

Advising FAQ

ADVISING SERVICES

Why should I see an Academic Advisor?

Advisors help students navigate MHC policies and procedures including admission, registration, withdrawals, course repetition, and graduation requirements.

How can I meet with an academic advisor?

There are two ways you can book an appointment with an advisor:

1. Online on our website (www.mhc.ab.ca/advising)
2. Call Medicine Hat Advising Desk at 403-529-3819 or Brooks Information and Registration Desk at 403-362-1677

Medicine Hat Advising Desk is open Monday to Friday 8:00am-4:30pm. Brooks Information and Registration Desk is open Monday-Thursday 9:00am-7:00pm Friday 9:00am-4:00pm

Appointment times vary by advisors.

I'm thinking of switching my program – what are my next steps?

First, consider why you are thinking about switching programs. Are you not interested in your current program? Have your values and interests changed? Knowing why you are considering changing your program will help you decide if changing is a good idea for you and your future.

Second, research your program options. If you are unsure what program you might want to move into, you can find more information and helpful resources on our Undecided webpage (<https://www.mhc.ab.ca/FutureStudents/Undecided>).

Third, if you are thinking about switching to another MHC program, research the admission requirements, deadlines and options. Some programs will require you to submit a new application and fee.

Finally, if you are thinking about switching to another institution, make sure to research their admission requirements and deadlines. You can find more information by talking to an advisor at the transfer institution.

GRADES/GRADE POINT AVERAGE

How do I calculate my GPA?

Your GPA is an average of your course grades divided by credit load. GPA is calculated for different reasons, including admission, continuation, and graduation. You can find information about your program continuation requirements by checking the academic calendar. If you are applying to a transfer institution, you need to check their academic calendar.

For detailed instructions on how to calculate your GPA, please see the Calculating GPA handout found on our website.

What is the minimum grade I need in a pre-requisite course?

At MHC a C- grade is considered the minimum grade to proceed to the next level of the same subject. However, this may not be sufficient for continuation or graduation in some programs. To find out the minimum grade you need for pre-requisite courses in your program, check the academic calendar. If you are applying to a transfer institution, check their academic calendar.

How do I appeal a grade?

You can find the grade appeal process in the Academic Calendar under Academic Regulations and Policies. The Student Association can assist you in the appeal process.

What happens if I fail a course?

Failing a course is difficult but not the end of the world.

If you fail a required course, you need to retake or replace it. A failed course can affect the courses you can take in the following semester, and may extend your program length. There are limits to how many times you can retake a course. You can find this information in the program pages of the Academic Calendar and under the Academic Regulations and Policies section. If you are applying to a transfer institution, check their academic calendar.

A failing grade will remain on your transcripts even if you retake it.

Should I/Can I repeat a course?

There are limits to how many times you can repeat a course. You can find this information in the program pages of the Academic Calendar and under the Academic Regulations and Policies section. If you are applying to a transfer institution, check their academic calendar.

All course grades (first attempts and retakes) will remain on your transcripts and may affect your GPA.

What is the difference between dropping courses and withdrawing from courses?

There is a period early each semester in which you can drop courses without penalty. Dropped courses will disappear from your schedule and will not appear on your transcript. You will not be charged for courses dropped prior to the drop deadline.

After the drop deadline, you can withdraw from courses. If you withdraw from courses during this period, they will appear on your transcript as a “W” but the grade will not affect your GPA. You will not receive a refund if you withdraw from courses after the drop deadline. Both dropping and withdrawing from courses may affect student funding, as well as the length of time to complete your program.

What is the minimum grade I need to pass a course?

At MHC, a minimum pass is a D grade. However, this may not be sufficient for continuation or graduation in some programs. To find out the minimum grade you need for courses in your program, check the academic calendar. If you are applying to a transfer institution, check their academic calendar.

What happens if I am on Academic Probation?

Students are placed on academic probation when their GPA falls below a 1.7 on 6 credits or more in a semester. If you are on academic probation, the College will notify you with a letter or email within the first week of the following semester. The letter will outline your next steps, including completing an assessment and meeting with your academic advisor. International students also need to meet with International Education when they are on probation.

GRADUATION

Do I have to apply to graduate?

Yes, applying to graduate is the only way the Registrar’s office knows you finished your program. On the application you indicate whether you plan to attend the convocation ceremony or not; therefore, you still need to fill out the application.

What is PTK?

PTK stands for Phi Theta Kappa, which is an international honors society recognizing and encouraging excellence among community colleges since 1918. Students are invited to join PTK if they achieve a cumulative GPA of 3.5 on 12 credits per semester in an eligible credit program. Benefits include formal recognition of academic excellence, access to exclusive PTK scholarships and the ability to request a letter of recommendation to be submitted to potential employers. PTK members are recognized at convocation with distinguished PTK regalia.

Where do I find an unofficial transcript?

You can access unofficial transcripts through your student portal. You will still have access to your student portal even after you are no longer a MHC student.

How do I request an official transcript?

Colleges and universities within Alberta can request official transcripts on your behalf for application purposes. To obtain official transcripts for other reasons, you may submit a request through your Dashboard account. You will still have access to your Dashboard account even after you are no longer a student at MHC.

PROGRAM PLANNING

What do I do if I want to take a lighter course load, but want to make sure I am taking the right courses for my program?

The best course of action is to make an appointment with an academic advisor.

How do I know which courses to register in?

For many programs, the list of required courses by semester is in the academic calendar (www.mhc.ab.ca/calendar). There are program planning guides available on the website or a degree audit in your student portal.

If you are a university transfer student, check the transfer institution's academic calendar.

If you are an upgrading student, meet with an Academic Advisor.

Why do courses have different credits?

Courses have different credits because of the number of instruction or lab hours required.

How do I pick an elective?

Electives are a personal decision. Many students will ask, "What's an easy course?" However, a course that is easy for one student may not be easy for another.

We recommend you pick electives that sound interesting to you, or electives that will help you in your program or career.

How many credits to I need to take in a semester to be full-time?

A full time student is registered in a minimum of 9 credits at all times per semester during the Fall and Winter terms. During Spring and Summer sessions a full time student is registered in 1 course (minimum of 3 credits) in each of the spring sessions.

Some programs may require more credits per semester to be full-time. You can find credit requirements for your program in the academic calendar (www.mhc.ab.ca/calendar). If you are a university transfer student, check the transfer institution's academic calendar.

Alberta Student Aid has the same credit requirements as MHC. There are also specific credit requirements for Rattler player eligibility and for scholarships. You can find out more from Financial Aid.

Do I have to be full-time or can I take courses part-time?

Course load requirements, also known as credit requirements, are specific to each program. You can find credit requirements for your program in the academic calendar (www.mhc.ab.ca/calendar). If you are a university transfer student, check the transfer institution's academic calendar. Speak to your Academic Advisor for reduced course load options.

There are also specific credit requirements for Rattler player eligibility and for scholarships. You can find out more from Financial Aid.

I have taken MHC post-secondary courses before; can I get a course substitution for my current MHC program?

If you completed post-secondary courses before, you might be eligible for course substitution. Course Substitution allows a student to replace one MHC course for another within their program. You need to submit a Course Substitution Request to the Registrar's Office. You can find the Course Substitution Request on the Current Students webpage (<https://www.mhc.ab.ca/CurrentStudents>) under Online Services.

Do I have to apply to my transfer institution?

Yes, admission to a transfer institution is not guaranteed. Institutions do not know you are interested in attending their program until they receive your application for admission. This includes our collaborative degree programs. Ensure you meet application deadlines.

How can I check my program progress?

You can check your program progress in your Student Portal in the Degree Audit section. If you are a university transfer student, check the transfer institution's academic calendar.

TRANSFER CREDITS

How can I be sure my courses are transferable to the university I plan on attending after Medicine Hat College?

MHC has transfer agreements with many post-secondary institutions around the province and across the country. Students may consult the Transfer Alberta website for information on Alberta course/program transfer agreements (www.transferalberta.ca). Colleges and universities without transfer agreements with MHC may accept MHC courses upon individual course evaluation. Because of the vast number of transfer opportunities available to students, university transfer students are encouraged to contact advisors at the transfer institution to verify information from that institution's calendar, website, or other publications.

I have taken similar courses at another post-secondary institution. Will I have to take these courses again?

At Medicine Hat College, we automatically assess previous post-secondary coursework, completed within the past 10 years, for transfer credit once we receive official transcripts (with final grades) from previous post-secondary institutions. Coursework considered for transfer credit must be applicable to your program of study at MHC and you must have received a minimum grade of C- in order for transfer credit to be awarded. If you feel transfer credit has been missed, obtain a Transfer Credit Evaluation form from the Medicine Hat Campus Registration desk, the Brooks Campus Information and Registration desk, an Academic Advisor or from our website ([https:// www.mhc.ab.ca/CurrentStudents/Forms](https://www.mhc.ab.ca/CurrentStudents/Forms)) and submit the form to the Registrar's Office. All transfer credit requests must be processed by the last day to drop from classes for each semester. Transfer credit is not assessed for University Transfer programs or General Studies.

Will my/Why do my credits change when I transfer?

Every institution weights classes differently. When a class is transferred to another institution, there is a possibility the credit weight will change. Differences in credit weight are determined in a transfer agreement. For transfer agreements within the province of Alberta, please access Transfer Alberta.

How many credits can I take for transfer?

Transfer credit allowances are determined by the program you are transferring into. Consult the Academic Calendar or talk to an Academic Advisor for the program you intend to transfer, to determine the amount of allowable transfer credit.

How do I take a course at another institution and transfer it back to my program at MHC?

To take a course from another institution and transfer it back to your program at MHC, determine an appropriate course equivalent and then complete a Letter of Permission request form found under forms on our website (<https://www.mhc.ab.ca/CurrentStudents/Forms>). The letter of permission must be signed by your Program Coordinator and the Registrar in order to be considered official. Once these signatures are obtained you will receive a copy. Many institutions require this permission form to allow you to register in their courses. Once you have completed the course you must contact the records department at transfer@mhc.ab.ca to request transfer credit for the course.

RECORDS AND REGISTRATION

Can I call Registration Services to register for my course?

We do not accept registration for credit courses over the phone. You can register on-line or you can register in person, by mail, or by sending a signed registration form to registration@mhc.ab.ca.

How do I drop a course?

You can drop most courses online through your student portal. Lab courses and upgrading courses must be dropped using an Add/Drop form. The Add/Drop form is available from the Medicine Hat Campus Registration desk, the Brooks Campus Information and Registration desk, an Academic Advisor and on our website (www.mhc.ab.ca). You must return this form to the Medicine Hat or Brooks Campus Registration desk before the drop deadline to complete the process and receive a refund.

NOTE: Notifying your instructor or discontinuing class attendance does not constitute a course drop.

How do I withdraw?

If you want to withdraw from a course or your entire program you must complete the Withdrawal form. The Withdrawal form is available from the Medicine Hat Campus Registration desk, the Brooks Campus Information and Registration desk, an Academic Advisor and on our website (www.mhc.ab.ca). You must return this form to the Medicine Hat or Brooks Campus Registration desk before the withdraw deadline.

What if I register for courses and then decide not to attend college?

Please let us know! Upon paying your registration deposit, a seat is reserved for you. If you decide not to attend MHC, call or email Registration Services as soon as possible.

How can I check which courses are full before registering?

To check which courses are full prior to registering you can access the course schedule on the Medicine Hat College website: www.mhc.ab.ca.

Where do I find important dates?

You can find important dates in the Medicine Hat College Academic Calendar in the Academic Schedule section. You can find the Calendar on our website: <https://www.mhc.ab.ca/calendar>.

I have a hold on my account, what do I do?

Contact Registration for details regarding the hold. A hold on your account may prevent you from accessing certain services.

STUDENT LIFE

How do I talk to my instructor?

All instructors are required to have posted office hours. This is time specifically set aside for students to talk to their instructors. Instructors are happy to speak with students regarding questions or concerns during this time. Remember to be respectful of your instructors' time and come prepared with questions.

Do I have to attend all my classes?

Every course and program has different attendance requirements. Check your course outlines and talk to your Program Coordinator. Unexcused absences may affect your final grade in certain Medicine Hat College programs.

See Academic Calendar, Academic Regulations and Policies section.

Where can I get extra help for my courses? Tutors?

Medicine Hat College offers many services to support their students. All services at Medicine Hat College are listed under the services section of our website. Also, consider speaking directly with your instructors regarding specific course questions.

I'm sick, what do I do?

Email or call your instructors as soon as possible to notify them you will be absent from class or an exam. Every course and program has different attendance requirements. Check your course outlines and talk to your Program Coordinator. Unexcused absences may affect your final grade in certain Medicine Hat College programs.

See Academic Calendar, Academic Regulations and Policies section.