



FAQS: Academic Support

Academic Term	Winter 2025
Program Operations Days	Monday to Friday
Program Operations Hours	9:00 am - 5:00 pm (Emails, contact form, hotline)

Question	What is the Academic Support program?
Answer	This program is designed to help students access quality education and

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

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

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.

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

Question	How can I contact Academic Support for help?
Answer	You can submit your academic issue through the provided academic contact

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,

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

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

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

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 issue?
Answer	Response times may vary based on the volume of submissions, but we strive
Question	Can Academic Support guarantee a specific outcome in resolving my academic issue?
Answer	While we cannot guarantee specific outcomes, we are dedicated to
Question	Will I be penalized if the academic appeal I made was failed?
Answer	No, every student has the right to challenge unfair academic decisions and
Question	Is the Academic Support program available year-round?
Answer	Yes, the program operates year-round to provide continuous support to
Date updated:	2024-07-31