

**2022-2023**

# **ANNUAL REPORT**

**STUDENT EXPERIENCE  
IS OUR BUSINESS**





# TABLE OF CONTENTS

## GET INTO OUR BUSINESS:

- |           |   |           |                                     |
|-----------|---|-----------|-------------------------------------|
| <b>03</b> | <a href="#"><u>Message from the President</u></a>           | <b>14</b> | <a href="#"><u>Events</u></a>       |
| <b>04</b> | <a href="#"><u>Get to know your Student Association</u></a> | <b>20</b> | <a href="#"><u>Advocacy</u></a>     |
| <b>06</b> | <a href="#"><u>Services</u></a>                             | <b>26</b> | <a href="#"><u>Hospitality</u></a>  |
| <b>08</b> | <a href="#"><u>Leadership</u></a>                           | <b>30</b> | <a href="#"><u>Community</u></a>    |
| <b>12</b> | <a href="#"><u>Wellness</u></a>                             | <b>32</b> | <a href="#"><u>Finance</u></a>      |
|           |   | <b>34</b> | <a href="#"><u>Partnerships</u></a> |



## A MESSAGE FROM YOUR CSI PRESIDENT

Hey Condors,

Thank you for all your support this past year – CSI would not be what it is today without you.

It was great to see the return of on-campus classes and in-person events, we have truly loved seeing your smiling faces around campus again. The transition back to in-person classes and other campus activities was not easy for many, but we hope CSI was able to help make it a little easier. We are proud that CSI was able to play a part in your school year.

Thank you for being alongside us as we celebrated our 50th Birthday and the buildup to the launch of the new, rebranded CSI. We are excited to see what next year will bring which will include more advocacy initiatives, events, workshops, wellness services, food services, and more. Student Experience is Our Business, and we will continue to provide you with these important supports and resources to enhance your student experience in the best possible way.

As your time at Conestoga may soon be coming to an end, we truly hope CSI helped you create new friendships and a lifetime of memories of your time at Conestoga College. To those who may be joining us in the upcoming semesters, we look forward to connecting with you and cannot wait to be a part of your journey.

Your CSI President,  
Nelson Chukwuma

# GET TO KNOW YOUR STUDENT ASSOCIATION

## 50 YEARS OF STUDENT EXPERIENCE

Conestoga Students Inc (CSI) is the official student association of Conestoga College and a non-profit organization led by the students of Conestoga. We strive to create a fulsome and memorable student experience through support services, execution of student-focused advocacy initiatives at college and government levels, and more. Ultimately, CSI here to provide you with a valuable and empowered experience, personal and professional growth opportunities, community and connections, and success as a student.

At CSI, we're more than a name or service – we are a community guided by students and a professional team that is here to give you the best, most supportive student experience possible.



## WHAT DOES CSI DO?

### Services

- Student Lounges & Spiritual Rooms
- Scholarships
- Housing Listing Services and Resources
- Student Transportation
- Lend Program

### Wellness

- Food and Nutrition Support
- Domestic and International Health Plans
- Wellness Practitioners

### Events

- Orientation and Frosh
- Campus and Community Events and Workshops

### Leadership

- Clubs
- Workshops and Conferences
- Volunteering
- Networking Opportunities

### Advocacy

- Academic Appeal Support
- Representation of the Student Voice to Stakeholders
- Policy & Research

### Hospitality

- The Venue
- The Reuter Market
- The Food Truck
- Pita Pit
- The Catering Co.

# SERVICES ARE OUR BUSINESS

## SERVICE NUMBERS

- From answering questions about Frosh Kits to Health Plans, the CSI team is here for you. Throughout the year, CSI facilitated a total of 79,667 inquiries.
  - Inquiries peaked in March 2023 with a total of 13,299
- At CSI's service hubs and main office, CSI supported students through a total of 54,162 interactions.
- We re-introduced Shuttle Service post pandemic operations in September 2022. Between September 2022 and April 2023, CSI was able to get 36,100 riders from their Point A to Point B.

## SERVICE HIGHLIGHTS

### CSI Lends a Hand (... and Calculators)

In the past year, we have expanded our on-campus Lend Program to better meet the specific needs of students from campus to campus. Based on program and class needs, the general Lend Program includes calculators, geometry sets, safety glasses, lab coats, helmets, and stationary supplies.

### Extending our Hours to Meet Student Needs

With campus activities back in action, CSI has extended its service hub hours to ensure students have the support and resources needed early in the morning and later into the evening.

### Grocery Runs

From weather to travel expenses, getting groceries can be a challenge! Through CSI's Grocery Run program, a total of 698 Grocery Runs were completed from Doon Campus and Residence to the Pioneer Park Plaza.

## SCHOLARSHIP WINNERS

Over the course of the academic year, CSI was proud to present Conestoga students who enhanced the student community and demonstrated leadership and excellence with the following scholarships:

### CSI Athletic Scholarship

- Libby Bauman
- Ashley Blazek
- Autumn Klimsiak
- Malachi Ramsay
- Megan White

### Conestoga Students Inc. Community Achievement Award

- Gavin Abeele
- Alex Helm
- Dakota Piluk-Ostiguy
- Rebecca Ruelens

### Conestoga Students Inc. Student Service Award

- Lauren Brazier
- Hudson Ecclestone
- Jolly Francis
- Ali Muhammad Habib
- Andrew Harris
- Diana Jarnevic
- Jesna Thomas
- Christopher Lemon
- Lauryn Kemunto Mirieri
- Suhail Mohammed

### Neil Aitchison Conestoga Students Inc. Scholarship

- Olivia Bender
- Soveigh Basseur
- Lindsey Smith
- Katherine Smyth

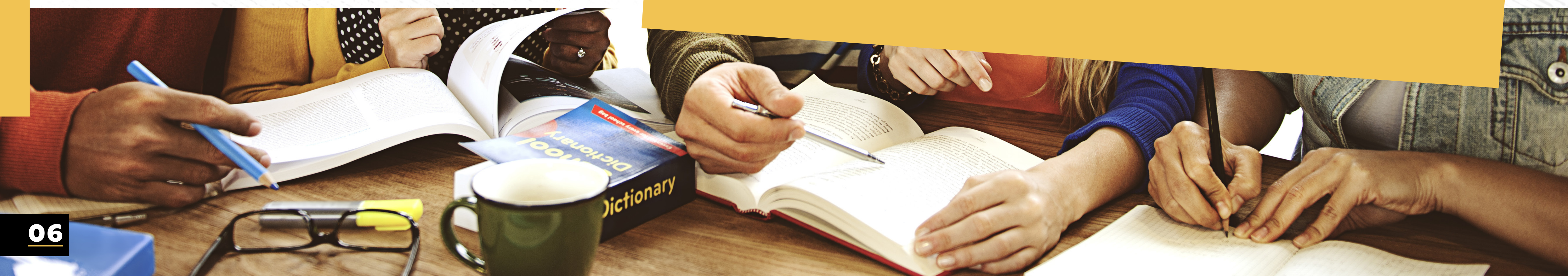
## STAFFING

CSI has had the privilege of working with Conestoga students in a variety of Part-Time and Co-Op roles. Through these roles, students had the opportunity to gain experience, strengthen their resumes, and be an integral part of the Conestoga community and CSI's day-to-day operations.

Together, our Advocacy, Community, Leadership, Marketing, Events and Services departments supported a total of 152 student positions from the Spring 2022 – Winter 2023 terms.

STUDENT POSITIONS	# POSITIONS SPRING 2022	# POSITIONS FALL 2022	# POSITIONS WINTER 2023
Advocacy	0	0	2
Community	1	34	14
Leadership	0	2	4
Marketing	1	8	3
Events	13	10	5
Services	4	24	29
Total	19	78	55
<b>TOTAL SPEND</b>	<b>\$291,556.37</b>	<b>\$547,614.44</b>	<b>\$805,128.87</b>

**TOTAL SPEND = \$ 1,644,299.68**



# LEADERSHIP IS OUR BUSINESS

*We are here to support students while they build on their existing skillset and give them a chance to practice leadership. We provide students with many ways to do so through volunteering, workshops, conferences and more! We believe leadership fosters a sense of community while developing skills students can take into their future professions.*

## CSI CLUBS

CSI clubs are a great way to connect with other students, explore new hobbies, and even strengthen skills. From dance to debate, there's something for everyone! This year, CSI Clubs continued to grow, reaching the highest number of 44 active clubs and over 700 student members.

Check out the CSI Clubs active over the year:

- Afro-Latin Dance Club
- Atmiya Youth Club
- AutoCAD
- Badminton Blitz
- Chess 101
- Cognitive Cultural Club
- Conestoga Accounting Club
- Conestoga Arab Students
- Conestoga Brantford
- Conestoga Debate Society
- Conestoga Drama Queens
- Conestoga Mavericks Cricket Club
- Conestoga MSA
- Conestoga Respiratory Therapy Foundation
- Conestoga Startup Club
- Conestoga Ukrainian Students Club
- CSI Latino
- Data Analytics and ML Club
- Date Box
- Deeper Life Campus Fellowship
- ELPD (Early Learning Program Development Association)
- Environmental Public Health Awareness Club



- F1 Conestoga
- Google Developer's Student Club
- Hiking Club
- JIA Public Service Club
- Leetcode Club
- Life Beyond Campus Club
- Music Club
- Photography Club
- Potter's House Club
- Public Service Program Campus Club
- Satsang@Conestoga
- Sikh Students' Association
- Sports and Fitness Club

- Student Paramedic Association
- Suhradh Youth Club
- Supply Chain Professionals
- Table Tennis Club
- Tabletop Games Club
- The Art & Creative Club
- The Black Student Association
- The Canadian Welding Bureau Association (CWB-A)
- The Sustainability Club
- TheSafePlace
- Wakhra Swag Bhangra Club
- Yoga and Meditation Club

## Warming Up to the Holidays

In November 2022, our club community came together to offer a Warming Up to the Holidays event. At the event, Conestoga students were invited to learn more about our clubs and offerings. The event featured club performances and presentations, plus prizes and giveaways for attendees. Through the event, clubs also raised 19kgs of non-perishable food and \$86, which was all donated to the Region of Waterloo Food Bank.



## LEADERSHIP AMBASSADOR PROGRAM

In February 2023, CSI's Leadership department started its new Leadership Ambassador Program (LAP). The LAP is a student-led program of volunteer opportunities where students come together to organize volunteer initiatives, including all steps of the initiative: conceptualization, organization, development, and implementation.

The program allows students to take the lead on volunteer initiatives that promote the development of community among students, collaboration, and awareness of current issues that affect our students and community.

This year, we had 12 students enrolled in the program who have delivered two volunteer initiatives so far! In March, they raised awareness of Women's Month by honouring female authors, and the initiative took place at our Doon, DTK, and Waterloo campuses. In April they completed an initiative on Environmental Awareness and Spreading Kindness in Niagara Falls.

## LEADERSHIP WORKSHOPS

CSI's Leadership department launched its new offering, Leadership Workshops, in the Winter 2023 term. This program offers monthly workshops to all Conestoga students, free of charge, that promote leadership skill development, awareness, and practice. We had a variety of topics discussed during, starting in February with our Mindful Self-Compassionate Program Workshop, Sustainability Workshop in March, and Ableism and Access in Academia in April.

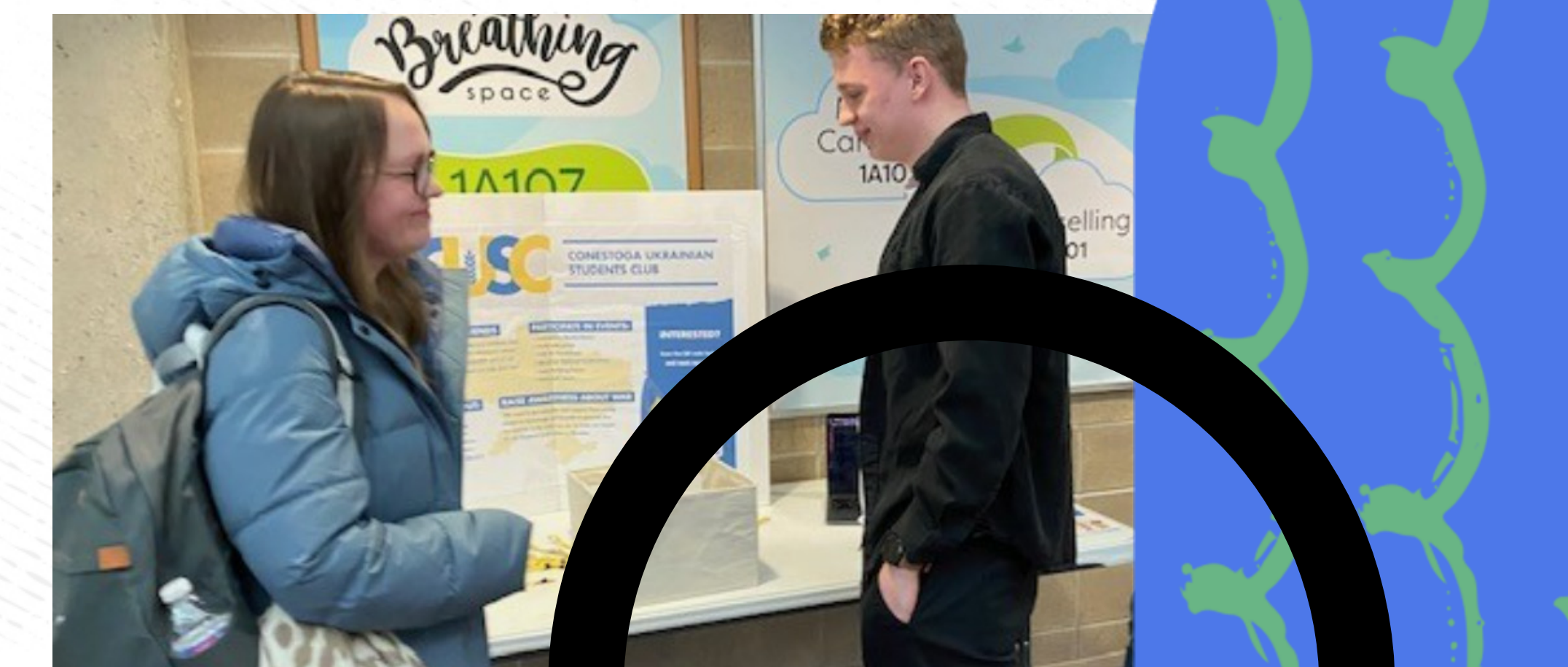


## CSI'S 9TH ANNUAL LEADERSHIP CONFERENCE

In March 2023, CSI hosted its 9th Annual Leadership Conference, a full-day event that happened at the Crowne Plaza Hotel in Downtown Kitchener. Our conference this year had the theme of "Leadership in Post-Pandemic Times".

The conference featured five speakers, including two keynotes, who were researchers and professors of leadership either at Conestoga College or the University of Waterloo. It also featured professional trainers who work directly with leadership skill development for university students. The event had a variety of lectures and workshops with the opportunity to reflect, learn more, and develop leadership skills. Three meals were offered (breakfast, lunch, and dinner) including two coffee breaks, and a special celebration to close the conference with a DJ playing music.

Ahead of the Leadership Conference, students had the opportunity to submit their work for presentation at the event. The work could be a research project they developed in school, or CSI part-time staff could also reflect and discuss their experience with the company. The Conference aimed to include our students involved with CSI, for example: Clubs' executives were invited to present on how being involved with clubs can promote leadership, and the music club was invited to play for guests during breakfast time, kicking off the event. All attendees were issued a Certificate of Attendance at the Conference, and the people who presented received a Certificate of Presentation.



# WELLNESS IS OUR BUSINESS

*Wellness is a key component to student success. CSI aims to keep Condors happy and healthy through services, workshops, activities, and events focused on students' health and wellbeing. We understand access to sustainable food options may be limited for some, so we do our best to bring nutritional food to our students at no cost through our SNAP program, Free Food Farmers' Markets, food at events, and more.*

## FOOD SUPPORT SERVICES

### **Oh, SNAP!**

CSI's Student Nutritional Access Program (SNAP) is an emergency food fund available to students in need of food while faced with financial insecurity. Working with the Waterloo Regional Foodbank, it provides access to nutritious food and meals available for current Conestoga College students and is intended for those who are experiencing food insecurity or are at risk of experiencing food insecurity in the immediate future.

From September 2022 – April 2023, SNAP distributed \$157,200 in emergency funding to 1,388 program users.

### **Grab-a-Bite**

This frozen meal program was designed to provide students with an immediate support response to hunger with ready-to-eat meals.

## WELLNESS NUMBERS

- CSI's Wellness team supported students with a total of 11,573 in-person, email, and phone inquiries.
- Physiotherapy helps people manage and treat their pain or injury, illness, or disability. Our Wellness Office physiotherapist supported students through a total of 577 appointments, welcoming a total of 218 new clients.

## WELLNESS HIGHLIGHTS

### **Supporting ELS Students**

ELS program students were billed for the CSI Health and Dental Plan every semester; however they were not included in the Health Plan extract submitted by the college to Studentcare. This meant that these students were not able to access their health coverage. Our Wellness team identified the issues, and after several meetings with Studentcare and the college registration, created a plan to resolve this issue.

Currently, we are submitting the health plan extract every two weeks to Studentcare with the data of ELS students who have self-identified, and so far, we have been able to manually activate 905 EAS/ELS students for the year 2022-2023 out of 1022 registered students.

### **50,000 Step Challenge**

Kicking off the new year with a healthy mindset! The CSI Wellness Office teamed up with our partner Eramosa to help students start the semester on the right foot with our 50,000 Step Challenge. Students that participated in the step challenge were entered to win prizes like a Fitbit, a \$300 gift card towards physiotherapy appointments, a \$100 Walmart Gift Card, and an Eramosa prize pack!

### **Good Food & Gratitude**

Thanksgiving is the time to express thanks and gratitude, and we are grateful for all Conestoga students! We brought them a catered Thanksgiving feast provided by SNAP, with all the fixings including Three Sisters Soup. This event also featured an educational component so students could learn about the history of the Thanksgiving holiday and donations were made to an Indigenous charity. Throughout the feast, students had the opportunity to give thanks and share what they are grateful for with their fellow attendees.

### **Launch of Free Food Farmers' Market**

Staying healthy is the key to student success! In the Fall semester, CSI launched our new semesterly Free Food Farmers' Market across seven campuses. With the rising cost of living, healthy, fresh produce may be a luxury so each semester we vowed to bring students fresh produce ranging from tomatoes, cucumbers, all the way to fresh bread.

# EVENTS ARE OUR BUSINESS

*We love bringing students weekly events that keep them engaged with campus life and we were grateful to be back to offering fully in-person events this past year. We aim to facilitate events and workshops that are informative, fun, and foster a sense of community amongst students.*

## EVENT NUMBERS

From Spring 2022 – Winter 2023 CSI hosted a total of 538 events with over 33,900 Condors in attendance! Check out the breakdown of events that took place at various Conestoga campuses in the past year:

<b>TOTAL NUMBER OF EVENTS</b>	538
<b>TOTAL ATTENDANCE</b>	33,907

### TOTAL NUMBER OF EVENTS BY CAMPUS

Brantford	212
Cambridge	211
Doon	256
DTK	225
Guelph	211
Reuter	185
Waterloo	216
Virtual	13
Offsite / External Venue	13



## EVENT HIGHLIGHTS

### Period Party

The best party of the year! Period. To help end the stigma around menstruation, CSI hosted a Period Party during Sexual Health Week at the DTK campus, and pop-up Period Parties at six other campuses. The event educated attendees about periods and helped to establish CSI as a period positive space.

### Bridgerton Prom Redo

As we transitioned back into fully in-person events, we realized some of our students may have missed their prom due to the pandemic. CSI wanted to give students the best prom ever with the Bridgerton Prom Redo event! It was a night of dancing, laughing, music and memories that will last a lifetime.

### Condors Got Talent

We know our Condors have a lot of talent, so we wanted to give them an outlet to showcase it! It was great to see so many of you come out and show off your special talents and cheer on your fellow Condors. The Condor who won Condor's Got Talent even went on to win Ontario's Got Talent!

### Navratri

We were thrilled to be able to celebrate Navratri with all of you! We loved seeing you in traditional wear and celebrating all night long. We are honoured we could be a part of the celebration and help students explore different communities and cultures.

### 50th Birthday Bash

Happy Birthday to us! Thank you for 50 years of CSI, and here's to many more! We celebrated our birthday in February 2022 and handed out free cake to all those who wished to celebrate with us. We had an awesome Birthday Bash in The Venue with great food and music!



## STRATEGIC NETWORKING PANEL WITH KARLENA WAUGH & GUESTS

CR

### CAREER READINESS

THURSDAY  
MAY 26, 2022  
6:00PM - 8:00PM  
(DOORS OPEN AT 5:30PM)

LOCATED IN THE VENUE  
PLEASE RSVP ON EVENTBRITE



## STUDENT TESTIMONIALS

STUDENT ATTENDEE OF STRATEGIC NETWORKING PANEL WITH KARLENA WAUGH & GUESTS EVENT:

“ This was one of the best events that I attended so far. Extremely helpful, engaging, informative and entertaining too. The speakers were amazing, vibe was great, food was fab! Loved it. We not only learnt a lot from the esteemed guests but also got a chance to connect with them post the event. Thanks for this opportunity.”

STUDENT ATTENDEE OF DRESS FOR SUCCESS WITH EMILY DURHAM EVENT:

“ The session was extremely helpful in understanding the importance of dress code while attending an interview or a formal interaction. I was able to understand that the first impression will have a huge impact and will be very helpful throughout the interaction.”

STUDENT ATTENDEE OF DECOLONIZING WELLNESS WITH SHAYLA STONECHILD EVENT:

“ It was really a knowledgeable session for me. Specifically, its aware me about Canadian origin culture and people. I knew about Indigenous people but not so much. Their culture is help to sustainability for mother earth. It learns us how can we stay connected with our ancestor and culture. Shayla Stonechild motivates me about yoga and meditation to improve myself in life. It was a inspirational speech for me and I get a chance to meet know about a diverse culture. I feel a spiritual awareness and we can help in decolonizing movement to make better community around us in this country.”

STUDENT ATTENDEE OF MOVIES FOR MENTAL HEALTH – SEXUAL VIOLENCE FOCUS EVENT

“ I am glad to be a part of this workshop with talented panel of experts who shared such thought provoking and insightful information on mental health and sexual violence with us. I felt engaged and connected through the stories of the people in the films and I feel glad to have attended the event. Thank you all for your efforts and time!”

## DECOLONIZING WELLNESS

with Shayla Stonechild

THE VENUE DOON CAMPUS  
PLEASE RSVP ON EVENTBRITE

WEDNESDAY JUNE 15, 2022 | 7:00PM - 8:00PM

HW

### HEALTH AND WELLNESS



## DRESS FOR SUCCESS WITH EMILY DURHAM



WEDNESDAY MAY 25, 2022 | 1:00PM - 2:00PM

JOIN VIRTUALLY ON ZOOM | PLEASE RSVP ON EVENTBRITE

CR

### CAREER READINESS



ART WITH IMPACT

CONESTOGA STUDENTS INC

## ONLINE MOVIES FOR MENTAL HEALTH CELEBRATING BLACK FILMMAKERS

Monday, February 7, 2022  
4:00-6:00pm ET

Sign up on the CCP!



to Join  
ous!

BLACK LIVES MATTER



## THEMED WEEKS

In the spirit of community and collaboration, CSI continued to host a range of semesterly themed weeks alongside various Conestoga student affairs departments. From learning the ins-and-outs of professional networking to breaking sexual stigma, these weeks are designed to meet students' interests and needs through topics that will strengthen their student experience.

### Career Readiness Week

Career Readiness Week helps students learn important career-focused information outside of the classroom and a formal work setting. By bringing fun and educational workshops to students, we hope to help them feel more comfortable and prepared to enter the workforce after graduation.

### Health & Wellness Week

With the hustle and bustle of each academic term, students may not take time for themselves. We bring students a semesterly Health and Wellness Week to encourage prioritizing their physical and mental health during the term. We aim for these events to be a nice break in the term and hope they help inspire students.



### Celebrating Diversity Week

Conestoga is made up of a rich community of cultures, backgrounds, and identities! Celebrating Diversity Week events and workshop allow us to embrace what makes us unique and learn about our global communities and the people we share our space with.

### Sexual Health Week

CSI aims to break the stigma surrounding sexual wellness as a taboo topic. These events and workshops educate students on the importance of sexual health and wellness as well as give them a chance to have some fun with the topic.

### Exam & Stress Relief Week

We know exam time is stressful and can be challenging for our students. During the last few days leading up to exams, CSI does all they can to help alleviate even the smallest bit of student-life stress. We bring events and workshops that are fun to attend and take your focus off exams for a few hours.



# ADVOCACY IS OUR BUSINESS

## ADVOCACY NUMBERS

Some fear the terrible twos, but we think our Advocacy team had a great year of impact as it celebrated its second year as a CSI department! Throughout the year, we saw:

- Year-End Survey Responses: 2,448
- Food Security Survey Responses: 1,048
- Livestreamed Board Meetings: 12
- Government Official Meetings: 12+
- Academic Appeals Supported: 147
- Student Advisory Committee Members: 32
- Indigenous Circle Student Members: 12



### #NeedOrGreed campaign stats:

- 20 Media Inquiries/Interviews with outlets such as CBC, Toronto Star, and independent outlets.
- 1,191 unique people sent letters to decision-makers.
- Over 70 student stories were shared.
- Over 150 people joined the Queen's Park Protest with representation from MPP Adil Shamji (Liberal Party Critic of Colleges and Universities).
- Social media reach of over 160K+.
- Over 4,900 unique web visitors to the campaign website.

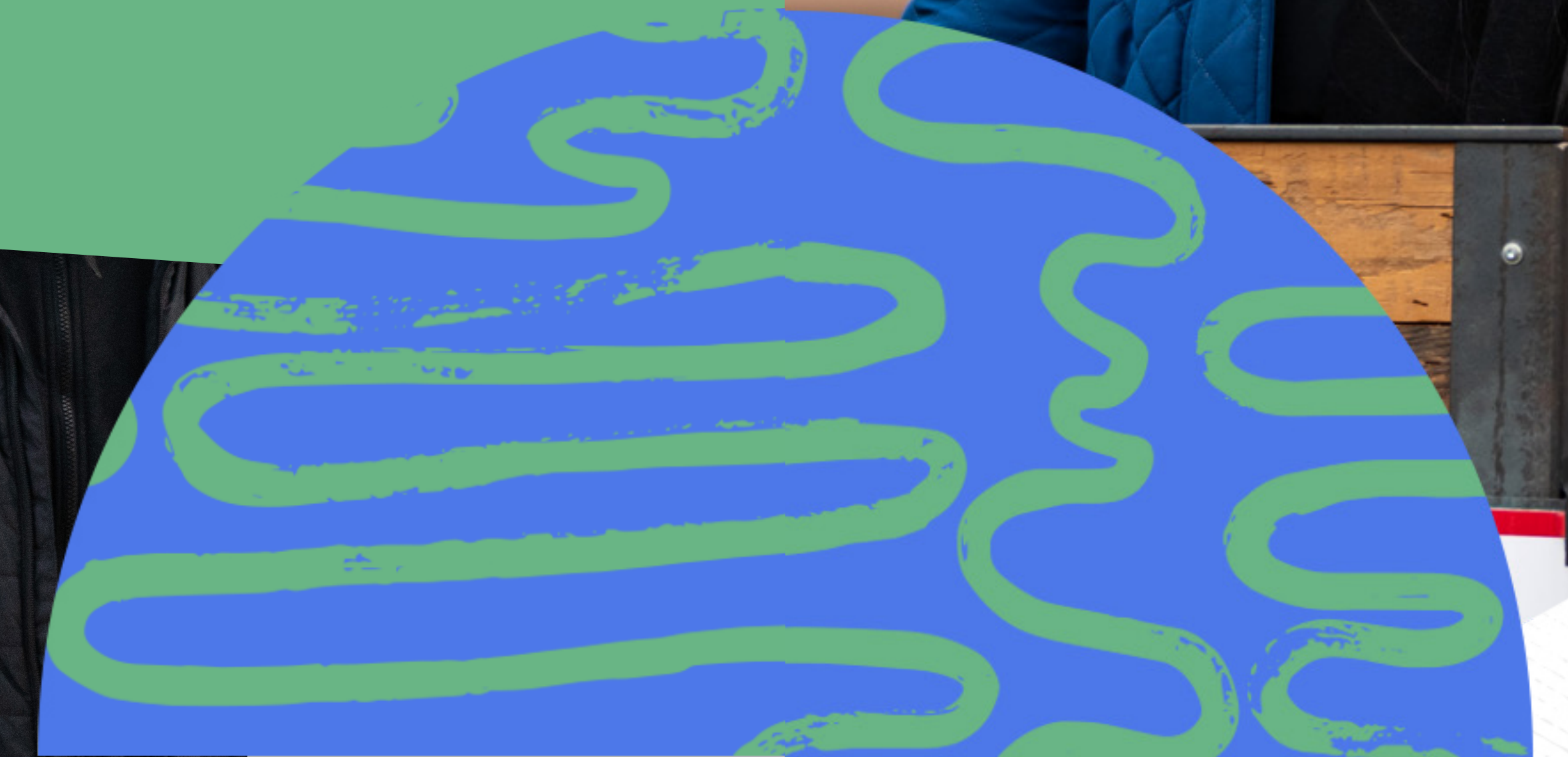


## #NEEDORGREED –INTERNATIONAL TUITION EQUITY CAMPAIGN

In 2022, CSI partnered with five other action-oriented Ontario College Student Associations, who were motivated and inspired to advocate for international tuition equity for over 50,000 international students the student associations represent.

This led to the launch of the #NeedOrGreed campaign, which called on Ontario Colleges and the Ontario Government to:

- Freeze international tuition rates.
- Limit international tuition increases to the same as domestic students.
- Introduce cohort tuition pricing.
- Eliminate the International Student Recovery Fee.
- Permanently increase core operating grant funding for postsecondary institutions and index it to inflation.
- Mandate consistent application of the International Student Recovery Fee across Ontario colleges.
- Publicly disclose tuition revenue, separated by domestic and international students, including their use allocation.
- Eliminate differential tuition for international students, up to the subsidized value of domestic tuition, through a multi-year phased-in approach.



## STUDENT ADVISORY COMMITTEES

In 2021-2022, CSI identified that many students were passionate about housing, transit, and food services & security, so we launched Student Advisory Committees (SACs) on these topics in the Fall semester to collect ongoing feedback from students at all campuses!

- 32 students were members of Student Advisory Committees throughout 2022-2023.

### Highlights/successes

- Students from various committees met with local officials such as Mayors, and attended City Council meetings to delegate, and highlight the barriers students face related to housing, transportation, and food services and security.
- CSI's advocacy work with students helped reduce the planned fare increase for students using Guelph Transit from 12.5% to approximately 6% (just below inflation). Beyond this, the transportation SAC supported successful advocacy efforts bringing capital and service improvements to Guelph Transit and GRT, making transit more accessible and remaining affordable.
- Students highlighted barriers faced by students when accessing local/municipal food banks and advocated within CSI and Conestoga for reduced barriers and increased support for students experiencing food insecurity.
- Students of the food services and security SAC supported the development of CSI's first Food Security Survey, with results to be published in the Spring 2023 semester.
- The housing SAC provided feedback to various parties such as the Waterloo Region Fire Department and the Lower Doon Secondary Plan Land Use Implementation Project to advocate for safe, affordable, and accessible housing for students.

## STUDENT TESTIMONIALS

“ Having the information about the rights and responsibilities that every single student has when it comes to the housing sector of Canada turned out to be a steppingstone for me to understand about the atrocities and difficulties faced by both international and domestic students in Ontario especially KWC (Kitchener, Waterloo, Cambridge) region. I can see myself working in this sector even after I graduate as this issue is still is as close to me as it was on day one. ”

- Housing SAC Member.

“ I'm writing this email to thank you for the guidance and support I received throughout my appeal process. I got full marks on the resubmitted assignment (assigned as part of the Appeal Decision), and I passed the course. I really appreciate the CSI Advocacy team, who helped me understand the procedures and timelines of the appeal process and provided me with valuable suggestions and feedback. ”

“ In my experience, the student advocate supported me mentally and emotionally by understanding a student's state of mind under this difficult situation. After meeting, my trust in the process increased and felt more optimistic and motivated to go further in this process. She was very clear about what to include and what not to include in the email to chair. She helped me understand the structure the email for the appeal. I really appreciate the support provided by the CSI Advocacy and I wish all the best wishes for its future endeavors. Once again thanking the CSI Advocacy team for offering great support throughout my appeal process. ”

“ The support and help I received from the Student Advocates was phenomenal and I couldn't be more grateful for all they did to help me get through my appeal process. Thank you Student Advocates!!! ”

## STUDENT ADVOCATES PROGRAM

Going through an academic appeal alone can be difficult, stressful, and confusing, but it became easier with the launch of the Student Advocates program! In March 2023, CSI launched the Student Advocates program to provide a peer-to-peer service that supports students with their academic appeals by helping them understand the procedure, timelines, and other important considerations to make it as simple as possible.

### Academic Appeals Support by the Numbers

- 65 students received support with the appeals process and how it may relate to their situation based upon the information provided in the intake form and were offered a one-on-one meeting with a Student Advocate.
- 23 one-on-one meetings were held with students and Student Advocates.
- Prior to the launch of the Student Advocate program, the CSI President supported 82 additional appeal cases.

### Highlights/successes

- Supported students in navigating the academic appeals process – resulting in fewer denied academic appeals by the Registrar's Office since the launch of the program.
- Fostered a relationship with the Registrar's Office and highlighted barriers faced by students in the academic appeals process to help improve it for future students

## INDIGENEITY AT CSI

The Indigenous Circle finished its first full year of existence building community, planning events and awareness activities to contribute to introducing Indigenization to the Conestoga community.

### **Highlights/successes**

- The Indigenous Circle hosted its first event and planned events for the 2023 fiscal in collaboration with Be-Dah-Bin Gamik, such as Craft and Connect events where Conestoga students are encouraged to learn more about Indigenous cultures across Turtle Island through culturally significant activities (i.e., ribbon dress making, harvesting, etc.).
- Provided feedback to CSI about the first Indigenous Awareness Week which took place in the Fall 2022 term, this served as a learning opportunity for future events and activities.
- The Indigenous Circle supported the development and design of \$10,000 in bursaries for Indigenous Students at Conestoga offered by CSI.

## ELIMINATING PERIOD POVERTY

CSI worked with students from the Bachelor of Environmental and Public Health to introduce free menstrual products to eliminate period poverty on campus. Together, a formal policy position for CSI was created to recognize the impacts of inequitable access to menstrual products and why they should be made free and accessible on-campus. After approval by CSI's Board of Directors and presenting this to Conestoga College, CSI was included in plans by Conestoga Facilities and Student Success, to ensure free menstrual products would be made available across all campuses in washroom facilities, Student Ambassador desks, and CSI Service Hubs for Spring 2023.

**More details about the program:** <https://sway.office.com/kra9iZDtxP369XTx>

## AFFORDABLE, ACCESSIBLE, AND EQUITABLE TRANSIT

Keeping public transit affordable, accessible, and equitable was accomplished for students who use Guelph Transit! CSI learned that Guelph Transit was eliminating the semesterly bus pass and moving to a new fare model that was going to cost students more money. With the assistance of the Transportation Student Advisory Committee, CSI delegated to Guelph City Council requesting they limit the proposed 12.5% fare increase students would have faced and was successful in having it reduced to approximately 6%.

Over the last year, CSI has also continued to advocate on behalf of students for transportation improvements that help them get to the places they need to go, including:

- Introduction of micromobility options like Neuron Mobility in the Waterloo Region,
- Exploring alternative public transit fare options, such as UPasses
- Advocating for improved interregional transit connections between Waterloo Region and surrounding communities.

## ADVOCACY PARTNERSHIPS

It takes a village. Positive change and impact are made when people and organizations come together to make their collective voice heard.

### **CASA**

CSI's federal advocacy partner, the Canadian Alliance of Student Associations (CASA), successfully advocated for a government pilot that allows for international students with a study permit issued before October 2022 to have their limit on how many hours they can work off-campus removed until December 31, 2023. This is expected to help alleviate financial barriers for international students by allowing them to work additional hours to make the necessary income to support themselves. CASA will continue to advocate for this pilot to become permanent.

### **Ontario Student Voices**

CSI recognized the need for a strong provincial advocacy partner to address issues to the provincial government and collaborated with other college student associations in Ontario to found and launch Ontario Student Voices (OSV). Through OSV, CSI will play an integral role in future advocacy work at the provincial level to improve the student experience for Conestoga students.

# HOSPITALITY IS OUR BUSINESS

*From a grab-and-go lunch to a sit-down meal, CSI offers students a variety of food services! We know during the hustle and bustle of your busy class schedules that a long lunch may not be a priority, but we have so many options for you!*

## THE VENUE

### Oktoberfest Collaboration with Waterloo Brewing

As a festive way to collaborate with one of our long-standing partners, The Venue came together with Waterloo Brewing to celebrate Oktoberfest. Leveraging social media, we hosted a contest that saw a lot of interest and engagement that encouraged students to tell us what their favourite Waterloo Brewing beverage was for a chance to snag 1 of 20 sets of free tickets to Bingemans Oktoberfest.

### The Venue Week – Fall 2022

A tasty way to give back to students! The Venue Week Follow Campaign was a key player in raising awareness about The Venue to Conestoga students. In partnership with CSI's SNAP program, this week-long activation gained momentum throughout the halls of Doon Campus with interactive game elements like "Spin to Win" and "Plinko". Throughout the week, students had the opportunity to follow us on social media for the chance to play and win a FREE voucher for a variety of popular menu items from The Venue or a Venue gift card! Our Partnership with CSI's SNAP Program allowed us to give over \$2,500 worth of free food to Conestoga students.



## PITA PIT

### Pita Pit Customer Appreciation Day!

Pita Pit rolled into the winter semester with an amazing turnout to its Pita Pit Customer Appreciation Day. This day celebrated Pita Pit customers with a Pita Pit cake, games, a photo booth, and the chance to win some prizes. Supported by the CSI SNAP Program, Pita Pit served over 250 free pita combos to Conestoga students while providing information on CSI's food services to promote healthy eating while on campus.

## THE REUTER MARKET

### The Reuter Market Official Opening!

The Reuter Market officially opened in November 2022 and has since been a hot spot for students at Reuter campus for everything from their morning coffee to afternoon snacks. Through the first seven months of the Reuter Market being open, we relied heavily on social media to promote daily offerings and general information about CSI events taking place at Reuter Campus, allowing our social footprint to grow on Facebook and Instagram to over 650 followers.

### YETI Giveaways

Getting to know Reuter students was a priority for the team so that we could gain an understanding of what types of content resonate well with the students at this Campus. Over the initial few months, we ran several campaigns ranging from follow campaigns to giveaways, all contributing to our growing social media follower count. The Reuter Market's most successful giveaway to date was the second run of our YETI Prize pack giveaway. Students had the opportunity to submit a ballot for the giveaway after following us on social media, this activation generated over 100 entries in-person and online.





## THE FOOD TRUCK

### **A #TruckingDelicious Frosh Week!**

CSI hit the road for some frosh week fun with support from The Food Truck. The Food Truck Frenzy event brought Condors together with delicious food, games, and prizes!

## CATERING CO.

### **Jill of All Trades Catering Event**

CSI's Biggest Catering Opportunity to date! In May 2023, the Catering Co. supported the Jill of all Trades event that took place at Reuter Campus. Serving breakfast, lunch, and snacks to over 600 mentors and high school students, this event strives to educate young women in high school about a potential career in the skilled trade industry.

### **The World of Choice Catering Event**

The World of Choice catering event aims to provide students with an understanding of the skilled trades. In May 2023, the Catering Co supported this event by serving up a full burger bar in addition to breakfast and snacks to over 250 high school students, and the facility.

### **Indigenous Highschool Mentorship Day!**

The Catering Co. supported this mentorship event by providing a full taco bar for over 30 high school students, 40 staff, and organization members. This event introduces high school students to the Indigenous studies programs offered at Doon Campus.



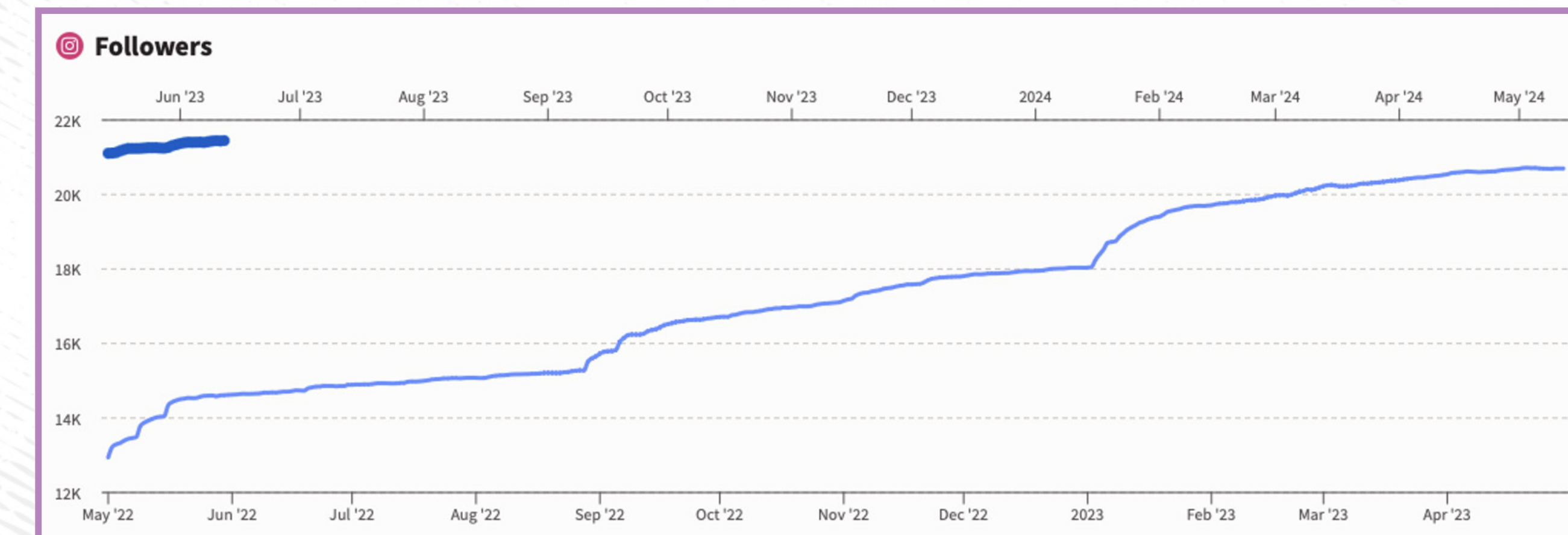
# COMMUNITY IS OUR BUSINESS

## GET SOCIAL WITH CSI

### Instagram

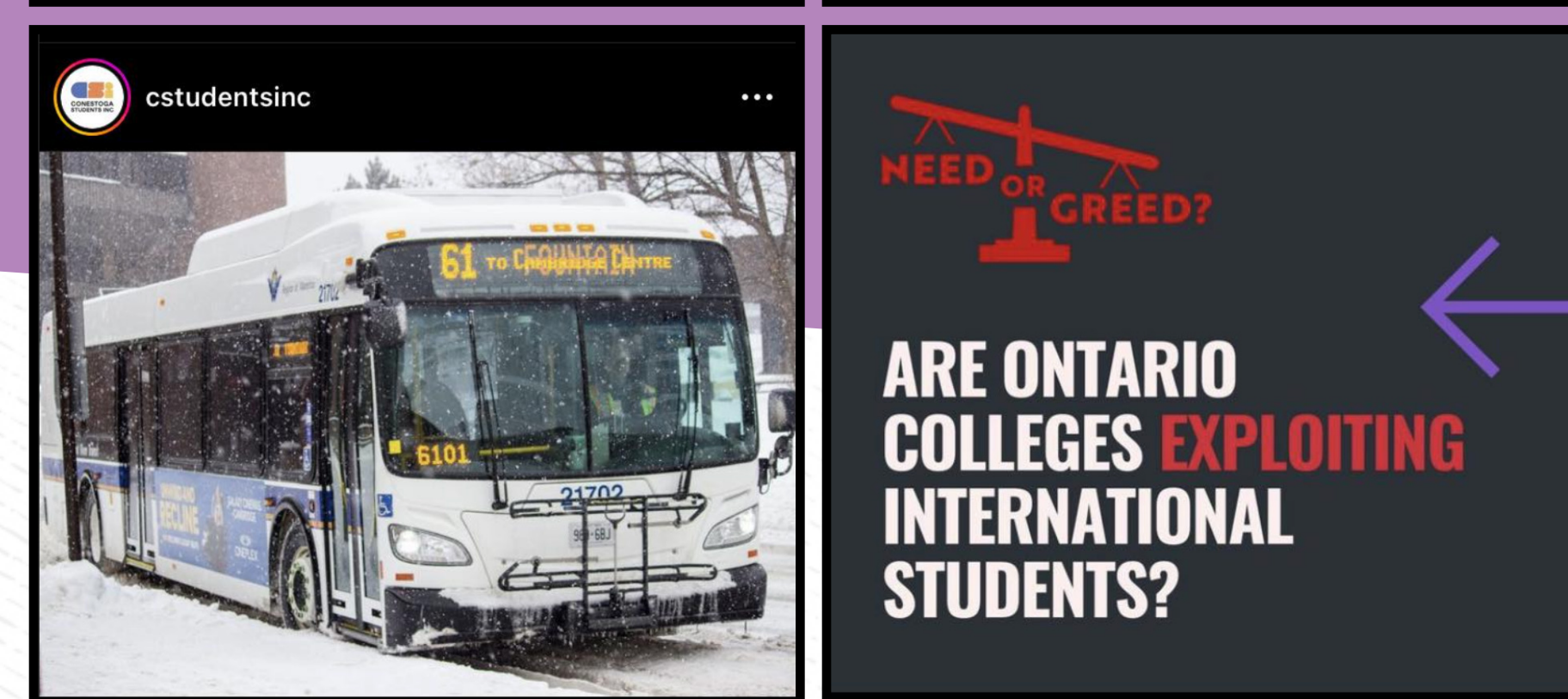
In the past year, we passed 20,000 followers on CSI's Instagram! From May 1 to April 31, we saw huge spike in following starting at 12,943 in May 2022 and reaching 20,698 in April 2023.

These spikes align with each new semester intake and, if the trend follows, we will see a steady increase during this time in years to come. Our audience grew alongside the interest and visibility as we teased the transition of CSI's new brand identity.



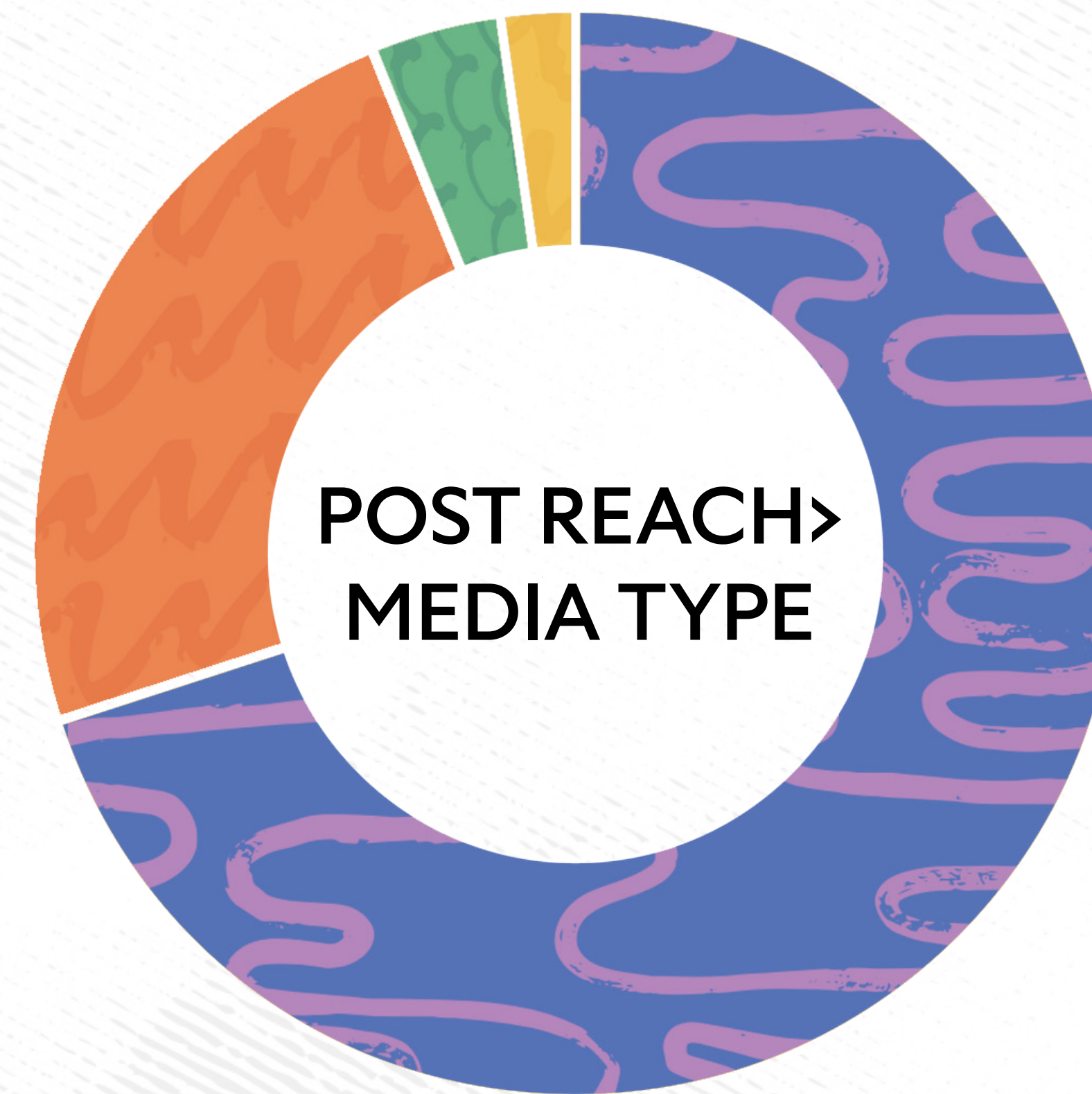
### IG Reels

CSI's Instagram soared this year with positive reactions and engagement to our video content. Cliffy was the star of the show – our trendy Halloween video skyrocketed to 16,000 views.



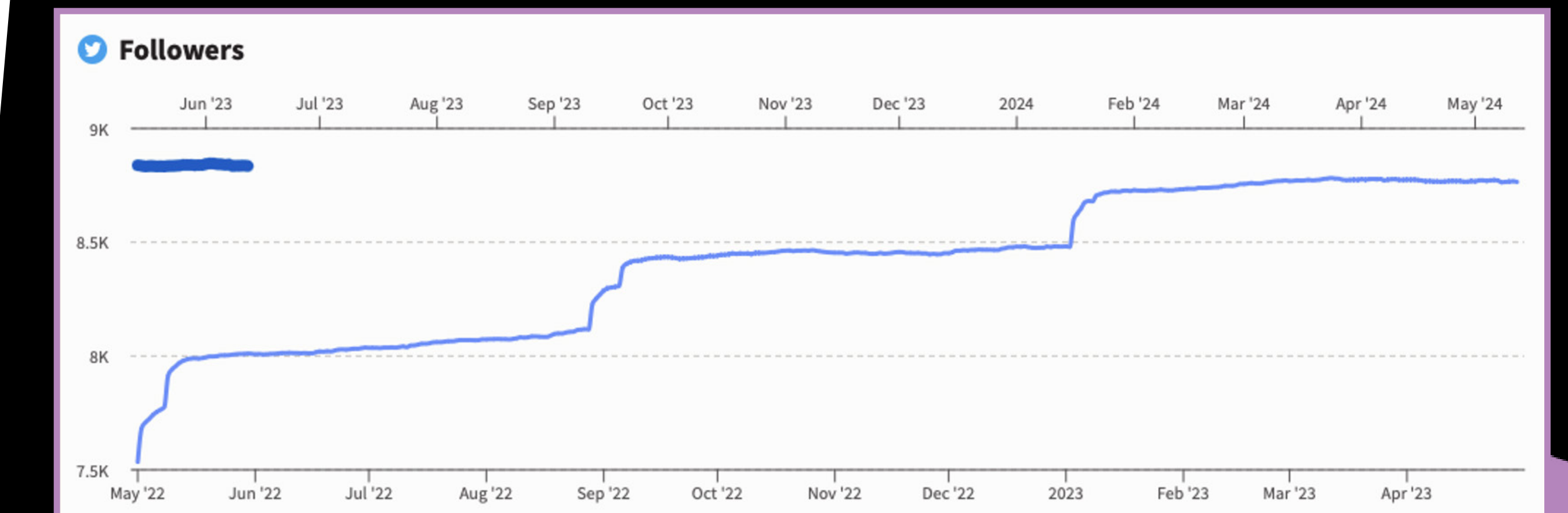
### Facebook

Semester to semester, we have seen a growing and engaged Facebook audience with a following that increased from 9,907 to 10,804.



### Twitter

We have seen an increase in Twitter followers as we began fine-tuning and repurposing existing content from other social platforms. We closed off the year with the addition of 1,240 new followers!





# FINANCE IS OUR BUSINESS

*We are in the business of being transparent with our students and letting you know the financial state of CSI. To stay accountable, CSI undergoes an annual financial audit to ensure we are taking the proper steps to help as many students as we can. The 2022 – 2023 audit was conducted by BDO Canada LLP Chartered Professional Accountants.*

Want to see the breakdown of how CSI used its funds to upgrade the student experience? Take a look at our [Audited Financial Statement](#).

“ In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the consolidated financial position of the Organization as at April 30, 2023, and its consolidated financial performance and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations. ”

## 2022-2023 FINANCIAL OVERVIEW

<b>OPERATING REVENUE</b>	<b>\$14,588,713.00</b>
<b>TOTAL REVENUE</b>	<b>\$14,588,713.00</b>

### EXPENSES

Student Programming & Events	\$2,453,732.00
Student Career and Development Services	\$608,590.00
Student Spaces and Services Operations	\$5,266,960.00
Academic Support Services	\$1,334,089.00
Shuttle Services	\$619,932.00
Student Advocacy	\$693,481.00
Health and Wellness Support Services	\$595,025.00
<b>TOTAL EXPENSES</b>	<b>\$11,571,809.00</b>

<b>EXCESS REVENUE</b>	<b>\$3,016,904.00</b>
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# GRATITUDE IS OUR BUSINESS

## THANK YOU

CSI would like to extend a special thanks and gratitude to Conestoga College and local community partners that make our activities, services, and initiatives possible for the student body.

### City and Regional Partners

- City of Brantford
- City of Cambridge
- City of Guelph
- City of Kitchener
- City of Waterloo
- Region of Waterloo

### Community and Service Partners

- Food Bank of Waterloo Region
- Places4Students
- Studentcare
- Studio Nostalgia

### Advocacy Partners

- Canadian Alliance of Student Associations (CASA)
- Councillors, Mayors, MPPs, and MPs from Waterloo Region, Brantford and Guelph
- HOUSE
- Link the Watershed
- Ontario College Student Associations for International Tuition Equity Coalition
- Ontario Student Voices (OSV)
- Social Development Centre Waterloo Region
- Unsheltered Campaign
- UTILE
- Waterloo Region Community Legal Services
- Waterloo Undergraduate Student Association
- Wilfrid Laurier University Students' Association
- YIMBY Waterloo Region

### Event Partners

- 360 PHOTOBOOTH 6IX
- Angus Audio
- Big Tree Promotions
- Brand Blvd
- Crowne Plaza Hotel & Conferences
- Elements
- LED Party Furniture Inc.
- Maxwell's Concerts & Events
- Shine Talent Group
- Side Stage
- Talent Bureau
- Track Avenue
- Quality Produce

### Food and Beverage Partners

- Baden Coffee Company
- Breakthrough Beverage Canada
- Coca Cola
- Flanagan's
- Grainharvest Bakery
- Molson Coors
- Moosehead
- Sysco
- Waterloo Brewing
- Wellington Brewery





## FIND US AT THESE LOCATIONS

### DOON CAMPUS

299 Doon Valley Drive  
Kitchener, ON N2G 4M4

Room 2A106

### CAMBRIDGE CAMPUS

850 Fountain St S  
Cambridge, ON N3H 0A8

Room A1208

### WATERLOO CAMPUS

108 University Ave,  
Waterloo, ON N2J 2W2

Located within the Student  
Commons, opposite the Library

### GUELPH CAMPUS

460 Speedvale Ave W,  
Guelph, ON N1H 0A8

Located within the Cafeteria

### REUTER CAMPUS

25 Reuter Drive  
Cambridge, ON N3E 1A9

### BRANTFORD CAMPUS

50 Wellington St,  
Brantford, ON N3T 2L6

274 Colborne Street,  
Lower Level

### DOWNTOWN KITCHENER CAMPUS

49 Frederick Street  
Kitchener, ON N2H 6M7

Located at the CSI desk next to  
the main entrance

## CONTACT US

✉ Email: [csi@conestogac.on.ca](mailto:csi@conestogac.on.ca)

📞 Phone: 519-748-5131

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