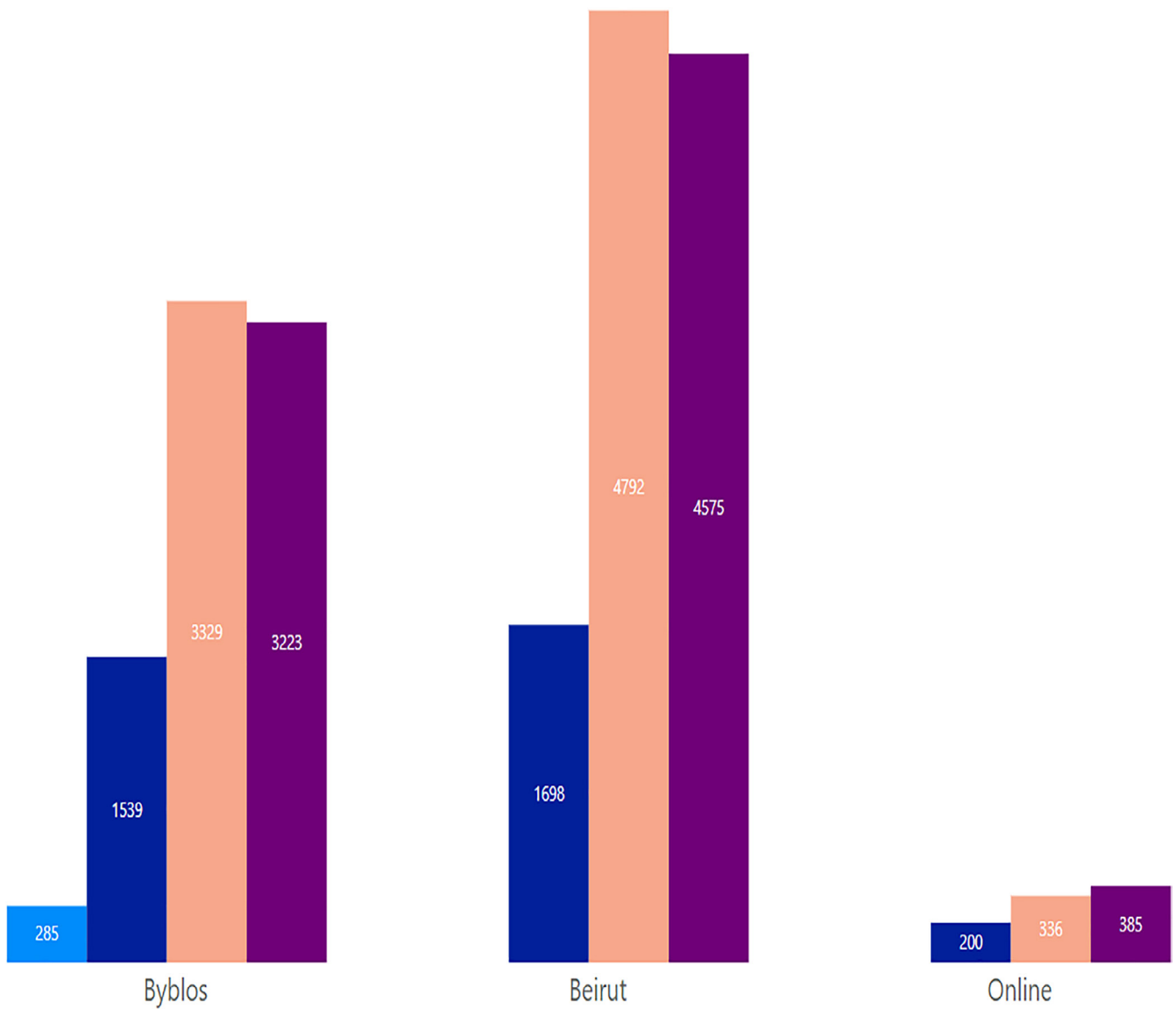
Gender Distribution

Gender	Campus	Medical Year 2023-2024	Summer 2023	Fall 2023	Spring 2024
Male	Beirut	0	796	2,122	2,020
Male	Byblos	131	791	1,704	1,638
Male	Online	0	148	234	265
Female	Beirut	0	902	2,670	2,555
Female	Byblos	154	748	1,625	1,585
Female	Online	0	52	102	120
Total		285	3,437	8,457	8,183

Student Demographics & Enrollment By Term

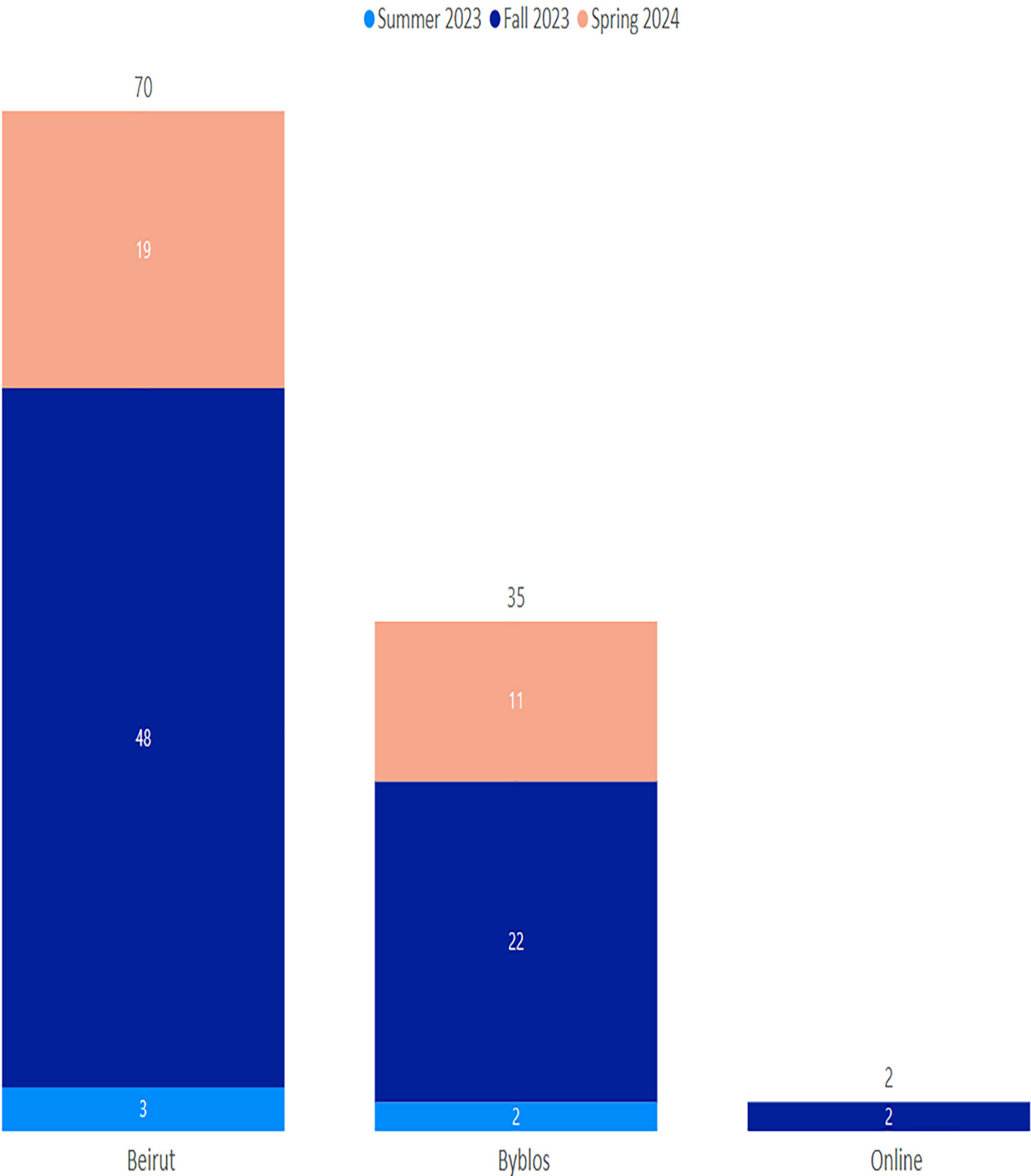
Student Enrollment By Term

● Medical Year 2023-2024 ● Summer 2023 ● Fall 2023 ● Spring 2024

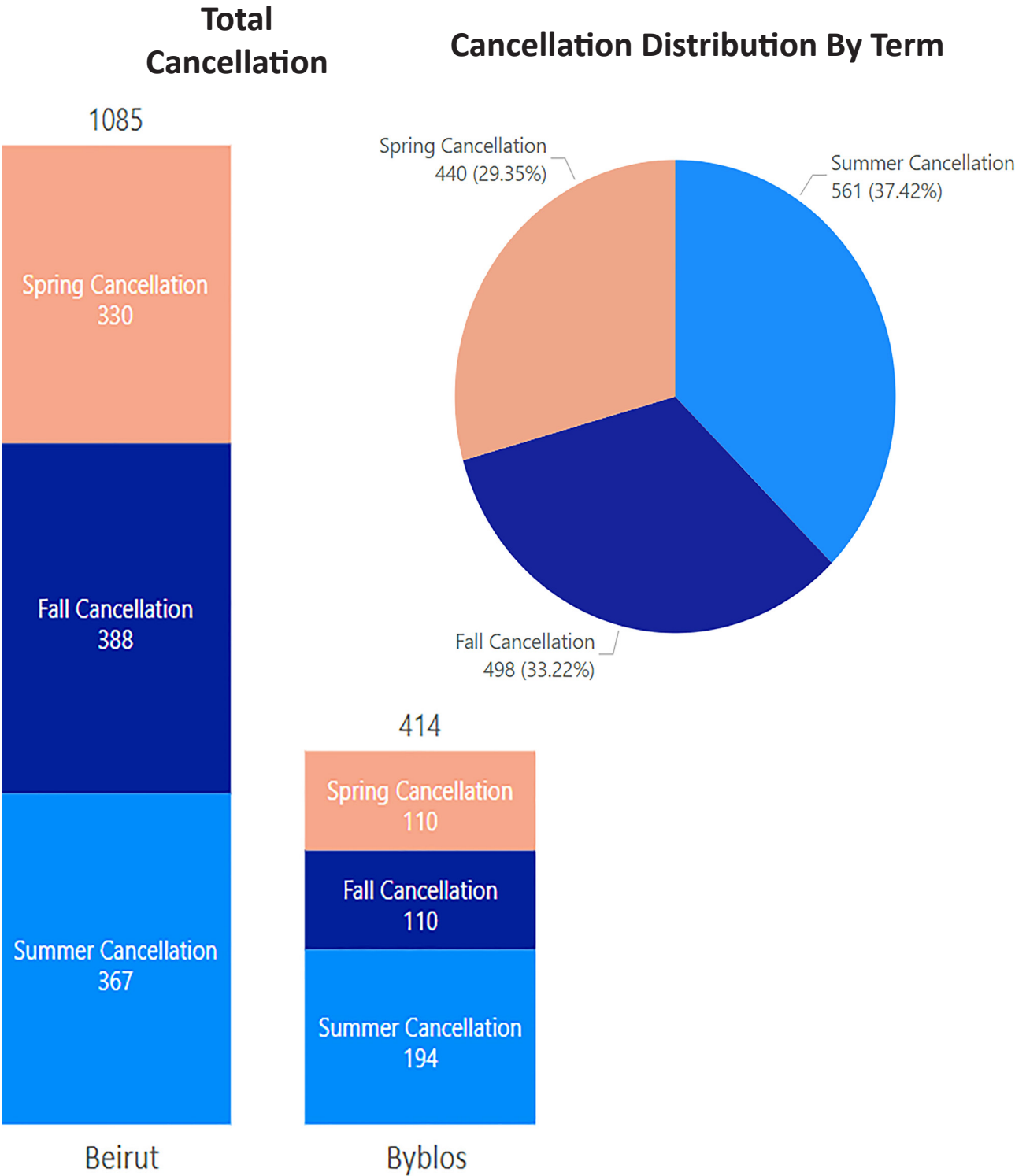


Transfer Evaluations

Transfer Evaluations Distribution

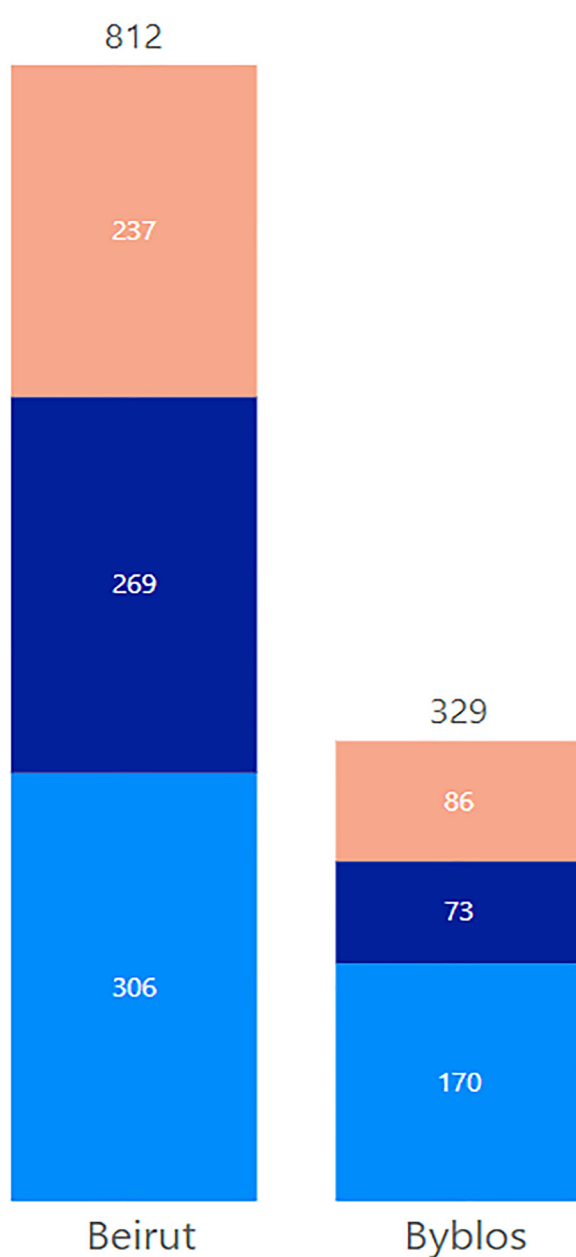


Cancellation of Registration

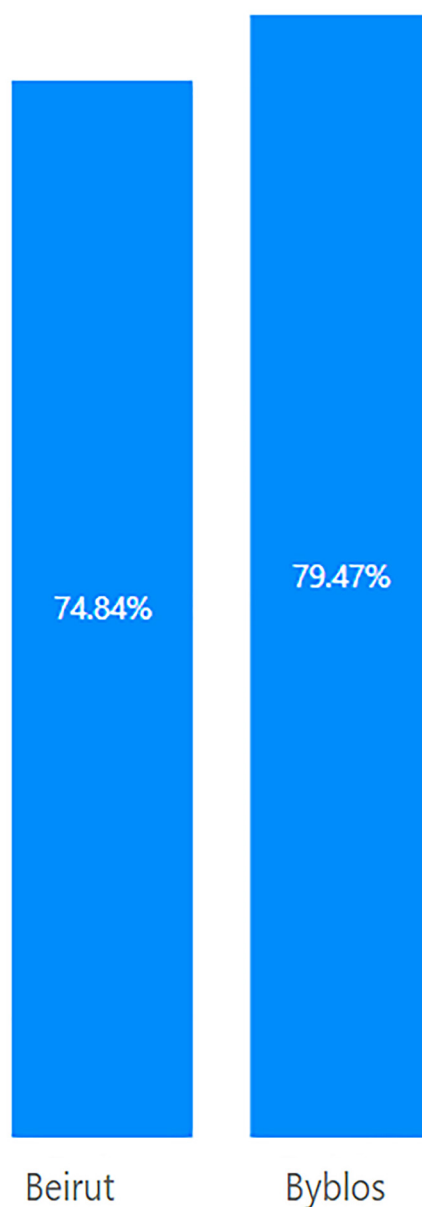


Reinstatement After Cancellation of Registration

Total Reinstatement



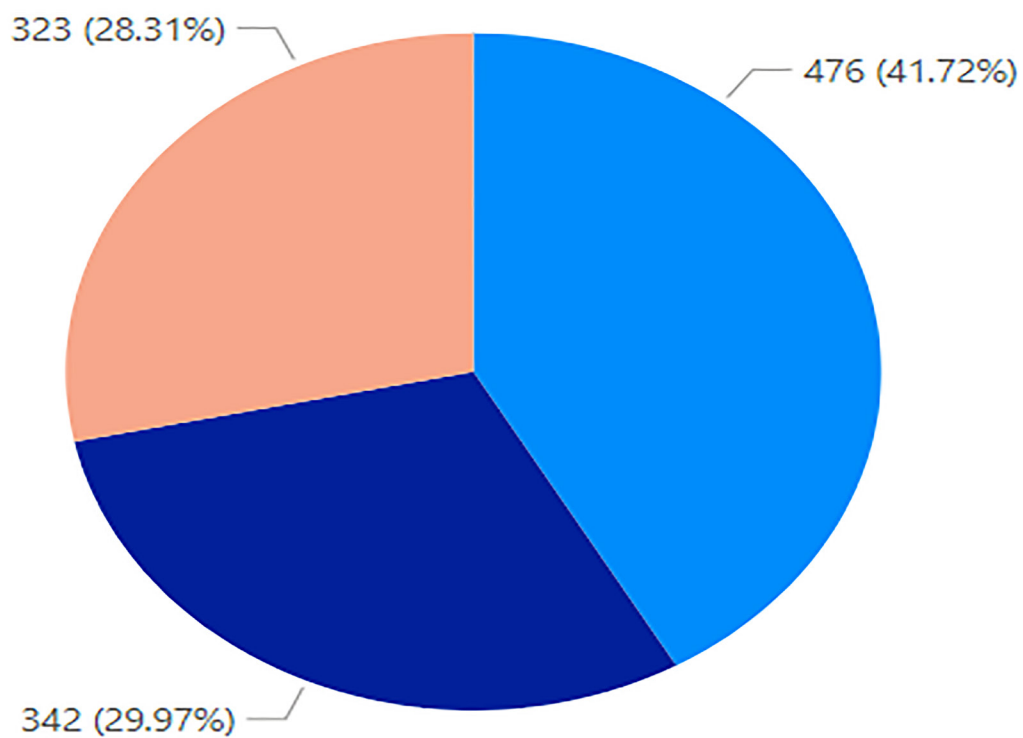
Reinstatement Rate



Reinstatement After Cancellation of Registration

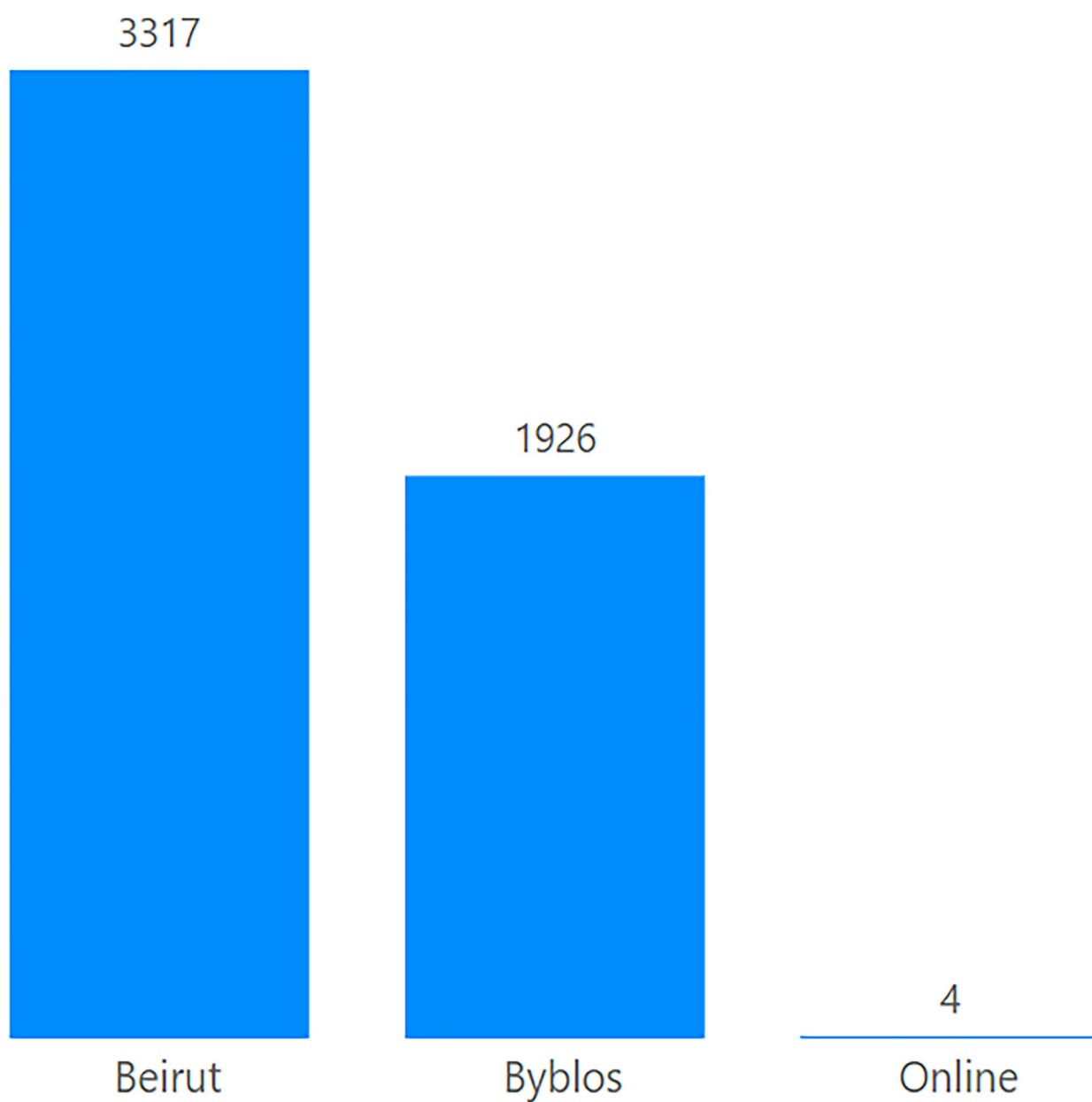
Reinstatement Distribution By Term

● Summer 2023 ● Fall 2023 ● Spring 2024



Withdrawals (WI, WP, WF)

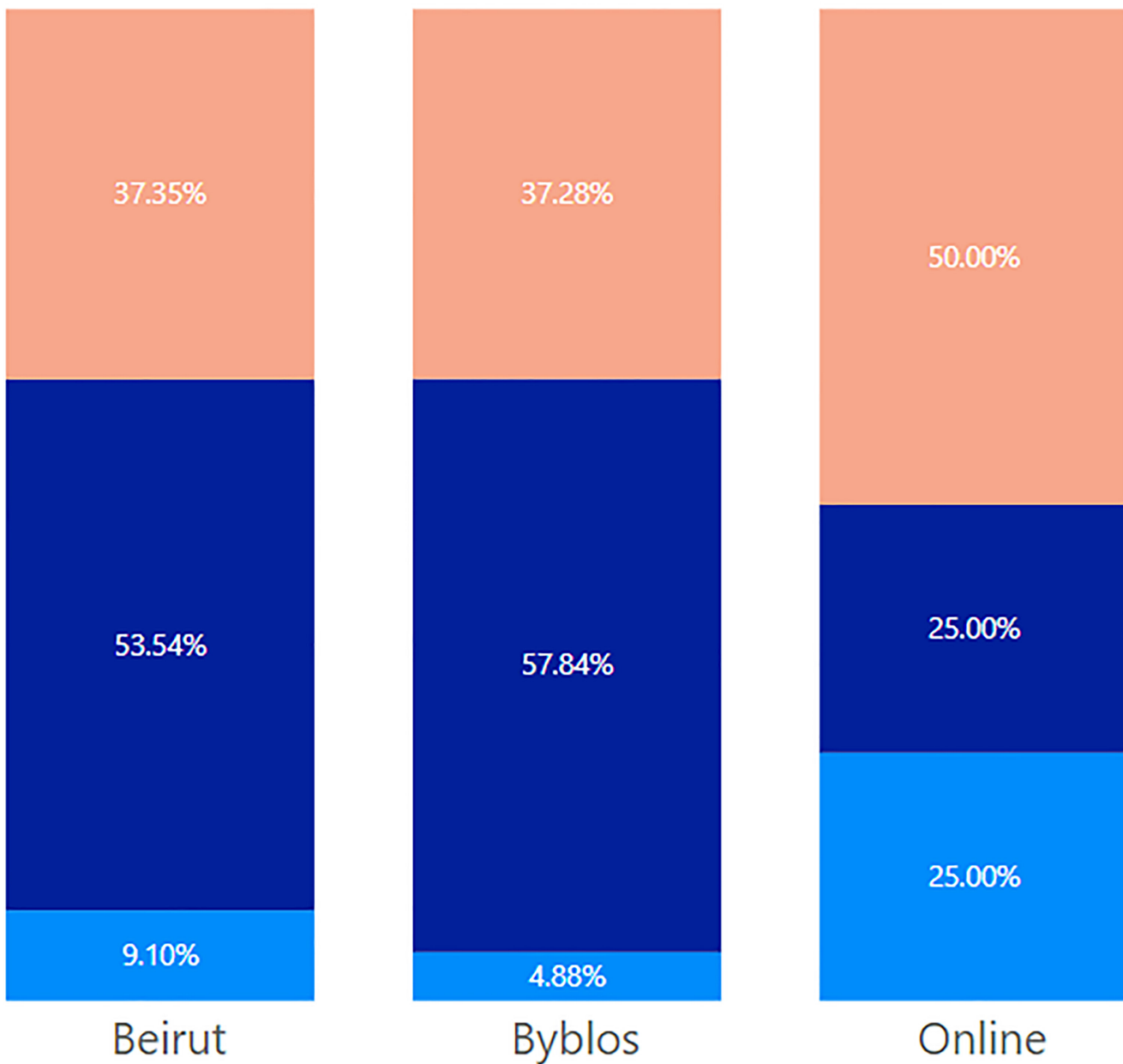
Withdrawals Processed By Campus



Withdrawals (WI, WP, WF)

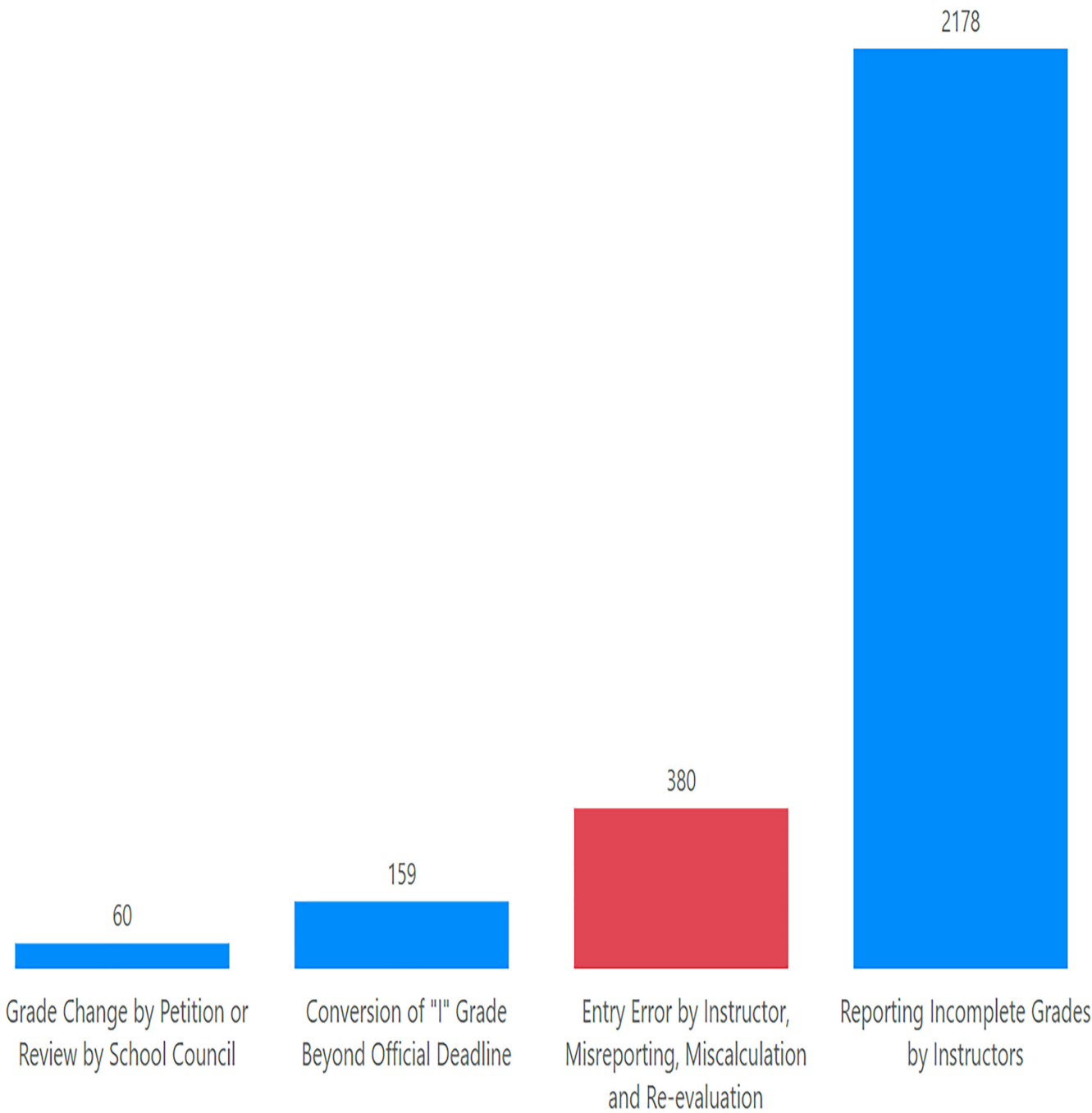
Withdrawal Distribution By Term

● Summer 2023 ● Fall 2023 ● Spring 2024



Change of Grades

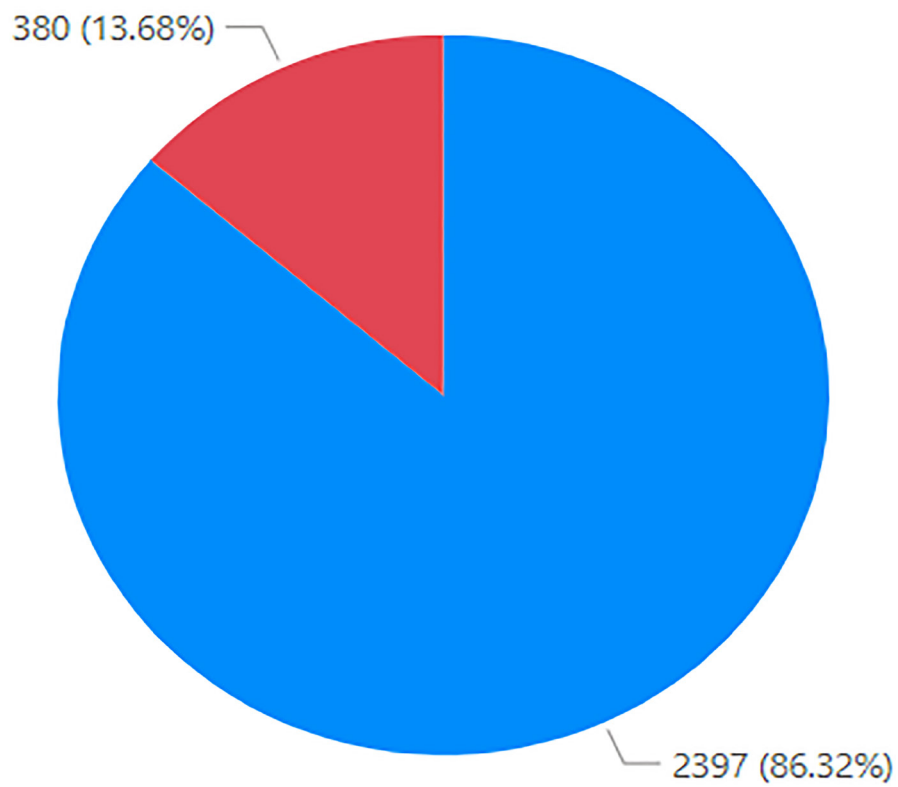
Change of Grades Distribution



Change of Grades

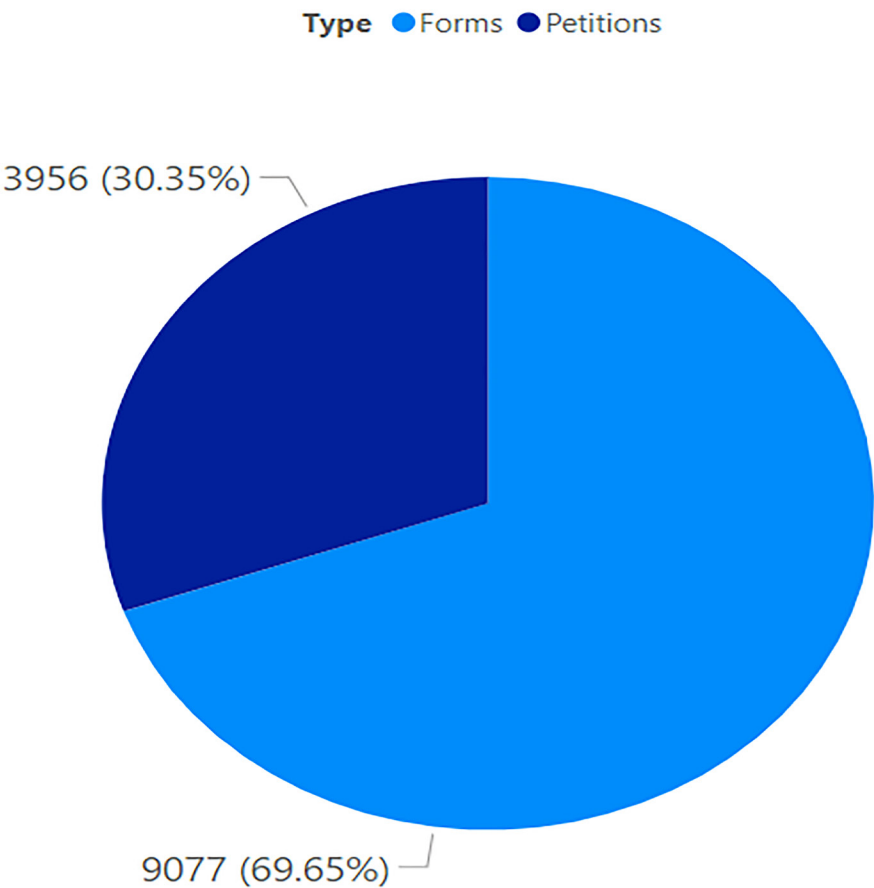
Change of Grades Types

Type ● Routine Reporting ● Special Case Reporting

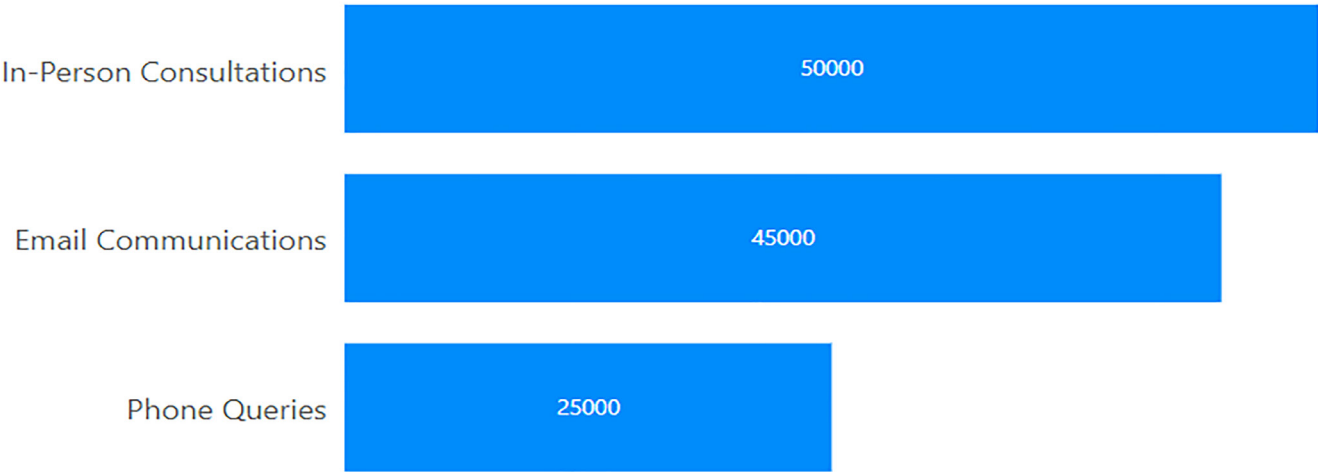


Forms, Petitions, and Communication

Forms and Petitions Handled 2023-2024



Communications with Students (Approximate)



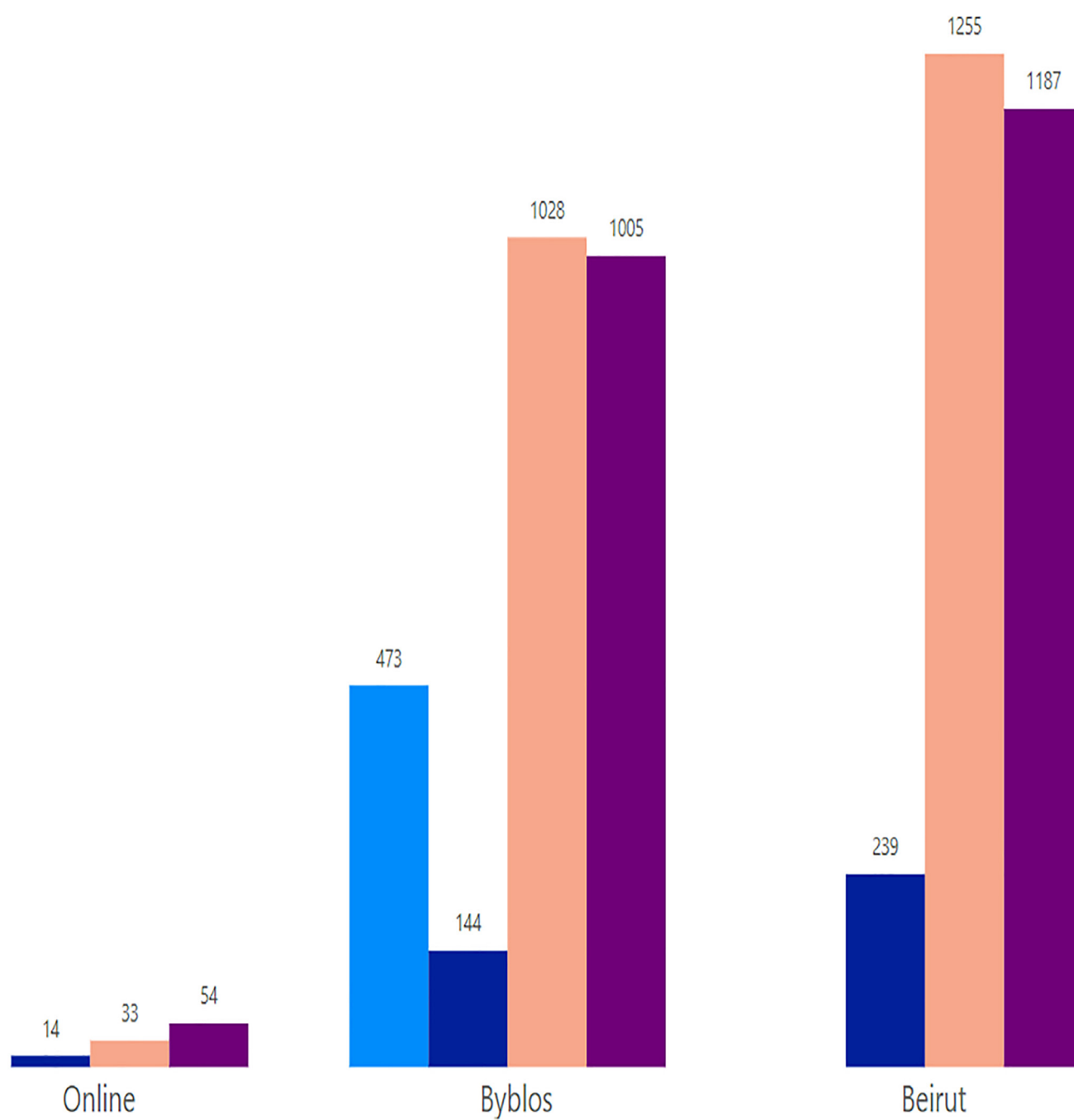
Prepared Documents

Type of Document	Beirut	Byblos
Transcripts issued	4483	4122
Statements issued	6100	6554
Degree authentications	3567	3709
Document verifications	454	399
MEHE authentications handled	114	104
Freshman Equivalencies handled	182	122
Official LAU degree/diploma requests	1789	1158
Duplicate Degrees	54	33
Manual Requests	117	329

Scheduling

Sections Offered By Campus

● Medical Year 2023-2024 ● Summer 2023 ● Fall 2023 ● Spring 2024

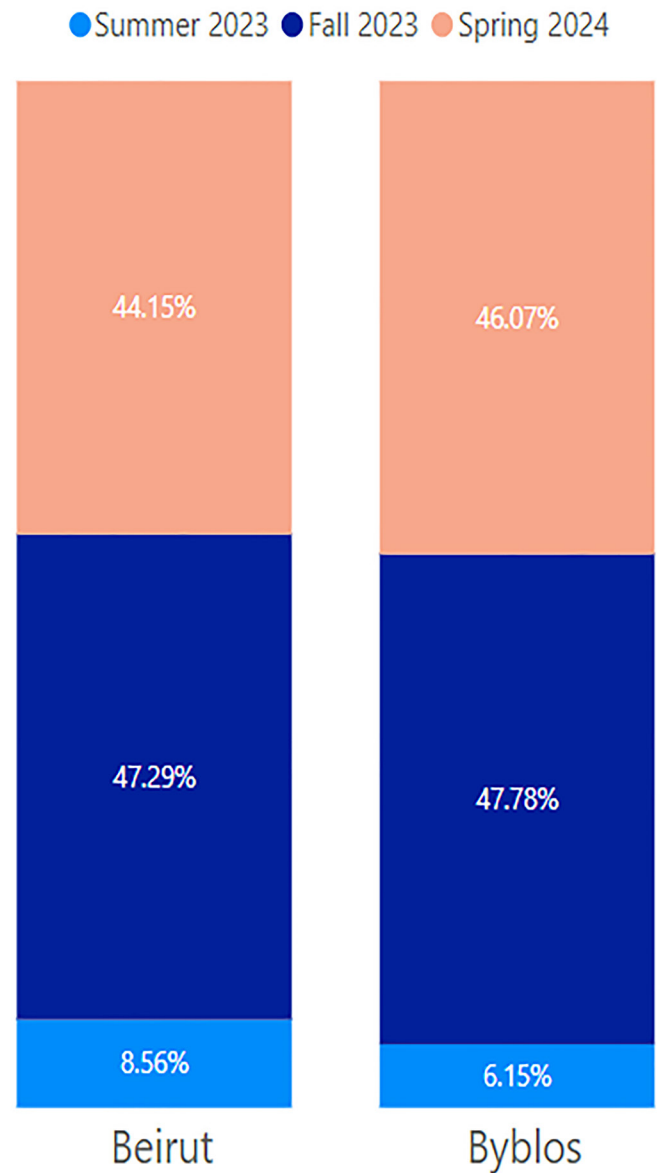


Scheduling

Exams Scheduled By Campus



Exams Distribution By Term



Curricular Changes and New Curricula

Curriculum Changes for Programs (Total 15)

BA in Performing Arts
BE in Computer Engineering
BE in Electrical Engineering
BE in Mechatronics Engineering
BFA in Fashion Design
BS in Applied Physics
BS in Bioinformatics
BS in Biology
BS in Mathematics
BS in Nursing
BS in Nutrition and Dietetics - Coordinated Program
MA in Education
MS in Nutrition
MSE in Computer Engineering
Teaching Diploma

Curriculum Changes for Minors (Total 7)

Conflict Analysis & Res.
Gender Studies
Legal Studies
Migration Studies
Polit.Sc/Intl. Affairs
Renewable + Sustainable Energy
Sociology

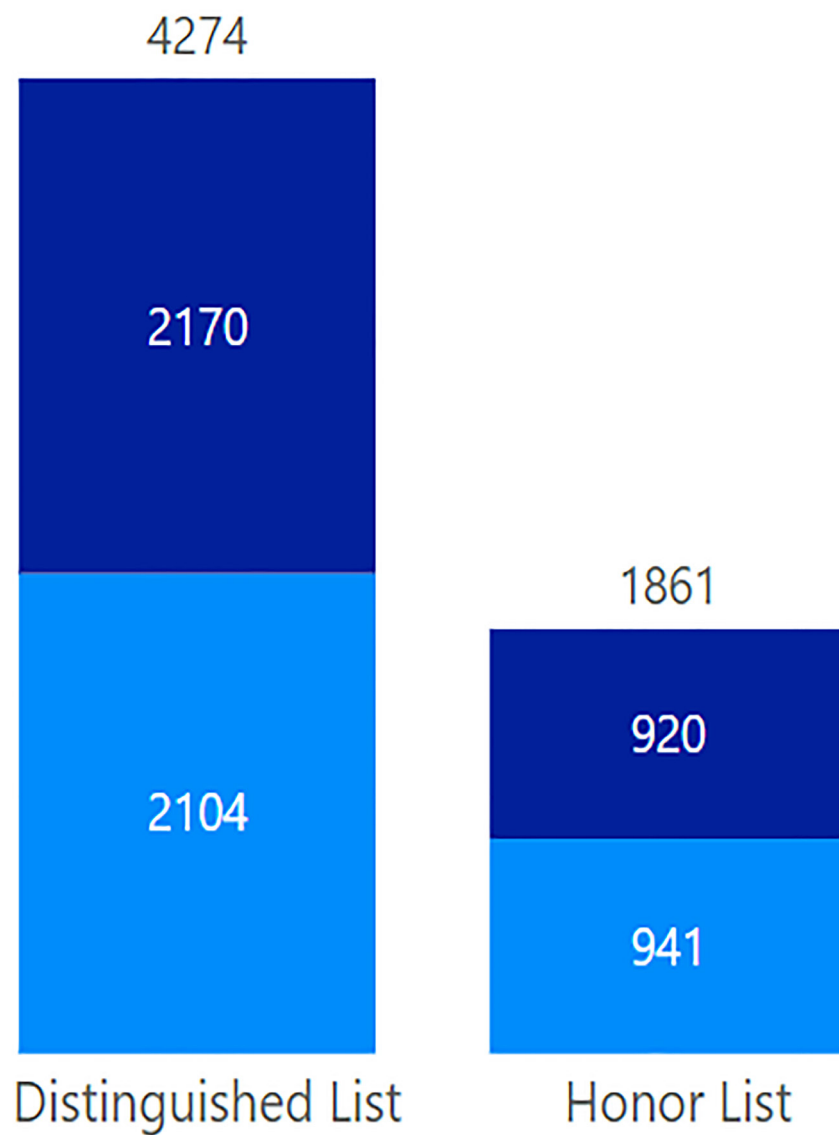
Curricula for New Programs (Total 6)

BE in Chemical Engineering
BFA in Studio Arts
BS in Education
Fund.of App.Art.Intel.Certif.
MBA in Healthcare Management
MS in Applied Artificial Int.

Academic Standings

Honor/Distinction

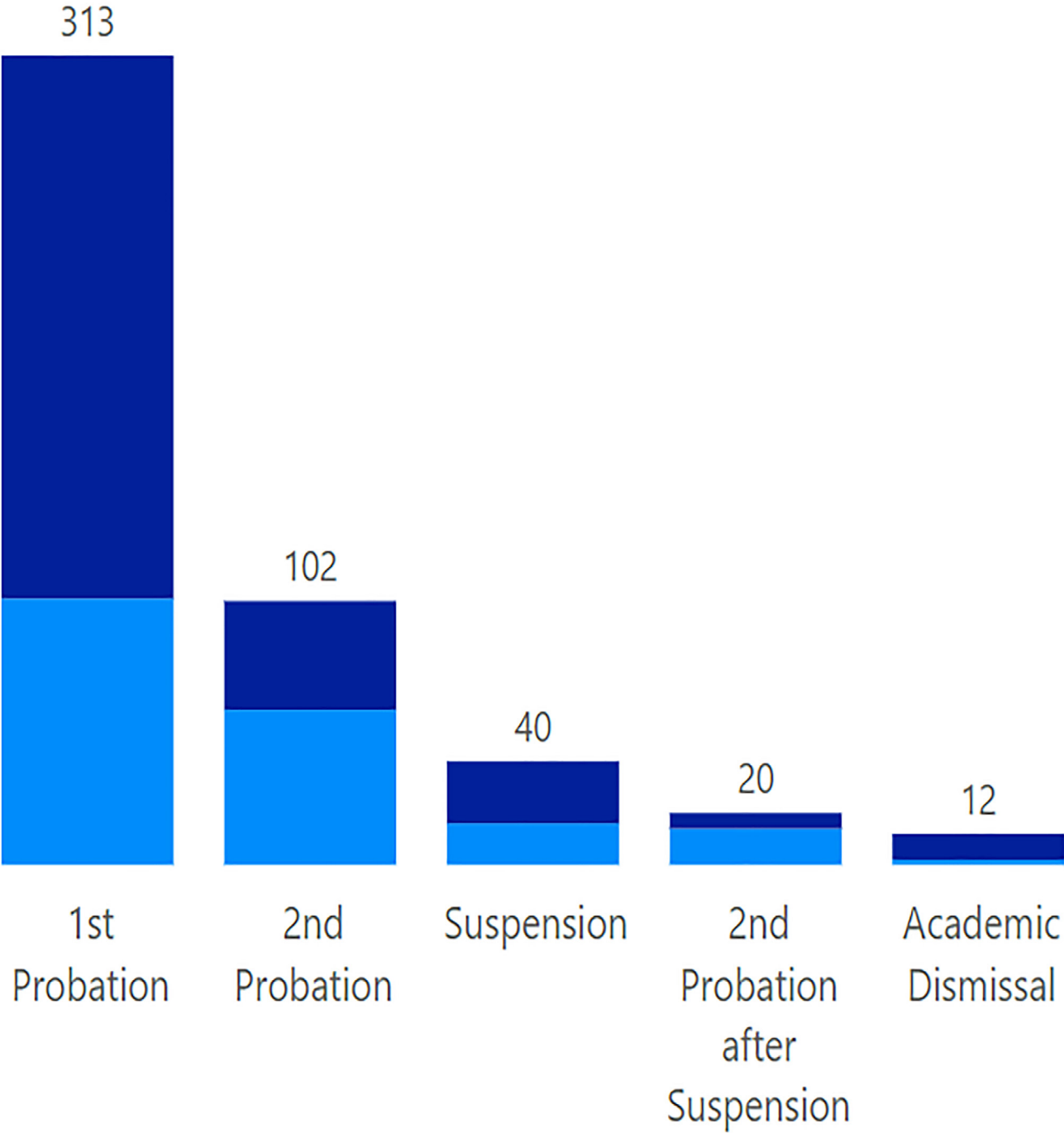
Term ● Fall 2023 ● Spring 2024



Academic Standings

Academic Difficulty

Term ● Fall 2023 ● Spring 2024

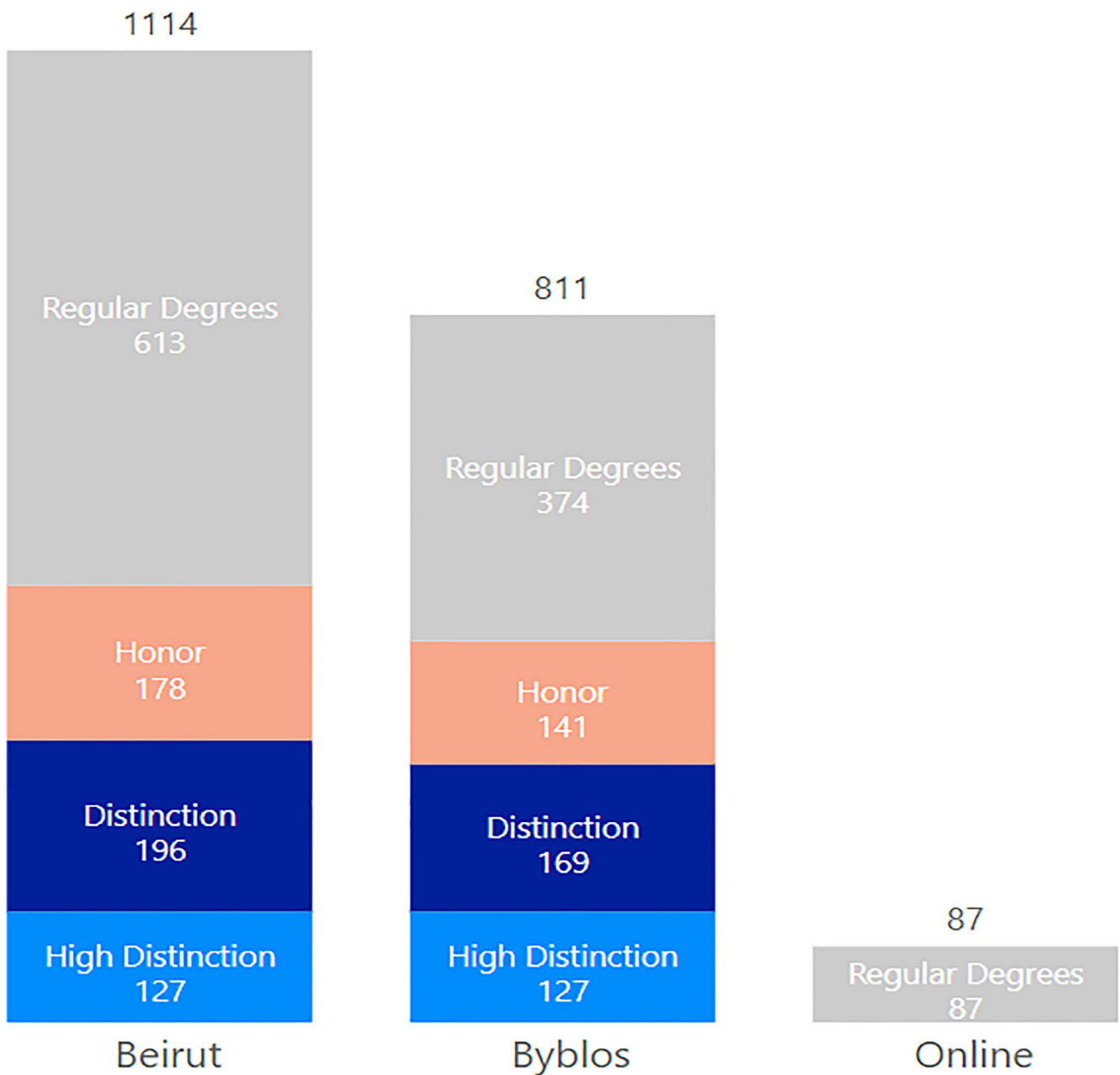


Degrees Awarded

2012

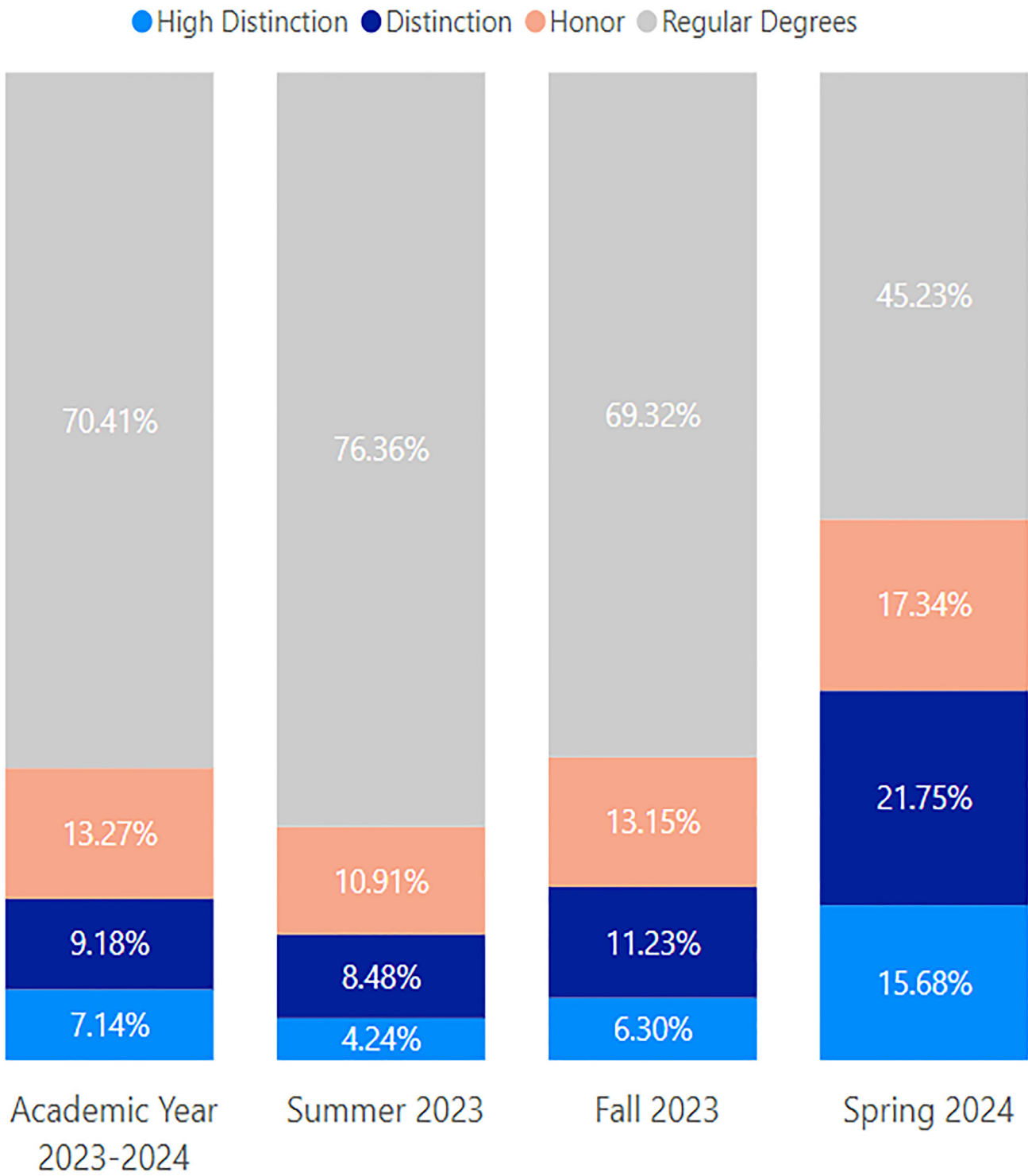
Total Degrees Awarded

Student Awards By Campus



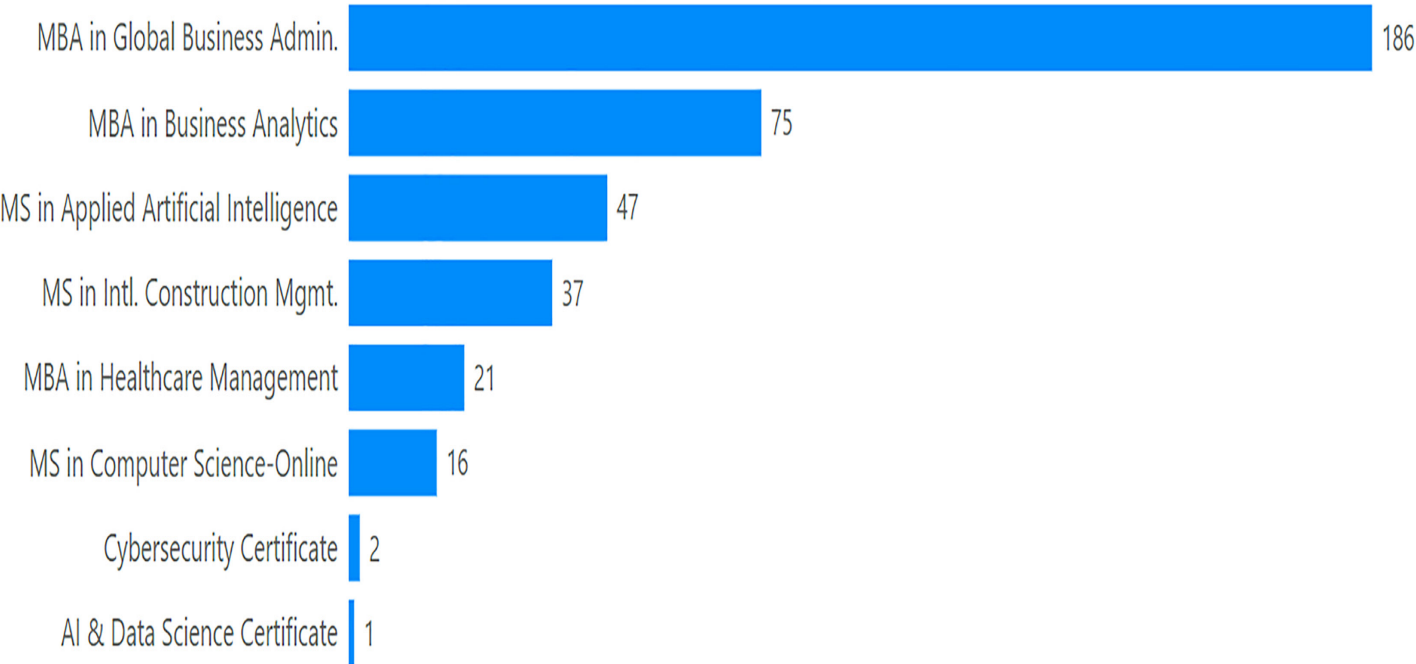
Degrees Awarded

Award Distribution By Term



Online Programs

Student Enrollment in Online Programs



Online Programs (Total 9)
AI & Data Science Certificate
Cybersecurity Certificate
Fundamentals of Applied AI Certificate
MBA in Business Analytics
MBA in Global Business Admin.
MBA in Healthcare Management
MS in Applied Artificial Intelligence
MS in Computer Science-Online
MS in Intl. Construction Mgmt.

