

Frequently Asked Questions (FAQ's) to the Office of the Registrar (AARS)

Note – some of the links are limited to Cadets/Faculty and Staff access only
– italic/underlined content is hyperlinked

Cadet questions

(*AARS counselor available if questions at 845-938-5324 or by drop-in at the office of the Registrar)

- How do I request a course overload*?
 - [*Complete form*](#) – must have approval from your Company Tactical Officer (TAC), Department Academic Counselor/Company Academic Counselor (DAC/CAC) and Course Director. Form is submitted to AARS.
 - Form is also available in Cadet Information System (CIS)
- How do I request to do a double major*?
 - [*Complete form*](#) – must have approval from both the Department Academic Counselor for your major and your proposed additional major. Form is submitted to AARS.
 - Form is also available in Cadet Information System (CIS)
- How do I request to drop a course*?
 - [*Complete form*](#) – must have approval from your Company Tactical Officer (TAC), Department Academic Counselor/Company Academic Counselor (DAC/CAC) and Course Director. Form is submitted to AARS.
 - Form is also available in Cadet Information System (CIS)
- How do I request an Enrollment Verification (EV) Letter*?
 - Within the Cadet Information System (CIS) under “Academics” there is a link to “order a transcript”. Complete the request, however in the REMARKS section, indicate [*EV letter*](#).
- How do I change my major*?
 - [*Complete form*](#) – must have approval from both your current and proposed, Department Academic Counselor. Form is submitted to AARS.
 - Form is also available in Cadet Information System (CIS)
- How do I add a minor*?
 - [*Complete form*](#) – must have approval from both the Department Academic Counselor for your major and your proposed minor. Form is submitted to AARS.
 - Form is also available in Cadet Information System (CIS)
- How do I change my schedule*?
 - Speak with Department Academic Counselor/Company Academic Counselor (DAC/CAC).
- How do I change my Term-End Exam (TEE) schedule?
 - TEE's are only changed to accommodate emergencies. Company Tactical Officer (TAC) should contact AARS.

Cadet and/or Parent questions

- How do I request an Enrollment/Degree Verification (verbal) over the phone?
 - Contact AARS at 845-938-3708.
- How do I request a letter for Jury Duty?
 - Within the Cadet Information System (CIS) under “Academics” there is a link to “order a transcript”. Complete the request, however in the REMARKS section, indicate EV letter. Additionally, you will need your Summons Letter to extract specific information e.g. County to serve, court address, and fax number (if applicable).
 - Request and support from AARS, Bldg 600, room 112 in Taylor Hall for Jury Duty letter.
- What do I do - I need a form completed for loan deferment?
 - Contact AARS at 845-938-3708.
 - Send the form with authorization to transcripts@westpoint.edu.
 - Cadet visit AARS, Bldg 600, room 112 in Taylor Hall with the form.

Graduate questions

- What do I do – I need course descriptions for some of my USMA classes?
 - Contact AARS at 845-938-3708.
 - Information may be available (depending on the year) in the Redbook (<https://courses.westpoint.edu>)
- What do I do – I need my orders from USMA to my first duty station?
 - Contact AARS at 845-938-3708.
- What do I do – I am retiring and need a letter verifying my time at the Academy for my benefits?
 - Contact AARS at 845-938-3708 for letter which will be forwarded to the appropriate individual for processing the financial data.
- What do I do – I need syllabi from courses I took at USMA?
 - Contact AARS at 845-938-3708 – They will connect you with the department point of contact.

Instructor questions

- How do I request a grade change for a cadet?
 - Information is available on the [AARS sharepoint site](#) – Counseling corner.
 - Point of contact within AARS is Brenda Hicks – 845-938-8377.

Other questions

- What do I do – I need a grad's records for burial/research/general information purposes?
 - Contact AARS at 845-938-3708.
 - Send request with authorization to transcripts@westpoint.edu.
- What do I do – I need a copy of a recruit's DD-214?
 - Contact AARS at 845-938-3708.