If you feel that you are not doing well in a course, take some time to figure out why. Be honest – is it because you didn’t study, or is it because you don’t understand the material? Whatever the reason may be, figuring out why you are doing poorly is crucial as it will help you decide what steps to take next.

**Plan a Course of Action:** If you did not do well on an exam or assignment because of poor study habits, not devoting enough time to your studies, etc. you may be able to recover. Most classes have several components leading to a final grade so you could possibly compensate for a poor mark in one section with an excellent mark in another. This will require time and effort and a willingness to adjust your habits. However, if you do not understand the course material but want to stay in the class, you will probably need help. Find out what supports are available and use them. Instructors and/or teaching assistants can be great resources. As you review information covered in lectures and presentations, note the areas you don’t understand and set up an appointment to meet with your instructors. They will likely be willing to help as long as you put in the effort to get back on track.

**Take Action:** If you feel you might need more one-on-one assistance, finding a tutor may be a good idea. The Tutor Registry can connect you with tutors and the Exam Registry is a handy tool to search for and review questions on past exams (www.su.ualberta.ca/services/infolink).

The Student Success Centre (2-300 Students’ Union Building, 780-492-2682, www.studentsuccess.ualberta.ca) is committed to student success and offers a range of services to assist students in achieving their goals. They offer workshops on a variety of topics including writing, exam preparation, study skills, organization, time management, etc., as well as individual appointments. Support is also offered through the Centre for Writers (1-42 Assiniboia Hall, 780-492-2639, www.c4w.ualberta.ca) and the Math and Applied Sciences Centre (289 Central Academic Building, 780-492-6272, www.ualberta.ca/~masc).

**Take Care of Yourself:** If you are dealing with personal or health issues that are negatively impacting your academic success or personal wellbeing, we encourage you to contact the Faculty of Education Undergraduate Student Services Office (USS - 1-107 Education North, 780-492-3659, edacad@ualberta.ca) as soon as possible. The USS office recognizes that life events can negatively affect students and our dedicated staff is here to provide assistance. Dr. Carley Christianson, Director of Student Support, is a registered Psychologist who can help students dealing with life issues. We also have Student Advisors who can assist with registration and program planning.

**Consider Withdrawing from the Course:** Sometimes withdrawing from a course is the best option. A withdrawal (W) on a transcript has no academic penalty and is always preferable to a failing grade (F). Even a D, D+ and C- can negatively impact Academic Standing – although these are passing grades, they are unsatisfactory passing grades as the grade point values are below 2.0. Grades below C can drag down a student’s Grade Point Average (GPA). It is important to be aware of the Withdrawal deadlines every term, which are published in Section 11 of the University of Alberta Calendar. If you are uncertain whether or not to withdraw from a course, and would like to talk to someone first, you can make an appointment with your Student Advisor by emailing educ.info@ualberta.ca, or you can stop by the USS office (1-107 Education North) on Tuesdays and Wednesdays between 9:00 am and 2:30 pm for a walk-in appointment with an Advisor on a first come, first served basis.

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