

Dear QCC Student:

Your health and well-being are our number one concern. For this reason, we, in Advising are prepared to fully support you remotely during this upcoming registration period. We encourage you to review the information below to help you navigate your Summer and Fall course selection and registration.

WHEN WILL REGISTRATION FOR SUMMER AND FALL CLASSES BEGIN? WHEN CAN I REGISTER?

Registration for Summer and Fall classes has been postponed to start **Monday, March 30th** for returning/active students. You should be able to register beginning on this day. Registration is restricted during the first 2 weeks, allowing **ONLY** returning/active students to register. All other students, including new and inactive students, can begin registering on Monday, April 13.

WILL I BE ABLE TO COME BY IN PERSON IN ORDER TO REGISTER FOR CLASSES (OR FOR ANY OTHER ADVISING NEEDS)?

Given the current circumstances, QCC services are closed to the public until further notice. For this reason, Advising is **NOT** providing in-person services to the public. However, we are committed to serving you and we're prepared to assist you remotely, either via email or over the phone (depending on our availability, your needs and the complexity of your request). If your goal is to register for upcoming Summer or Fall classes, you may be able to self-register from [The Q](#), your student portal. You will need to login to The Q to get started. Before you begin, be sure to review the [SELF-REGISTRATION RESOURCES](#) available on the [ACADEMIC ADVISING](#) page on [The Q](#).

CAN I BE CLEARED TO SELF-REGISTER FOR SUMMER OR FALL CLASSES?

Given the current circumstances and to help facilitate registration during this time, ALL current and active students will be **automatically cleared to self-register**, by logging into The Q. We encourage you to use the [SELF-REGISTRATION RESOURCES](#) available on the [ACADEMIC ADVISING](#) page on [The Q](#). More importantly, be sure to [RUN YOUR DEGREE AUDIT](#) **before AND after** you have registered for classes to ensure that you've selected courses that fit within your program or are pre-requisites for your program coursework.

I'M HAVING TROUBLE LOGGING INTO THE Q, MY STUDENT PORTAL. WHO DO I CONTACT?

If you are able to log onto your Qmail, official student email, you can reset your password for The Q (your student portal) by clicking "*I forgot my password*" on the upper right-hand corner of the page. Your password re-set information will get emailed to your Qmail, official student email. If you need additional assistance or you're unable to access your Qmail to retrieve your password, you can start by reviewing the [IT SERVICES HELP DESK](#) page on [The Q](#).

I NEED GUIDANCE WITH CHOOSING MY CLASSES. HOW DO I GET HELP?

Be sure you [RUN YOUR DEGREE AUDIT](#) **before AND after** you have registered for classes. This will help you figure out which classes you need for your program, and in what order you may need to take them. It also helps ensure that you are choosing classes that fit within your program, or your intended healthcare program. You can also check out this handout for help understanding your [DEGREE AUDIT](#). If you have questions about the classes you've selected or are having difficulty, you can email Advising at advising@qcc.mass.edu. Depending on the volume of emails, we should be able to get back to you within 24-48 hours. When you email us, be sure to 1) email us from your Qmail, 2) include your full name, 3) include your student ID number, 4) include a phone number in case we need to call you, and 5) clearly state your question or reason for emailing us.

I'M GETTING A MESSAGE ON THE Q THAT STATES THAT I'M UNABLE TO REGISTER AT THIS TIME. WHY IS THAT?

Let's check a few things:

1. Registration for ACTIVE/CURRENT students starts on March 30th. A current or active student is one who is currently in attendance or last attended in Fall 2018.
2. If you're categorized as an INACTIVE or NEW student, you'll be able to register starting April 13th, but you may not automatically be cleared to self-register. Starting April 13, you may email advising@qcc.mass.edu to review your status and academic record and possibly be cleared to self-register or receive assistance for doing so.
3. If you have a **HOLD** on your account you may need to contact our [BUSINESS OFFICE or FINANCIAL AID OFFICE](#) first to address an existing balance.
4. If you are a current/active student, taking Spring 2020 classes or last attended Fall 2018, but you weren't automatically cleared to self-register, you may contact advising@qcc.mass.edu to review your current status and academic record and request clearance or receive assistance with registration.

I'VE REGISTERED FOR CLASSES, BUT I'M NOT SURE I DID IT CORRECTLY. OR, I REVIEWED ALL THE INFORMATION ABOVE AND FOLLOWED THE INSTRUCTIONS BUT I'M STILL HAVING TROUBLE REGISTERING.

If you ran your DEGREE AUDIT, but you're still not sure you selected the right courses and you'd like an Advisor to review your DEGREE AUDIT and/or CLASS SCHEDULE, or you got stuck somewhere along the way and need help, you may email advising@qcc.mass.edu for assistance. Again, be sure to 1) email us from your Qmail, 2) include your full name, 3) include your student ID number, and 4) include a phone number in case we need to call you, and 4) clearly state your question or reason for emailing us.

We appreciate your patience and flexibility as we work hard to provide you continued support and assistance during these challenging times. We are committed to your success!

On behalf of the entire Advising staff, stay safe and be well!
Lupe Lomeli, Director of Advising
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