

# 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**

Dr. Becky Weimer, Dean of Academic Services and Registrar, 479-524-7493, blambert@jbu.edu

Sarah Philpot, Associate Registrar for Undergraduate Studies, 479-524-7138, saphilpot@jbu.edu

Tiffany Lopez, Associate Registrar for Graduate & Degree Completion Programs, 479-524-7389, tlopez@jbu.edu

Julie McGarrah, Records Coordinator & Veterans Certifying Official, 479-524-7103, jmcgarrah@jbu.edu

Sue Daugherty, Catalog Coordinator, 479-524-7331, sdaugher@jbu.edu

Crystal Harms, Records Coordinator, 479-424-7267, charms@jbu.edu

Vanessa Norrell, Office Manager, 479-524-7158, vnorrell@jbu.edu

Austin Robertson, Coordinator of Student Success, 479-524-7327, arobertson@jbu.edu

Deborah Raiees-Dana, Undeclared Advising, 479-524-7217, draiees-dana@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
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
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 from the beginning to the 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 educational records (grades, class attendance, account information, financial aid, etc.) rests with the student. By law, 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) even if the parents are financially responsible for the student. John Brown University respects students' educational privacy and will not communicate educational information with anyone other than the student unless the student provides written permission granting us the right to do so.

### *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 simply ask their student to share his/her grades from the student's online portal.

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

Have your student contact Vanessa Norrell in the Registrar's Office either by phone (479-524-7158) or email (vnorrell@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 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: <https://www.jbu.edu/registrar/transcript/>. Official transcripts released directly to a student will be stamped "Issued to Student." Students may print a copy of their unofficial transcript from EagleNet under Academic Planning.

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

The first official transcript is free. The cost is \$5 for official transcripts. There is no charge for unofficial transcripts.

