

# Troubleshooting Course Challenges: Missing a Midterm

In this video, we meet Jack, who recently experienced some health issues, and inadvertently missed one of their midterms this semester.

## Overview

This video will share what Jack's situation is, who can advise Jack in order to find out their options, and what important dates or timelines they should keep in mind when considering when they should take action. We will also talk about why Jack should take steps to explore the best possible outcome for their success in this situation.

## What is the situation?

Jack says, I'm a third-

## How Might the Instructor Respond (con't)?

Depending on the course, it may be possible to do an additional assignment for credit. However, there are always cases where the grade cannot be made up and the student must then decide whether or not success in the course is still possible. Jack finds that this last option is true in this case. The zero he received for the midterm cannot be changed. What are their options now?

## What Can Jack do About their Situation?

Jack should first determine the course grade as it now stands without the midterm grade and see if it makes sense to stay in the course or to withdraw. Jack could also talk to the head of the department. The department is for the subject area of the course. They could explain their situation and see if there might be a possibility for an exception. In this case, it would be helpful for Jack to have documentation to support their request for consideration. If Jack does consider withdrawing from the course, they should speak to their program advisor to learn about any implications withdrawing might have to their degree or student status.

## Where Else Can Jack Seek Support?

in the book - 1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10 - 11 - 12 - 13 - 14 - 15 - 16 - 17 - 18 - 19 - 20 - 21 - 22 - 23 - 24 - 25 - 26 - 27 - 28 - 29 - 30 - 31 - 32 - 33 - 34 - 35 - 36 - 37 - 38 - 39 - 40 - 41 - 42 - 43 - 44 - 45 - 46 - 47 - 48 - 49 - 50 - 51 - 52 - 53 - 54 - 55 - 56 - 57 - 58 - 59 - 60 - 61 - 62 - 63 - 64 - 65 - 66 - 67 - 68 - 69 - 70 - 71 - 72 - 73 - 74 - 75 - 76 - 77 - 78 - 79 - 80 - 81 - 82 - 83 - 84 - 85 - 86 - 87 - 88 - 89 - 90 - 91 - 92 - 93 - 94 - 95 - 96 - 97 - 98 - 99 - 100

important step to support your ongoing learning and academic success. We encourage you to reach out to one of the many resources on campus for support. If you are not sure where to start, drop by the Student Success Center in the Taylor Family Digital Library, book an appointment at [elevate.ucalgary.ca](http://elevate.ucalgary.ca), or email us at [success@ucalgary.ca](mailto:success@ucalgary.ca).