OFFICE OF THE REGISTRAR

Mission Statement
The mission of the John Brown University Registrar’s Office is to support students in their academic progress by providing accurate records and Christ-like service which assists them in meeting their goals.

Staff
Becky Lambert, Associate Dean of Academic Services and Registrar, 479-524-7493, blambert@jbu.edu
Franni O’Neal, Associate Registrar, 479-524-7138,foneal@jbu.edu
Julie McGarrah, Records Coordinator, 479-524-7103, jmcgarrah@jbu.edu
Sue Daugherty, Advising and Retention Systems Coordinator, 479-524-7331, sdaugher@jbu.edu
Ernest Whitmore, General Academic Advisor, 479-524-7125, ewhitmor@jbu.edu
Melanie Kennedy, Office Manager, 479-524-7158, mtkennedy@jbu.edu

FAX: 479-524-7278

Registrar Office Open Window Hours
9:00 am – 4:00 pm

Services Provided:
1. Evaluation of transferred coursework
2. Academic counseling regarding off campus coursework (i.e., correspondence)
3. Support for students’ Faculty Advisors in evaluating progress of coursework, noting any deficiencies for completion of degree requirements; and assisting in identifying alternative course options
4. Verification of enrollment per insurance requests
5. Transcript services
6. Verification of enrollment for Veteran’s Administration or other loan agencies
7. Adherence to federal law (FERPA) regarding the confidentiality of release of student information
8. A friendly smile and encouraging word for students as they begin and end their academic journey here at JBU!

FREQUENTLY ASKED QUESTIONS

1. What is FERPA and what does it mean to me as a parent?
FERPA stands for The Family Educational Rights Privacy Act. It is a federal law that states that access to student academic records (grades, class attendance, etc.) rests with the student. Parents and legal guardians do not have an inherent right/access to the student’s academic record once the student becomes enrolled in post-secondary education (college/university). John Brown University respects student academic privacy and will not communicate academic performance with anyone other than the student unless the student provides written permission granting us permission.
2. **Do parents automatically receive a copy of their child’s midterm and final grades?**

   In order for parents to receive a copy of the student’s midterm or final grades, the student must complete a Request for Grades form in the Registrar’s Office. Once the student completes this form, the Registrar’s Office will mail midterm and final grades to the address the student lists. This form must be filled out every semester in order for grade reports to be sent. Parents are encouraged to obtain their student’s Campus Web password and PIN…this will allow them (parents) to view grades online when they are posted.

3. **How do I verify my child is enrolled at JBU for health insurance or good student auto insurance purposes?**

   Have your student contact Melanie Kennedy in the Registrar’s Office either by phone (479-524-7158) or email (mkenney@jbu.edu). She will be happy to assist your student with this.

4. **Can I request an official transcript by phone or email?**

   Requests for official (or unofficial) transcripts must be made in writing with the student’s signature included. Transcripts can only be requested by the student and must be done in writing due to federal privacy laws. A transcript request form may be printed from the following website: [http://www.jbu.edu/academics/registrar/transcript.asp](http://www.jbu.edu/academics/registrar/transcript.asp). Official transcripts released directly to a student will be stamped “Issued to Student.”

5. **How much does an official transcript cost?**

   The first official transcript is free. The cost is $2 for official transcripts. There is no charge for unofficial transcripts.