



## FAQS: Academic Support

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| <b>Academic Term</b>            | Fall 2024   |
| <b>Program Operations Days</b>  | Monday to Friday                                  |
| <b>Program Operations Hours</b> | 9:00 am - 5:00 pm (Emails, contact form, hotline) |

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| <b>Question</b> | What is the Academic Support program?                                  |
| <b>Answer</b>   | This program is designed to help students access quality education and |

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| <b>Question</b> | How does the program empower students to be their own advocates?         |
| <b>Answer</b>   | We provide resources and guidance to help you understand your rights and |

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| <b>Question</b> | Is the Academic Support program independent from the college?               |
| <b>Answer</b>   | Yes, the program is independent from the college and serves as the official |

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| <b>Question</b> | How can the Academic Support program help with academic issues?           |
| <b>Answer</b>   | We can help you make sense of academic policies that impact your success. |

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| <b>Question</b> | What areas do college policies cover, how can I access them?             |
| <b>Answer</b>   | All GBC college policies (academic and non-academic) can all be found at |

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| <b>Question</b> | How can I contact Academic Support for help?                             |
| <b>Answer</b>   | You can submit your academic issue through the provided academic contact |

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| <b>Question</b> | What types of issues can I submit through the academic contact form?     |
| <b>Answer</b>   | Any academic grade, decision, or experience that is causing you concern, |

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| <b>Question</b> | What is Academic Appeal? And how do I determine whether I am eligible to |
| <b>Answer</b>   | Academic Appeal is the process by which a student may challenge an       |

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| <b>Question</b> | How can Academic Support help me build self-advocacy skills?           |
| <b>Answer</b>   | We offer policy interpretation workshops to help you build your policy |

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| <b>Question</b> | What are policy skills, and how does the program help me build them?    |
| <b>Answer</b>   | Policy skills involve understanding college policies and procedures. We |

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

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| <b>Question</b> | How long does it typically take to receive a response after submitting an issue? |
| <b>Answer</b>   | Response times may vary based on the volume of submissions, but we strive        |

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| <b>Question</b> | Can Academic Support guarantee a specific outcome in resolving my academic issue? |
| <b>Answer</b>   | While we cannot guarantee specific outcomes, we are dedicated to                  |

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| <b>Question</b> | Will I be penalized if the academic appeal I made was failed?              |
| <b>Answer</b>   | No, every student has the right to challenge unfair academic decisions and |

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| <b>Question</b> | Is the Academic Support program available year-round?                 |
| <b>Answer</b>   | Yes, the program operates year-round to provide continuous support to |

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| <b>Date updated:</b> | 7/31/2024 |
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