

When is my registration timeslot?

For information on your registration timeslot, please see this website from the Faculty of Arts and Science <https://www.queensu.ca/artsci/undergrad-students/course-registration>

What do I do if I am missing a pre-requisite?

If you are missing a pre-requisite and have training or experience (other than the pre-requisite) that you think makes you well qualified to take a course, you can contact the instructor of that course to request that they consider you for a pre-requisite override.

Please note that pre-requisite overrides are at the discretion of the instructor and cannot be granted by the Undergraduate Office.

How do I register for an “online” section of a course (rather than the remote offering that would regularly be offered on campus)?

To see “online” sections of a course, please switch to “undergraduate online” in the “Course Career” field in SOLUS (e.g. CLST 205 Ancient Humour – offered in Fall 2020).

Are syllabi available?

Instructors are currently working on the final details of courses for Fall 2020, and so current syllabi are not yet available. Instructors will work on the final details of their Winter 2021 syllabi in Fall. If you have any question about the course, you can contact the instructor of the course.

I can't find the course I want to take in SOLUS

Some courses are not offered every year. If you see a course in the Academic Calendar that is not listed in SOLUS through either “career” in SOLUS, it is not offered this year. A list of Classics courses offered this year can be found at: <https://www.queensu.ca/classics/undergraduate/courses-offered-2020-21>.

What is the “AAR”?

The AAR is the Academic Advisement Report. It is a handy tool that overviews what you have satisfied so far with respect to your degree plan requirements. You can learn more about it here:

<https://www.queensu.ca/artsci/undergrad-students/academic-requirements-reports-in-solus>

I need registration help—what do I do?

The best place for support with SOLUS is the Faculty of Arts and Science. You can learn more here:

<https://www.queensu.ca/artsci/undergrad-students/course-registration>

If a course has a time scheduled, do I need to be online at that time?

Some courses may have synchronous sessions. If you see a course with a specified timeslot, please contact that instructor for details as to how that session will work.

There is space in a course, how come I can't register?

During the first round of registration appointment timeslots, some seats are reserved for students who require them for their degree plans. Don't worry: these reserves will come off at open enrollment.

NOTE: All reserve capacities will expire for open enrollment. If you meet the pre-requisites for a course, and there is space, you will be able to register at that time.

Can you explain waitlists?

SOLUS has a waitlist process so that you can be placed on a waitlist in the event a spot opens up. You can go on a waitlist prior to open enrollment. If there is space at open enrollment, you will be automatically enrolled into the course (as long as you have space in your schedule).

For more information on waitlists, please see here: <https://www.queensu.ca/artsci/undergrad-students/course-registration>

Why are winter courses rooms listed as “TBA” in SOLUS?

Queen’s is working hard with public health to make sure that we are safe and have the best timetable possible in the winter. As soon as these details are finalized, they will be made available. Please view the winter schedule as a ‘list of courses to be offered’ that term. You can and should proceed to register in winter courses with the understanding that scheduling details (e.g., times and locations) may change, and you will have an opportunity to make adjustments to their schedule later in the fall term if you need to. Details on how to make adjustments to your schedule will be communicated once this process is finalized.

I need non-academic support

Although we are working remotely, our student services are still available. Below are some of these resources that may be helpful:

- Mental health appointments are available remotely via Therapy Assistance Online (TAO) for students who need to speak to a counsellor.
- For general counselling inquiries, email counselling.services@queensu.ca
- Medical appointments are available remotely (phone and online) for some requests. For general health inquiries, email health.services@queensu.ca
- Health lifestyle appointments are available remotely for students who want help changing a health behaviour. For general inquiries, email healthed@queensu.ca
- “TAO” is Therapy Assistance Online. This is an interactive tool for Queen’s students. You can access it here: <https://queensu.ca/studentwellness/TAO>
- Empower Me is a 24/7 phone service for crisis situations and scheduled sessions that allows students to connect with qualified counsellors, consultants, and life coaches for a variety of issues. 1-844-741-6389 You can also log in to the Empower Me website and use "Studentcare" as the password or download additional Empower Me student assistance tools on the iAspiria mobile app. Enter "Studentcare" as the Login ID and select "Student" in the drop-down menu. Good2Talk for post-secondary mental health support - call 1-866-925-5454, available 24/7 or text GOOD2TALKON/ALLOJECOUTEON to 686868