



FAQS: Academic Support

Academic Term	Fall 2026
Program Operations Days	Monday to Friday
Program Operations Hours	9:30 am - 4:30 pm (Emails, contact form, hotline)

Question	What is the Academic Support program?
Answer	This program is designed to empower students to navigate academic challenges. We believe all GBP students should have access to quality education, and we support you in protecting your educational rights by addressing academic issues and barriers both in the classroom and across the college.

Question	How does the program empower students to be their own advocates?
Answer	We offer educational sessions to help you understand college policies so you can identify your academic concerns, take action according to the proper procedures, and connect with the most appropriate college support systems when needed. Our goal is to help you learn about your rights and feel more confident navigating academic challenges. One-on-one support is also available if you would like additional guidance.

Question	Is the Academic Support program independent from the college?
Answer	Yes, as part of your Student Association, we are independent from the college and serves as the official student support.

Question	Can you support me with building learning skills or with some course content that I am struggling with?
Answer	No, but you might find these support from GBP Tutoring and Learning Centre. More details about the tutoring services can be found here: https://www.georgebrown.ca/tutoring-and-learning-centre/about

Question	What should I do if I received an unfair grade/ academic decision?
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Answer	You can initiate an Academic Appeal independently even without the help of Academic Support Program. If you confirm that your situation is eligible for an Academic Appeal, you can start the appeal by reaching out to the professor/instructor to arrange a meeting to discuss your academic issue within 10 business days of receiving a grade or academic decision.
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Question	What is Academic Appeal? And how do I determine whether I am eligible to initiate an academic appeal?
Answer	An Academic Appeal is the process through which a student can challenge an academic decision. Appeals must be based on one of the following five grounds: Merit of Work, Illness and/or Disability, Compassionate Grounds, Course Management, or Policy Violation. An appeal must be submitted via email within 10 business days of receiving the grade or academic decision.

Question	(Follow up question) What if my faculty member refuse to arrange a meeting with me or deny my appeal?
Answer	If your faculty member refuses to meet with you or does not respond within 5 business days, you may escalate your appeal to the Associate Dean. When doing so, be sure to include details of your attempt to resolve the issue at the faculty level.

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 act as your Student Association "Support Person" when you are going through an academic appeal or other formal processes.

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 https://www.georgebrown.ca/about/policies

Question	How can request one-on-one support?
Answer	You can submit your academic issue through the provided academic online contact form, 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 academic related experience that is causing you concern, confusion, or frustration can be submitted.

Question	What are policy skills, and how does the program help me build them?
Answer	Policy skills involve understanding college policies and procedures, the ability to identify your academic concern and refer to the most appropriate policy and procedures to advocate for yourself independently. We provide resources (workshops, reading materials, etc.) 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 issue?
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 academic issue?
Answer	As your student union, we do not have the authority to mandate the college's decisions regarding your academic issue. While we cannot guarantee a specific outcome, we are committed to offering support, guidance, and resources to help you navigate and address your academic concerns effectively.

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 initiating academic appeal processes.

Question	Is the Academic Support program available year-round?
Answer	Yes. The program runs year-round, offering continuous support to students during the Fall, Winter, and Spring/Summer semesters. The only exception is a two-week winter closure over the Christmas holidays.

Date updated:	2026-08-27
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