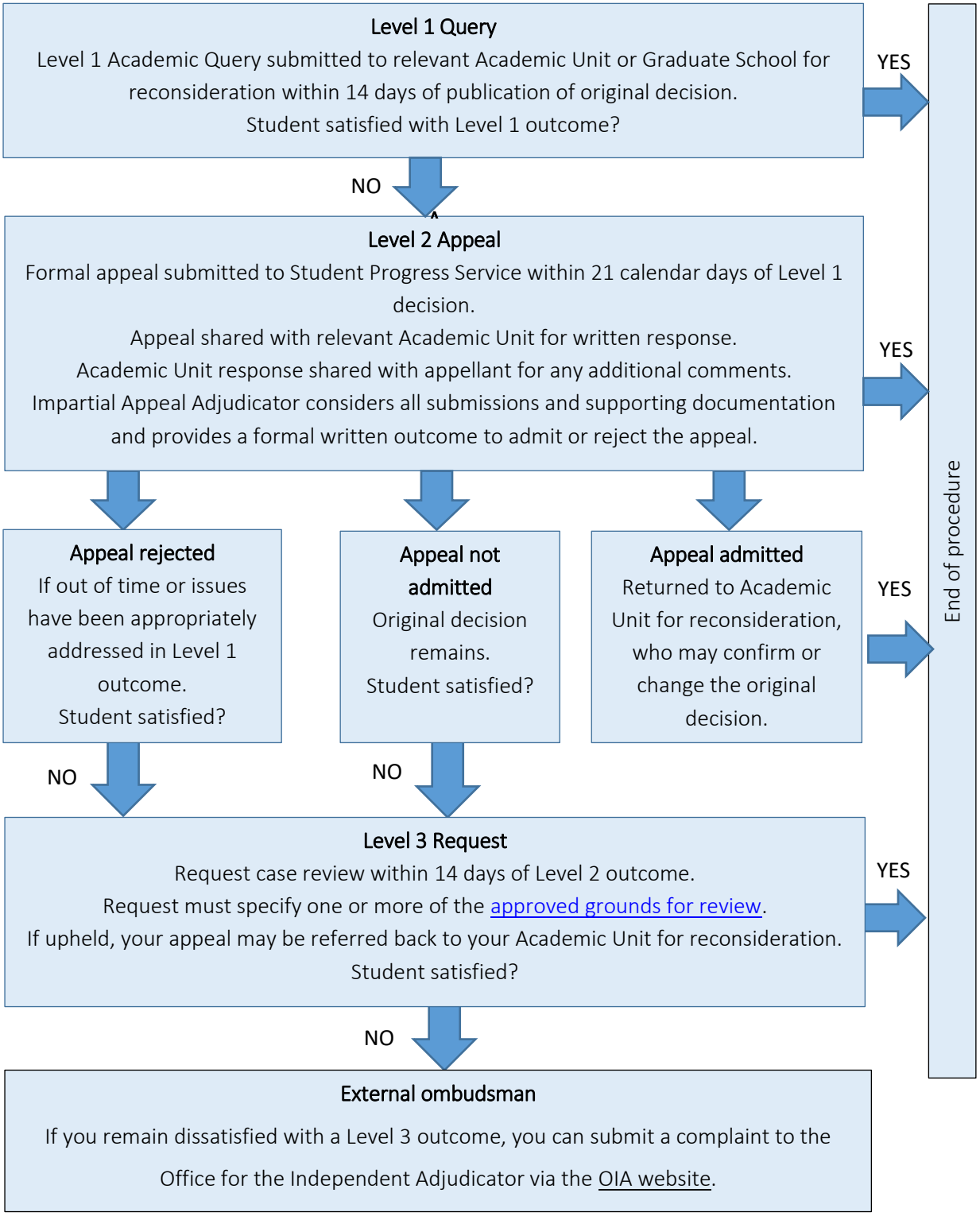Quick guide to Academic Queries and Appeals