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CSU Advocacy Centre

# ANNUAL REPORT

2024-2025

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CONCORDIA STUDENT UNION  
**ADVOCACY  
CENTRE**

## At a glance...

**Academic Misconduct:** 80 cases

**Code of Rights and Responsibilities:** 59 cases

**Complaint:** 18 cases

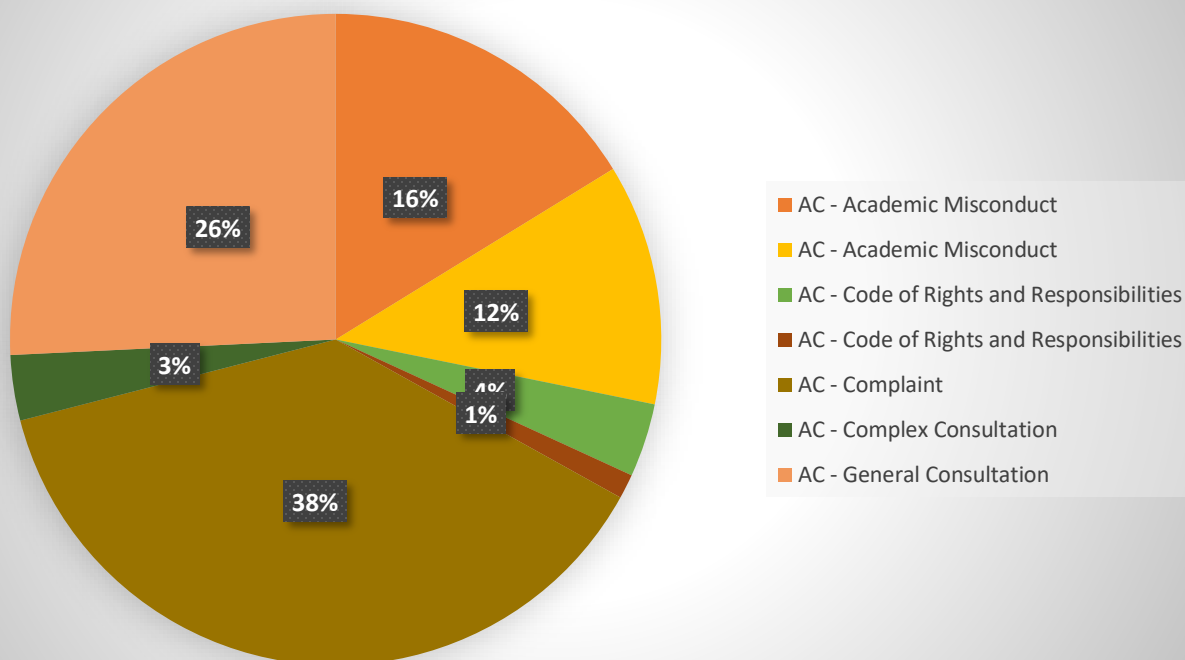
**Complex Consultation:** 6 cases

**General Consultation:** 187 cases

**Hearing:** 16 cases

**Student Request:** 127 cases

Overall: Case Distribution By Type 2024-2025



# 493 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

Case Load was again exceptionally high at the CSU Advocacy Centre (AC) this year, with Code of Rights and Responsibilities Cases and Complaint cases being almost exceptionally high compared to previous years, in particular close to double with respect to last year. Historical events and incidents on campus this academic year also meant that numbers for these types of cases would be high. The AC remains a confidential service independent of the University, and students receiving complaints by the University often prefer to be represented by the AC rather than the University's Student Advocacy Office (SAO).

## Case Load and Activity

493 Cases and 265 Inquiries for a Total of 758 Consults.

Contact Type →	Grad	Non-Student	Student Organisation staff	Undergrad	Total
	Record Count	Record Count	Record Count	Record Count	Record Count
<b>Primary University Faculty</b>					
Faculty of Arts and Science	16	0	0	180	196
Faculty of Fine Arts	4	0	0	25	29
Gina Cody School of Engineering and Computer Science (GCS) (GCSECS)	75	0	0	108	183
John Molson School of Business (JMSB)	4	0	0	75	79
N/A or Independent or Individualised Program or Unknown	2	1	2	1	6
<b>Total</b>	<b>101</b>	<b>1</b>	<b>2</b>	<b>389</b>	<b>493</b>

## Highlights

- This academic year saw the highest annual case load that the AC has had to date, with 493 cases. Well over 100 cases every semester, and virtually 200 cases in Winter 2025.
- Winter semester, again saw the highest case load that the AC has ever seen in a single semester to date, with 199 cases.
- The AC continues to participate in Concordia Student Service Station, an excellent Concordia initiative that we strongly support.
- The AC has gave round 30 classroom presentations this year in classes with 100+ students to inform students about the service, about half as many as last year due to lower staff numbers, but Outreach continues to be effective.
- The AC did not have staff on Senate this year due to lower staff numbers and operations needing to be prioritised, but the AC plans to have staff on Senate in 2025-2026.

## Projects & Student Interest

Due to lower staff numbers in combination with high case load, the AC prioritised its main operation – serving students this academic year and did not initiate or participate in any major projects.

### Presentation for Spotlight and Homeroom

This year the AC continued to present at the Spotlight Series and Homeroom. The Spotlight Series is these online info sessions designed to help academic advisors get acquainted with their fellow front-line student services staff at Concordia. The CSU's Student Advocacy Centre presented on our efforts to give undergraduate and graduate students access to representation independent of the university and how front-line staff and the Centre can work together to assure that students get the best results for their cases.

The Centre also presented Homeroom facilitators. Homeroom is an initiative developed for new undergraduate students that provides a space for them to connect with others. Through peer-to-peer facilitated virtual and in-person experiences you will meet and bond with other new Concordia students and learn how to navigate the university experience together. The Advocacy Centre staff presented to the facilitators to inform them of the various situations that students use our services for and when it would be best to direct them to our Centre.

### Fee-Levy

In the Fall 2024 CSU By-Elections, the AC requested a \$0.10 per credit fee-levy increase at referendum which passed (following an unsuccessful attempt in the Winter 2024 CSU Elections). In the Winter 2025 GSA Elections, the AC requested a \$1.68 per term fee-levy increase at referendum which passed (following an unsuccessful attempt in the Fall 2024 GSA By-Elections). The graduate student AC fee-levy increase will mean that more support hours can be allotted to graduate student cases without taking away from funding received from the undergraduate student AC fee-levy – making the support hours more proportional to the respective fee-levis. And in general, the increased fee-levy will allow the AC to be better staffed and will help distribute work load more fairly and sustainably and help reduce burnout which the AC has seen in the past.

## 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**

Now that the Advocacy Centre has stabilized staffing levels to better enhance support services to better address student needs, the AC can advance towards its key initiatives which include expanding outreach and awareness of available resources, and fostering partnerships with campus programs to promote advocacy skills.