



FAQS: Academic Support

Academic Term	Winter 2024
Program Operations Days	Monday to Friday
Program Operations Hours	9:00 am - 5:00 pm (Emails, contact form, hotline)
Office hours	10:00 - 2:00 p.m. (SA spaces or tables)

Question	What is the Academic Support program?
Answer	This program is designed to help students access quality education and education rights by addressing academic issues and barriers in the classroom and at the college.

Question	How does the program empower students to be their own advocates?
Answer	We provide resources and guidance to help you understand your rights and navigate academic policies. We offer support in addressing unfair grades and academic decisions.

Question	Is the Academic Support program independent from the college?
Answer	Yes, the program is independent from the college and serves as the official student support.

Question	How can the Academic Support program help with academic issues?
Answer	We can help you make sense of academic policies that impact your success. We offer a listening ear in ways that the system may not. We assist in fighting unfair grades and academic decisions.

Question	How can I contact Academic Support for help?
Answer	You can submit your academic issue through the provided academic contact form for follow-up, email, hotline, or at the office and SA tables located on each campus.

Question	What types of issues can I submit through the academic contact form?
Answer	Any academic grade, decision, or experience that is causing you concern, confusion, or frustration can be submitted.

Question	How can Academic Support help me build self-advocacy skills?
Answer	We offer guidance on how to communicate your concerns effectively and advocate for yourself in academic matters.

Question	What are policy skills, and how does the program help me build them?
Answer	Policy skills involve understanding college policies and procedures. We provide resources to help you navigate and utilize these effectively.

Question	Is there a fee for using the Academic Support program?
Answer	No, the program's services are provided to students free of charge.

Question	How long does it typically take to receive a response after submitting an
Answer	Response times may vary based on the volume of submissions, but we strive to provide timely responses to all inquiries.

Question	Can Academic Support guarantee a specific outcome in resolving my
Answer	While we cannot guarantee specific outcomes, we are dedicated to providing support and guidance to help you address your academic concerns effectively.

Question	Is the Academic Support program available year-round?
Answer	Yes, the program operates year-round to provide continuous support to students.