

Advising Frequently Asked Questions

Basic Information

1. What is a “credit hour”? How can I tell how many credit hours each class is?

A credit hour is the number of hours you will meet for classes in one week during a regular semester (summer semesters are different because they are shorter, but the number of physical hours in the classroom for the summer semesters or minimesters are the same number of hours as for regular semesters – just in a compressed format). The second digit of the course number indicates how many credit hours the course is. For example, MATH 1314 is a 3 credit hour class which meets for 3 hours a week, while MATH 1414 is a 4 credit hour class which meets 4 hours a week.

2. Do Developmental Math (or Reading, or Writing, or ESL) classes count toward a degree? Do they count toward my full time status?

No, they do not count toward a degree, but yes, they do count toward your fulltime status for Financial Aid, international student requirements, and (most) insurance purposes. Check with your insurance company to be certain.

3. How many times may I take a course?

Collin’s repeat policy, effective Fall 2016, is that you may repeat a course only one time with no additional fee. A third attempt is allowed, however, you will be charged an extra \$50.00 per one credit hours in addition to the tuition rate. For example, if you take a 3 credit hours course, such as MATH 1314, then you will pay \$150 for the third attempt in addition to the regular tuition rate.

4. What is the difference between “Admission” and “Registration”?

*“Admission” means you have been accepted to Collin College as a student;
“Registration” is the process by which you select and pay for classes in order to create a schedule.*

5. I submitted an application for admission last semester, sent in my transcripts, and received my Cougarweb ID and login information. I can get into my Cougarweb account, but when I try to register I can’t. Why not?

You are not considered a current student if you were admitted for a prior semester but did not actually take classes that semester. Your Cougar account may still be active, but your student status is not. You will need to submit another application to reactivate your student status. Whether or not you need to provide documents again depends on your circumstance. Check with Admissions & Records department to see if they will need updated documentation from you.

6. Can I take a sophomore level class my freshman year?

Yes. The first digit of the course number indicates whether a course is a freshman or sophomore level. For example, GOVT 2305 is a sophomore level course, while HIST 1301 is a freshman level course. Sophomore level courses can be taken in your freshman year, and freshman level courses can be taken in your sophomore year.

7. Is a sophomore level course harder than a freshman level course?

The level of expectation from your professors about the quality of your work will be higher in a sophomore level course than in a freshman level course.

8. I sent in my transcripts. Why does my previous college courses not show up on my transcript here at Collin?

Transfer credits are not applied automatically. You need to request the courses to be transferred to your degree plan. Fill out a Request For Degree Plan form and turn it in to Academic Advising or Admissions & Records; your transcripts will be forwarded to Collin's Degree Evaluators who will then contact you when it is complete via CougarMail.

Registration and Payment

1. I'm a new student at Collin, and I applied online. How do I know if I can register for classes?

You will receive an email confirmation – or in some cases, a series of emails -- which includes your Cougarweb login and password information, testing status, and the status of any requested transcripts. Log into your Cougarweb account and click on the link “Check for Holds” to see if anything further is required, such as testing or a transcript. If you have no holds you may register for classes online through your Cougarweb account when the registration period opens to new students. Check the academic calendar on our homepage at <http://www.collin.edu> for more information about registration dates.

2. I'm a new student at Collin, and I applied for admissions. I completed a Conditional Registration Contract (CRC) and the person in Admissions said I have several weeks to get my transcripts here. Am I allowed to register for classes now?

Probably not. You need to meet with an Academic Advisor in person to determine whether or not we have enough information about your academic background to satisfy state and college requirements for you to be eligible for registration. You may need testing, or if you have prior college work we need to see an unofficial copy (a web print out is okay) of your transcript. The CRC is for Admissions purposes only and is not a shortcut for Registration.

3. When does registration begin?

Check the academic calendar on our homepage at <http://www.collin.edu> for exact dates.

4. How do I register for my classes? Can an Advisor do it for me?

You will register online for your classes from your Cougarweb account, using the "Look Up Classes" link or the "Add, Drop, Withdraw" link. You can register for classes up through the 4th day of a regular fall or spring semester, and through the first day of a minimester or summer semester. Academic Advisors will be happy to demonstrate the process but students must register themselves. Academic Advisors will not do it for you. (No, not even the first time.)

5. How do I find out what a class is about?

Course descriptions can be found in "Look Up Classes" or "Add, Drop, Withdraw" link by clicking on the blue CRN (Course Registration Number) and then clicking on "View Catalog Entry" for more information.

6. I'm a new student. How do I know which classes to take?

If you are new to college you should meet with an Academic Advisor who will guide you and help you with a degree plan. If this is your first semester you have many options; do not be afraid to read the course descriptions to find out more about a particular course. Course descriptions can be found in "Look Up Classes" or "Add, Drop, Withdraw" link by clicking on the blue CRN (Course Registration Number) and then clicking on "View Catalog Entry".

7. Do I need to take classes in a certain order?

Yes, and no. Some classes, such as most English classes, Math, and Science classes are taken in sequence. Others such as Government or History do not need to be taken in sequence; HIST 1302 simply covers a different time frame than does HIST 1301 and so they do not need to be completed in order.

8. I tried to register for a science class, but I can't. Why can't I register for General Biology (BIOL 1406)?

Several things may prevent registration in a science class. The most common is that you have not selected both parts – you need to select both a lecture AND a lab, all in the same transaction. For example, when you are looking at the list of classes online and are looking at the sections for BIOL 1406, you will notice two types of sections. The lecture portion will meet 2 or 3 times a week, and the lab will meet only once a week. Lab sections will also have "Lab" in the course title (i.e.- "Lab: Biology for Non-Science Majors I") You need to select BOTH lecture and lab before you click on the "Register" button. As always, you can click on the CRN to see more information about the section: the lecture portion will indicate that you need to register for a lab portion in addition to the lecture, and the lab portion will indicate that you need to

register for a lecture portion in addition to the lab. If you attempt to register for only half the course you will receive what is called a “Link Error”. The second most common reason you cannot register for a science class is that your math level may not be high enough. See an Academic Advisor for more information about the requirements for your chosen class.

9. What does “Pre-Requisite Required” mean? What does “Co-Requisite Required” mean?

“Pre-Requisite Required” means that a course needs to have been completed prior to a more advanced course. For example, you will get this notification about a Pre-Req if you try to register for General Chemistry II but have not taken General Chemistry I. “Co-Requisite Required” means that a course must be taken together with another course. Click on the blue CRN to see more information about a corequisite course. For example, you will get this notification about a Co-Req if you try to register for two classes linked as a Learning Community. You must register for both classes at the same time, by using Add/Drop and typing in both CRNs before you click on the Register button.

10. I tried to register for a math class, but I keep getting an error about a “CoRequisite”. I already took the math assessment test, and I know this is the correct math level for me. Why can’t I register for an express (half semester) MATH 0310?

Sometimes two separate courses are linked together and both must be taken together in the same semester. In this example, the MATH 0310 is linked to another course. Click on the blue CRN to see more information about a corequisite course. Learning Community courses work in a similar way: you must register for both courses at the same time and in the same transaction. Select the first course and click on “Add to Worksheet”. Then select the second class and click on “Register”. Another way to register for linked courses or sections is to type in both the CRNs using the Add/Drop boxes.

11. I took Pre-Calculus in high school. I just want to register for MATH 1314 College Algebra. Why do I keep getting an error message when I try?

TAKS, STAAR, SAT, and ACT scores are used for placement purposes; you must take the TSI if you have not successfully completed a college math course or exempt thru test scores. You can obtain a testing referral slip from any Academic Advisor.

12. I registered for my classes the first day I was eligible – which was months ago -- but now when I look at my schedule none of my classes show up. Why?

If you do not pay for your classes in full by the payment deadline you will be dropped from all your courses. You must then re-register for your classes – if they are still open. If the payment deadline has already passed, you may still register for available classes, but you must pay in full on the same day as registration. Payment can be made through your Cougarweb account, or in person with the cashier on any campus.

13. When do I need to pay for my classes? Will I receive a bill?

Check the Collin College academic calendar on our homepage for the exact dates (<http://www.collin.edu>), but in general for Fall or Spring semesters the payment deadline is approximately 3 weeks prior to the first day of classes. Any unpaid balance due will result in you being dropped from your schedule. No, you will not receive a bill. No, you will not receive a reminder.

Adds, Drops, Swaps, and Withdrawals

1. How do I swap one class for a different one? I already paid, and I want the payment to move to a different class.

Since Fall 2012 you can “swap” one class for another through your Cougarweb account online without accruing additional charges- as long as it is done before the term begins and is the same number of credit hours. That means if you want to change your ENGL 1301 that meets on Tuesdays and Thursdays to an ENGL 1301 that meets only on Mondays, you can swap them. Note: changing from ENGL 1301 to BIOL 1406 is not swapping. That is dropping/withdrawing a class and adding a different class and will be subject to additional tuition and fees. Any schedule changes done after the term begins is considered adding and/or dropping/withdrawing. Adding classes after the term begins is subject to full tuition and fees. Refunds for classes dropped or withdrawn after the term begins are based upon the State of Texas refund rules. Please see the Cashier’s office for more information on payments and refunds.

From the "Add, Drop, Withdraw" menu on your Cougarweb account, click on the drop down box next to the class you wish to drop, and click on “Drop via Web” – then type in the new CRN of the class you want to add into the blank text boxes at the bottom of the page. Now click on the “Submit Changes” button. Make a payment for the balance due. Any unpaid balance due will result in you being dropped from your classes. No, you will not receive a bill. No, you will not receive a reminder.

2. Can I change my schedule online before classes begin? What if I already paid for my classes but want to add one more class, or move my schedule around?

See #1 above. You may change your schedule at will through your Cougarweb account up through the 4th day of a regular fall or spring semester, and through the first day of a minimester or summer semester.

You will be charged the full tuition and fees if you add one or more classes to your schedule. Refer to our website (<http://www.collin.edu>) or the Registration Guide for payment deadlines.

Changing or “swapping” from one section to a different section of the same course number before classes begin can be done without accruing additional charges. Once the semester begins, however, changes to your schedule is considered adding and/or dropping/withdrawing, and is subject to additional tuition and fees which you must pay by the end of the same day, or you will be dropped from your classes. No you will not receive a bill. No, you will not receive a reminder.

- 3. It’s the first day of classes, and I want to swap one class for another (example: GOVT 2305 for HIST 1302). How do I do this? I already paid for the one class and want to move the payment to the new class. How does this work?**

When a semester has begun, swapping is no longer available. You may still change your schedule through your Cougarweb account until the 4th day of the fall or spring semester, or the 1st day of the minimester or summer semester. Any changes to your schedule after the term begins may be subject to additional tuition and fees which you must pay by the 8:00 p.m. on the same day, or you will be dropped from your classes. Starting on the first day of the semester, 70% of what you paid for your old class will pay for your new class, but you will still owe the remaining 30% due for your new class. That means if you drop your GOVT 2305 course and add a HIST 1302 from your Cougarweb account, 70% of what you paid for your GOVT 2305 course will be applied to your HIST 1302 course, and you will owe the remaining 30%. Students receiving Financial Aid, scholarships, or Veterans benefits should see the Financial Aid department regarding payment.

- 4. Can I change my schedule online after classes begin?**

See #1 above. Yes, but only for a limited time, and you will likely have additional charges which must be paid for that same day. You can add classes (as long as there are seats still available) until the 4th day of the fall or spring semester, and through the 1st day of a minimester or summer semester. If you are dropping or withdrawing a class you will only receive a partial refund for the dropped/withdrawn class.

- 5. What is the difference between a Drop and a Withdrawal?**

Removing yourself from a class before the census date is called "dropping" a class and will not appear on your transcript. Removing yourself from a class after the census date is considered "withdrawing" and will appear on your transcript as a letter grade of "W". A “W” does not affect your GPA, but in Texas you are currently limited to a total of 6 withdrawals for your entire college career. Check with your Academic Advisor about any possible consequences before you withdraw.

- 6. Can I drop or withdraw from a course online after the semester starts?**

Yes. You can drop from courses online through your Cougarweb account up until the census date. You can withdraw from courses online through your Cougarweb account up until the last day to withdraw date. Refer to our website (<http://www.collin.edu>) or the Registration Guide for census date and last day to withdraw. For students receiving Financial Aid, it is advised to speak with the Financial Aid office before dropping or withdrawing classes. When dropping or withdrawing a partial refund may be applicable. See the Cashier’s office for more information regarding refunds.

7. How many withdrawals can I have?

In Texas you are currently limited to a total of 6 withdrawals for your entire college career. Check with your Academic Advisor about any possible consequences prior to a withdrawal.

8. I'm on Financial Aid. Can I drop or withdraw from a class?

Yes, but you should verify with the Financial Aid department what the possible consequences may be before dropping or withdrawing. In some cases, students may be required to pay back an award for a dropped or withdrawn class.

9. I'm using Veterans Benefits. Can I drop or withdraw from a class?

Yes, but you should verify with the Financial Aid department what the possible consequences may be.

10. I'm an international student. Can I drop or withdraw from a class?

Only in an emergency. You should verify with the ISO (International Students' Office) about the possible consequences.

11. Where do I find the last date to withdraw? How do I find the last day to drop? Are these dates the same for all classes?

The Collin College home page has a calendar (<http://www.collin.edu>) showing the last day to withdraw for classes that are full semester (not Express classes). Another good resource is the Registration Guide, found online each semester at http://www.collin.edu/academics/class_schedule.html. You may also obtain a copy of the current Registration Guide in the Academic Advising office on any campus. Note: the last day to Drop without a "W" is the Census Date which can also be found online and in our Registration Guides. Flex Entry or Express classes have unique census dates and unique last dates to withdraw. Check with an Academic Advisor or with Admissions & Records to verify dates for Flex Entry or Express courses.

Holds

1. I tried to register for a class but the system gave me a message about an "Unsatisfactory Progress Hold". What does this mean?

Your cumulative (overall) GPA is below a 2.0, and it is likely you have been placed on Academic Warning or Academic Probation. You must come in person to speak with an Academic Advisor before you are eligible to register. No, a phone call will not suffice. This hold will remain until your cumulative GPA is at or above a 2.0, and you need to be aware of early registration deadlines for Warning and Probation students. See the Registration Guide online or check the Collin calendar at <http://www.collin.edu>.

2. I had an Unsatisfactory Progress Hold last semester, and the Advisor I talked to said she got rid of it. Why is it back again?

The hold is temporarily waived for one semester after you meet with an Academic Advisor in order for you to register for classes, but the hold remains until your cumulative GPA is at or above a 2.0. You must come in person to speak with an Academic Advisor each semester as long as your GPA is below a 2.0. No, a phone call will not suffice.

3. I tried to register for a Maymester class but I was told I am not eligible. Why not?

Students on Academic Warning or Academic Probation are not allowed to enroll in maymester or wintermester, with the exception of EDUC 1300, PSYC 1300 or PSYC 1100 (Learning Frameworks).

4. What is a MA hold and when they can be waived?

An MA hold is a Mandatory Advising hold that will appear on a student's account if they were placed into one or more developmental courses after taking the TSI test. In order to have the hold waived for registration, you will need to complete the "Mandatory Advising" training on CougarWeb.

Log into CougarWeb. Click on the "Student" tab at the top left of the page. Locate the "Mandatory Training & Hold Information" section in the middle of the page, and click on the "Mandatory Advising" link. You are also welcome to meet with an Academic Advisor to discuss your Developmental courses.

5. What does "Advising for TSI" hold mean?

Advising for TSI means according to your TSI assessment, you placed into developmental classes in all three areas- Math, Reading, and Writing. You will need to meet with an Academic Advisor to go over specific courses that you can take.

Error Messages

1. "Link Error"

Results from trying to register for only one part of a two part transaction. Resolution: Click on the blue CRN to see more about the other half of the transaction. For example: "Must also register for a lab"

2. "Pre-Req or Test Score Error"

Results from a missing pre-requisite course on your Collin transcript, or you did not score high enough on a placement test for this course. Resolution: Contact an Academic Advisor for assistance or for more information about your records.

3. "Co-Requisite Required"

Results from trying to register for only one part of a two part transaction. Similar to a Link Error in that two courses must be taken concurrently. Resolution: Click on the blue CRN to see more about the other half of the transaction. For example: “Must also register for MATH 2414” or “This course is part of a Learning Community. You must also register for SOCI 1301 CRN 12345”

4. “Permit Required”

Results from attempting to register for a restricted class. Restricted classes can be Honors classes (which require a 3.5 GPA), or classes which require a mandatory orientation, or audition, or professor evaluation (such as some Office System Technology courses which require a minimum typing proficiency, or Culinary Arts classes or some Fine Arts classes in Music, Art, or Dance, or classes in an “Acceptance Only” degree program such as Nursing, EMT, or Surgical Technology. Resolution: Contact an Academic Advisor to find out more about the permit.