



1455 de Maisonneuve Blvd W, H-222
Montréal, QC H3H 1M8
514 848 7474 ext. 7313



CSU Advocacy Centre

ANNUAL REPORT

2022-2023

@csuadvocacy   advocacy.csu.qc.ca



CONCORDIA STUDENT UNION
**ADVOCACY
CENTRE**

At a glance...

Academic Misconduct: 87 cases

Code of Rights and Responsibilities: 15 cases

Complaint: 18 cases

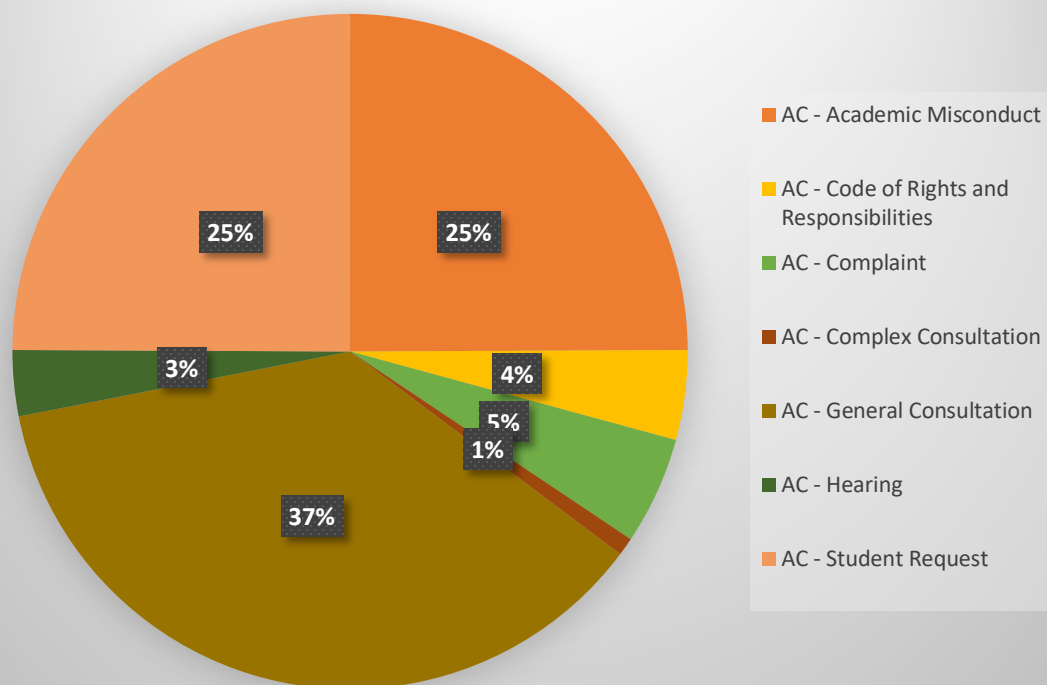
Complex Consultation: 3 cases

General Consultation: 128 cases

Hearing: 11 cases

Student Request: 87 cases

Overall: Case Distribution By Type 2022-2023



349 Cases

WHAT WE DO

The CSU Advocacy Centre is a service provided by the Concordia Student Union (CSU) to support students through obstacles encountered to their academic endeavors.

The CSU Advocacy Centre believes that students should be informed, empowered and supported in exercising their rights both in and beyond their academic environments. We are here to provide assistance to students who feel that they have been treated unfairly on campus or to help students by informing them of University policies that impact both their academic and non-academic pursuits on campus.

In addition, the Centre provides representation services to students as defined under the Academic Code of Conduct or the Code of Rights and Responsibilities. Advocates are here to listen to students and to address their concerns in a proactive manner.

Other services include a free Commissioner for Oaths for undergraduate students (and very affordable for non-undergraduate students), academic information sessions, general consultations and referrals.

The Advocacy Centre team is comprised of the Advocacy Centre Manager, the Advocacy Administrative Assistants and the Student Advocacy Assistants (student advocates). The administrative assistants and the students advocates are full-time students trained by the Advocacy Centre Manager in the services that the Advocacy Centre offers.

If a student is experiencing a problem as a result of the universities policies, regulations and procedures and come see us, we assist and where applicable accompany them in resolving the issue within the most relevant and suitable means available.

As of the 2019-2020 academic, the Advocacy Centre categorizes its registered cases into these following seven (7) fields:

Academic Misconduct
Code of Rights and Responsibilities
Complaint
Complex Consultation
General Consultation
Hearing
Student Request

Mission

The Advocacy Centre's Mission is to help sure students understand Concordia University's policies, regulations and procedures and are informed on what options they have if they encounter any obstacles regarding these. The Advocacy Center is dedicated to assisting students in the resolution of conflicts arising from actions or decisions taken by the University.

Vision

The Advocacy Centre aims to be an easy-to-access, professional and knowledgeable drop-in and consultation resource for all matters directly related to the university and its procedure *as they pertain to students*. We seek to continuously expand our reach and how we can assist students and equip them with the information and options they need to best serve them.

OUR VALUES

Respect Professionalism Accessibility Representation Education

Executive Summary

The CSU Advocacy Centre (AC) continued having staff on burnout and Sick Leave due to case loads and gravity of certain cases. Increased staffing was possible thanks to the fee-levy referenda. Being able to distribute highly sensitive and demanding cases better will hopefully help decrease staff burnout and help the AC cope with high turnover from most staff being students and graduating out or going on internships related to their field.

Case Load and Activity

349 Cases and 164 Inquiries for a Total of 513 Consults.

Contact Type →	Alumni	Grad	Non-Student	Student Organization Staff	Undergrad	Total
Primary University Faculty	Record Count	Record Count	Record Count	Record Count	Record Count	Record Count
Faculty of Arts and Science	0	7	1	0	146	154
Faculty of Fine Arts	0	5	0	0	16	21
Gina Cody School of Engineering and Computer Science (GCS) (GCSECS)	1	40	0	0	74	115
John Molson School of Business (JMSB)	0	1	0	0	52	53
N/A or Independent or Individualised Program or Unknown	0	0	1	2	3	6
Total	1	53	2	2	291	349

Highlights

- The academic year started slow at the AC, with Summer 2022 experiencing some very low engagement, at 72 cases, almost back to pre-pandemic numbers. Fall 2022 also saw standard pre-pandemic numbers at around 90 cases.
- **However**, Winter 2023 saw the highest case load that the AC has ever seen in a single semester to date, with 187 cases. Fortunately, the AC was prepared because of increased staffing thanks to the fee-levy referenda, and new staff were all trained in Summer 2022, so were ready to take on the case load of Winter 2023.
- The AC continues to participate in Concordia Student Service Station, an excellent Concordia initiative that we strongly support.
- The AC has resumed classroom presentations to inform students about the service.
- The AC resumed having staff on Senate this year.

COVID-19 Impact on Operations

2022-2023 was the first year since the pandemic started that the AC's operations have fully resumed in-person.

Academic Code of Conduct Review

The Academic Code of Conduct was meant to go under review in 2020, however due to Covid-19, this was pushed back several times now. Participating in the review is still an anticipated project for the AC, but there has been no updates or notification from the University so far this academic year either.

Future Directions and Conclusion

Looking ahead, the Advocacy Centre aims to stabilize staffing levels and enhance support services to better address student needs. Key initiatives include expanding outreach and awareness of available resources, and fostering partnerships with campus programs to promote advocacy skills. As we navigate the ongoing impacts of COVID-19, a focus on mental health and staff well-being will be paramount. Ultimately, these efforts will strengthen our ability to serve the student community effectively, ensuring that all students have access to the support they need to thrive.