

# IMPACT REPORT

2023 - 2024

## impact

*[im / pakt]; verb*

a profound and powerful  
footprint, a profound  
influence on people's lives,  
a significant effect on the  
student experience





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# Letter from the President

Hey Condors,

Firstly, thank you for being here with us in this moment, and for yet another memorable year to add to the CSI books. It's been an honour and privilege to play a role in strengthening your student experience at Conestoga College.

The 2023-2024 academic year has given us the ability to adapt and focus on the dynamic needs of the Condor community. One of the most notable changes made this year has been the holistic enhancements of our Student Nutritional Access Program (or SNAP, as you may know it) including an increased focus on emergency food support services. We're proud of the positive effects from these changes, and truly appreciate the confidence students have placed in CSI's abilities to support their overall wellbeing.

When we think about impact, typically our first inkling is to reflect upon the past—past things we've accomplished, past goals we have achieved, and past paths that led us to where we are today. And yes, while the past is a vital piece of the puzzle that has imparted many invaluable lessons and influenced many decisions, at the end of the day, CSI's past impacts allow us to see not only where we have been, but where we are now, and simultaneously, where we can go tomorrow, and that my friends, is the sweet spot.

So, without further ado, I encourage you to reflect on the past, revel in the now, and let us all place our precious energy on focusing forward. While we can't quite predict where the path will lead us, we can certainly try to move a few mountains along the way.

Cheers to another year, Condors!

Your CSI President  
Nelson Chukwuma





# Meet the Board of Directors

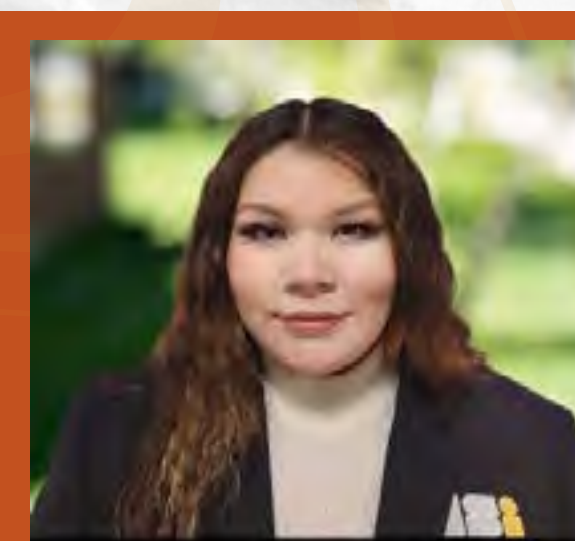
CSI's Board of Directors is comprised of leaders in the Conestoga College community with a passion for making positive changes for their peers and future Condors. Ultimately, the Board of Directors guides CSI's strategic direction and mission to enhance the student experience.



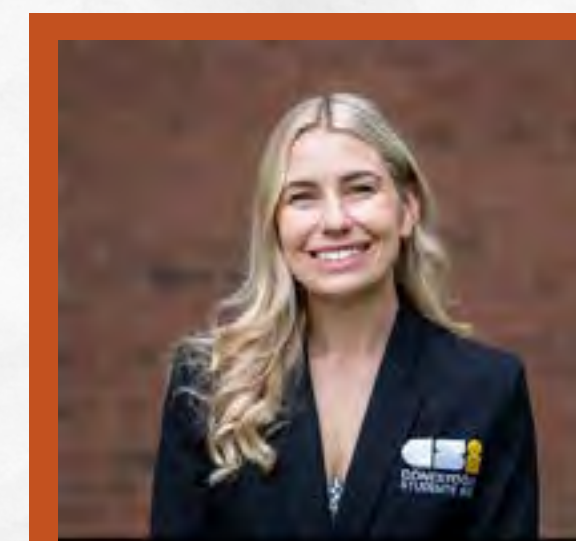
**AMAL JEEVAN**  
DIRECTOR



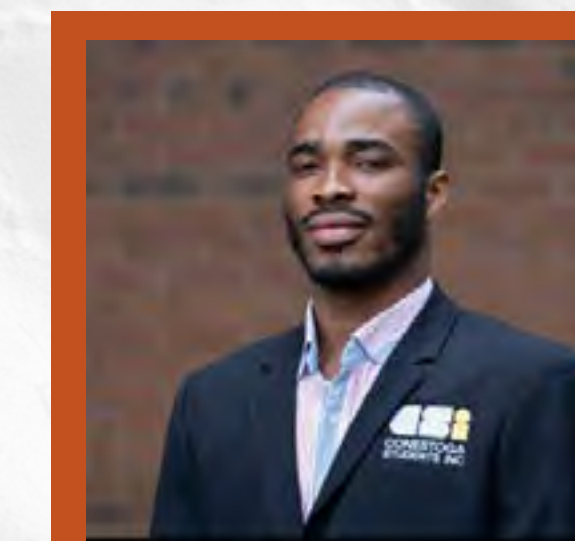
**AMANDEEP SINGH SAINI**  
DIRECTOR



**BRANDI-RAE TIBISHKOGIJIG**  
INDIGENOUS DIRECTOR



**JANELLE GORDON**  
DIRECTOR



**OLUSI DANIEL DERULO**  
DIRECTOR



**SHUBHAM SAVALIYA**  
DIRECTOR



**SILVANUS FERNANDO**  
DIRECTOR



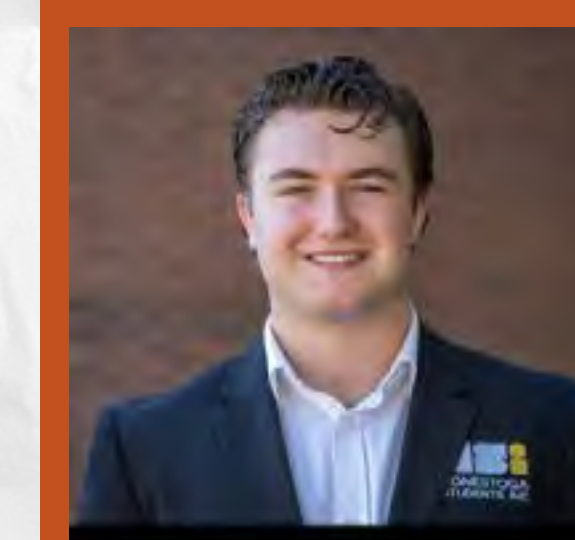
**VINAYAK BAIJU**  
DIRECTOR



**ALEXANDRA OESTREICHER**  
VICE PRESIDENT



**NELSON CHUKWUMA**  
CSI PRESIDENT



**HAYDEN STEWART**  
ASSOCIATE VICE PRESIDENT (INTERNAL)



# Key Student Experience Impacts

CSI strives to enrich the student experience for our diverse and dynamic student population at Conestoga College. As such, we are proud to share with you a few key impacts from CSI's 2023 – 2024 contributions:

**\$2,110,316.03** spent on student staff employment positions

**59,891** event attendees and 884 events

**253,114** visits to CSI Service Hubs to grab a snack from our Nourish and Go program

**735** students received support through the academic appeals process

**53,042** riders on CSI shuttle

**\$48,875.00** in Emergency Support Funding





# The Employment Impact

CSI's student employment positions set students up for success during their studies and beyond by providing professional growth opportunities that support their financial security and mental well-being. Through these opportunities, students gain relevant experiences and further expand their technical skillsets to flourish in their future professional careers.

STUDENT POSITIONS	# POSITIONS SPRING 2023	# POSITIONS FALL 2023	# POSITIONS WINTER 2024	TOTAL SPEND DEPARTMENT/YEAR
Advocacy	3	3	5	\$73,697.91
Marketing	8	16	19	\$750,064.44
Leadership	4	4	3	\$78,517.97
Services	49	77	109	\$1,208,035.71
Total	64	100	136	
TOTAL SPEND/ SEMESTER	\$490,929.71	\$776,803.34	\$842,582.98	\$2,110,316.03



# The Advocacy Impact

## Advocacy Impact at a glance:

- 3,185 Year-End Survey Responses (a 7.8% turnout)
- 9,463 GRT Referendum Votes (a 26.14% voter turnout)
- 735 students were provided with Academic Appeal information and 267 meetings with Student Advocates
- 65 Student Advisory Committee Members
- 15 Indigenous Circle members
- 415 Interactions at Advocacy Awareness Booths

## Advocacy Awareness Booths

Created in Spring 2023, our Advocacy Awareness Booths generated awareness of CSI's Advocacy department and services. Through these booths, students were educated on the CSI Year-End Survey, the Student Living Guide, Student Advocates & Academic Appeal Support, Student Advisory Committees, the Indigenous Circle, and other advocacy efforts like the Copyright Campaign and GRT U-Pass Referendum.





## CASA Copyright Campaign

The CASA Copyright Campaign responded to publishers' and writers' advocacy to reverse the government's 2012 decision to include education as a category of Fair Dealing under the Copyright Modernization Act by gathering student feedback and sharing it with The House of Commons. Before the Copyright Modernization Act, students experienced an 800% increase in textbook pricing over 30-years leading up to the Copyright Modernization Act (Canadian Alliance of Student Associations, 2023).

CSI's Advocacy and Marketing departments successfully hosted a 3-week long campaign, engaging over 335 students across 7 Conestoga College campuses:

- 6 Conestoga students created videos for CASA's social media campaign about Fair Dealing
- 335 students stopped by our hallway booths to learn about the benefits of keeping education a category of Fair Dealing
- 196 students wrote and mailed empowering postcards advocating for their needs to the Members of Parliament





# Student Advisory Committees

CSI's Student Advisory Committees (or SAC) consisted of 65 active student members in 2023/2024. These committees provide feedback on various aspects of the student experience such as transportation, housing, and food security. A few key highlights of the year include:

- In Spring 2023, The Housing SAC, alongside CSI's President and Vice President, discussed the impacts of the recommendations from the Lower Doon Land Use Study, reviewed the definitions of zoning areas, and examined the draft of the land use map for Lower Doon.
- The Housing SAC talked about the increasing rates of homelessness amongst students, particularly international students, with the Waterloo Region Social Development Centre.
- The Transportation SAC continuously provided feedback to CSI's Advocacy Department to help ensure the GRT U-Pass Campaign was accessible to all students in Spring 2023.
- The Transportation SAC also shared insights regarding the accessibility of information to students during the strike of Unifor Local 4304 who represent GRT workers in May of 2023.
- During the Fall 2023 Semester, All SACs contributed to CSI's 2024 Pre-Budget Submission to the Government of Ontario.







## Student Advocates Program

Going through an academic appeal alone can be 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.

- **735** students received personalized support through the appeals process
- **267** one-on-one meetings were held with students and student advocates

## Improving Food Security

After completing CSI's Food Security Survey in Winter 2023, we learned that the majority of students were facing food security challenges, and it became evident that a broader, more collaborative approach needed to be taken to address student food insecurity at Conestoga College.

In August 2023, CSI and Conestoga collaboratively launched the Food Security Collective to develop a series of evidence-informed initiatives and recommendations to:

- Increase access to sustainable and nutritious food options
- Decrease the demand on external community resources outside of Conestoga College
- Develop centralized communications for food support
- Build and maintain meaningful collaborative partnerships

Since the launch, 24 initiatives and recommendations have been developed, and more are being explored for implementation to address food security for students!



## Indigeneity at CSI

Conestoga's Indigenous Circle is comprised of 15 members consisting of current students, alumni, CSI team members, and Be-Dah-Bin Gamik representatives who collaborate to create Indigenous-centric programming to educate, allocate resources, offer skills development opportunities, and foster respectful connections to support a holistic student experience. This year, the impacts of the Indigenous Circle include:

- The Advocacy Research Coordinator created and discussed the Indigenous Identity Brief in response to false Indigenous Identity claims raised by the Indigenous Circle
- Hosted various educational events surrounding settler knowledge and culturally significant dates such as a Residential School Tour on National Day of Truth, a red dress installation on Doon, Cambridge, DTK, and Waterloo campuses for National Day of Missing and Murdered Indigenous Women and Girls, and a special event featuring Indigenous-owned Cheekbone Beauty entrepreneur, Jenn Harper
- Cultivated events and activities for Indigenous and settler students to connect and/or learn about Indigenous cultures like a Fry Bread Making workshop and putting on a 'Reservation Dogs' movie showing
- Supporting Be-Dah-Bin Gamik (Indigenous Services) events and activities such as Pow Wow and Indigenous Music Festival





## Housing

CSI advocated to all levels of government this past year on a variety of housing issues, including:

- Increasing housing availability, particularly in the Lower Doon area surrounding the Doon campus
- Rental licensing in all municipalities home to a Conestoga College campus
- Comprehensive inclusionary zoning in the Waterloo Region to address both housing supply and affordability
- Allowing additional dwelling units (up to four) as a right in the majority of municipalities with a Conestoga College Campus
- Increasing tenant rights and responsibilities resources.

CSI also worked with Conestoga College to share student voices regarding what improvements need to be made for new student residence developments – prioritizing the need for affordable living options.

CSI and the Canadian Alliance of Student Associations (CASA) successfully advocated to the federal government to allow developers and post-secondary institutions access to more funding for building student residences.

CSI continues to support students experiencing housing crises by connecting them with local and college services and resources.





## Affordable & Equitable Transit

### Are you in Favour of a Universal Transit Pass?

9,463 students at campuses located in the Waterloo Region voted 93% in favour of a mandatory Universal Transit Pass (or a U-Pass) in October 2023, making transit more affordable and equitable for students. By lowering the cost of Grand River Transit (GRT) fare, students save over \$680 per year! As of September 1, 2024, all full-time students registered at any Conestoga Campus within the Region of Waterloo will automatically have a GRT bus pass (U-Pass) included as part of their tuition fees.





## Local Transit Improvements

Throughout the last year, CSI advocated for many improvements to local transit routes across all campuses, with some major commitments and improvements made, including:

### Grand River Transit (GRT)

- An increase of 18,000 service hours in September 2023 by GRT, focusing on improving transit in Cambridge.
- Increased frequency of Routes 8 and 12 between Waterloo and Kitchener from every 30 minutes to every 15 minutes.
- 33,000 increased service hours for many routes directly servicing Conestoga College campuses implemented throughout 2024, and an additional 7,000 hours to reduce overcrowding.
- The introduction of Route 72 to Reuter Campus starting September 1, 2024.

### Brantford Transit

- A planned overhaul of Brantford Transit's route network to increase route frequencies and provide extended service hours.
- Intentions to introduce a new fare model with an extremely affordable U-Pass, supported by feedback collected from 321 survey respondents and 82 in-person student engagements at the Brantford Campus.

### Guelph Transit

- Ensure Conestoga students receive the same or improved level of transit services by halting service cuts and delays from Guelph Transit due to budget constraints.
- Transition to a more equitable fare-capping model until a formal Universal Transit Pass (U-Pass) referendum can be hosted.

### Milton Transit

- Working with Milton Transit and Conestoga College to implement Route 1, servicing Milton Campus.
- Provide a discounted student pass rate and explore future transit partnerships.





## Raising Student Issues

Sometimes, improving the student experience requires action outside of the College from the government. To make this happen, it's important for CSI to have strong relationships with our local officials and to actively participate in government processes, consultations, and discussions. Over the last year, CSI engaged in:

- Presenting to the Standing Committee on Social Policy for opportunities to improve mental health, anti-racism, and fee transparency.
- Participating in the 2024 Provincial Budget Process by presenting to the Minister of Finance and submitting our requests for improvements to post-secondary funding for institutions and student aid, improving financial and housing security, and improving interregional transportation.
- Meeting with local officials to discuss student mental health, student housing, food and housing insecurity, and more.





# Improving the Academic Appeals Process

CSI continues to advocate with the college to improve the Academic Appeals process for students and faculty. In the last year, our efforts have resulted in several positive changes, such as:

- Centralizing the formal appeals process through the registrar to reduce the burden on students and automatically move the process along after meeting deadlines.
  - This has also allowed Conestoga College to track and identify any systemic issues with the appeals process.
- Increase student and faculty awareness of the appeals process by creating educational resources, including additional information to the Conestoga 101 course, and ensuring the appeals policies and procedures documents clearly define each parties' roles and responsibilities.
- CSI consulted with Conestoga College to ensure that updates made to the appeals process were beneficial and in the best interest of students.





## 2023 CSI Year-End Survey

CSI's Year-End Survey received over **3,000** responses from students, with an almost **8%** student turnout!

This year's survey featured updated questions based on research best practices and included more intersectional analysis. We looked at how gender, dis/ability, and international vs. domestic students felt on all issues.

CSI gave out **\$15,000** in prizes to students who completed the survey, including a grand prize of free tuition!

Want to learn more about  
what we found out?

[Check out our highlights](#)

## Health Care Coverage

Throughout the year, CSI's Wellness and Advocacy teams worked together with other student associations and community groups to explore areas to improve student health plans in the future including:

- Reducing barriers and improving coverage limits for Gender-affirming care
- Eliminating Pre-existing condition exemptions such as pregnancy and diabetes
- Reducing barriers to accessing and using the health plan





# Advocacy Partnerships

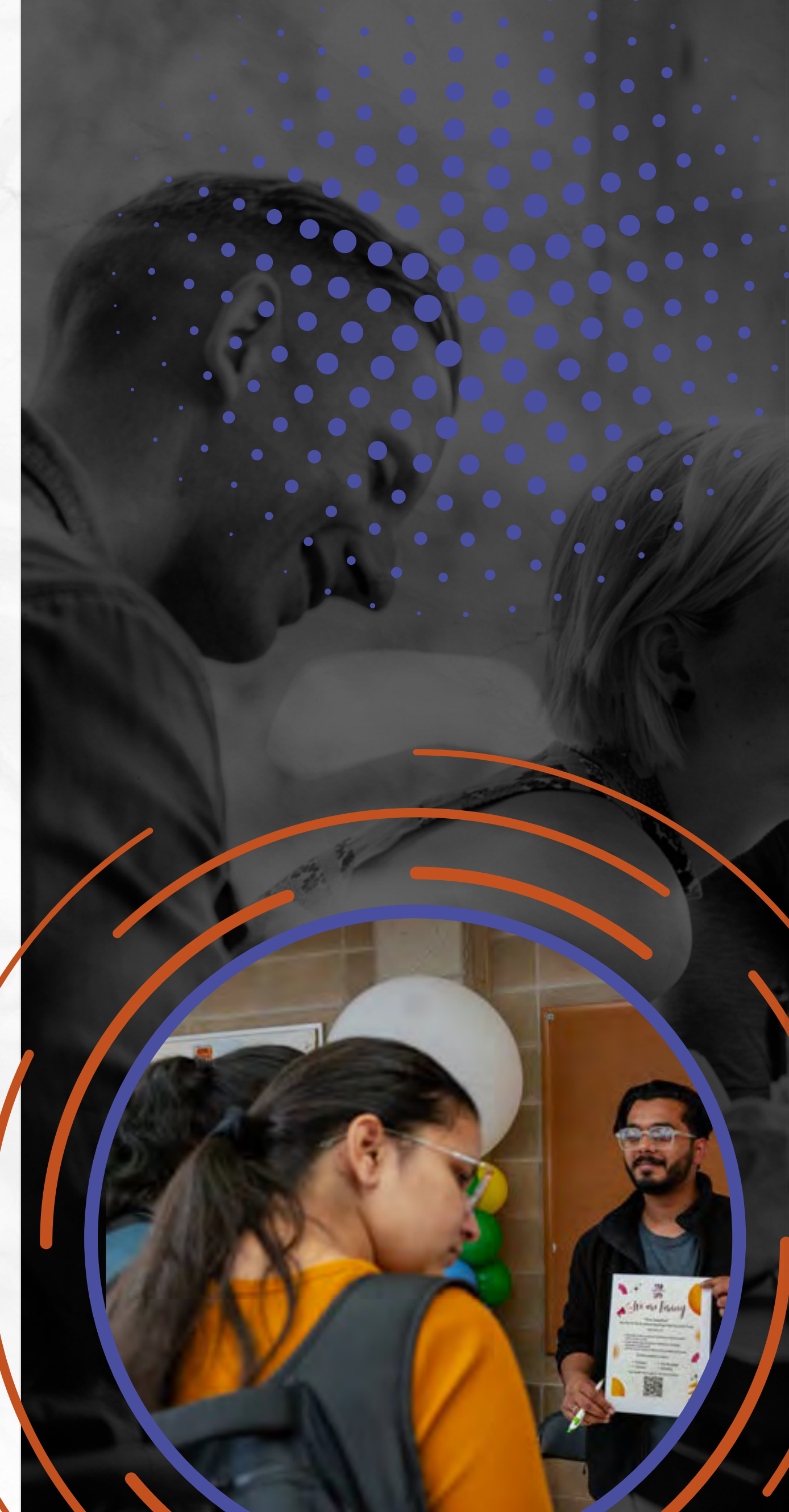
## Canadian Alliance of Student Associations

CSI's federal advocacy partner, the Canadian Alliance of Student Associations (CASA), successfully advocated for:

- Removal of GST on Building of New Student Residences
- Extension of the Apartment Loan Construction Program to include student housing
- Modernization of Shelter Calculations for Student Aid
- Extension of Canada Student Grants from \$3,000 to \$4,200 for 2024-2025
- Extension of Canada Student Loans from \$210 to \$300 per week
- Eligibility Improvements to the Canada Learning Bond

- The Permanent Elimination of Credit Screening Requirements for Mature Students
- Investment of \$242.7 million over 3 years for Indigenous students through the Post-Secondary Student Support Fund
- Investment of \$825 million over 5 years for Masters, Doctoral, and Research Scholarships
- Investment of \$1.8 billion in Research Funding for SSHRC, NSERC, and CIHR

[Click here to learn more about CASA's ongoing advocacy work.](#)





## Ontario Student Voices

Ontario Student Voices (OSV) completed its first full year of operations and started laying the groundwork to become a strong advocacy organization for Ontario college students. This included:

- Advocating for improvements related to the number of hours an international student can work, the impact of the introduction of an international student enrollment cap, and other changes related to the International Student Program.
- Engaging in targeted lobbying efforts with stakeholders, emphasizing key advocacy priorities such as international student support, food insecurity, housing, mental health, the Ontario Student Assistance Program (OSAP), and student debt.
- Developing and maintaining robust relationships with key stakeholders in the post-secondary education sector, notably Colleges Ontario, CASA, and the Ministry of Colleges and Universities.



- Cultivating professional relationships with over ten Members of Provincial Parliament (MPPs), encompassing representatives from the Conservative Party, New Democratic Party (NDP), Green Party, and Liberal Party.
- Instituting foundational processes, including a comprehensive Guiding Advocacy research framework and strategic government relations approaches.
- Introducing Advocacy Scholarships, designed to be awarded to students in Ontario, with a Conestoga student being the first successful recipient.

[Click here to learn more about OSV's ongoing advocacy work.](#)



# The Hospitality Impact

## In the Mood for Food

Are you in the mood for food? Since Spring 2023, CSI has given students over 800 free food vouchers.

At the start of each semester, CSI runs this campaign at the Reuter, Doon, and Milton campuses and encourages students to experience the CSI food service outlets and try out a menu item.





## The Venue Take Out Window

In September 2023, CSI opened The Venue Takeout Window to provide students with affordable food options outside regular restaurant hours.

Operating Monday to Friday from 4 PM – 8 PM, The Venue Takeout Window offers The Venue menu classics, ice cream, and best of all, our new Tractor Beverages!

## Free Baskets of Fries

**Question:** What menu item from The Venue could you get by simply participating in Trivia Tuesday?

**Answer:** a free basket of fries!

In the Fall 2023 and Winter 2024 semesters, we gave out 260 free baskets of fries.





## Stamp & Sip

This Winter, we introduced Stamp & Sip cards and promoted CSI's signature coffee blend, Flight of The Condor, which is roasted locally at Baden Coffee Company and served at all CSI food service locations. By showing the Stamp & Sip card at any one of CSI's food services outlets, students receive a stamp for their coffee purchase. Once they reach nine stamps, their tenth coffee is free! While this is available at all CSI outlets, we continuously see the fastest-growing popularity at The Reuter Market. With coffee as one of their best-sellers, Stamp & Sip aligns with Reuter students while rewarding them at the same time.

## The Food Truck Grand Opening

Back in Spring 2023, The Food Truck made its official week-long Grand Opening tour across multiple Conestoga campuses. Featuring Truckin' Delicious eats, free poutines, games, and live music, this event served up the most scrumptious 'welcome to the family' for The Food Truck into the Conestoga Community.





## Introducing the Parkhill Café

CSI opened the newest addition to its Food Service family in the Winter 2024 term – The Parkhill Café on Milton Campus. Students were introduced to the Parkhill Café through social media and in person, giving them the opportunity to explore the space, play some games, enjoy delicious cupcakes, listen to live music, and best of all, snag some fun Parkhill Café swag.

## Pita Pit Customer Appreciation Day

Wrapping over 128 free pitas for customers, Pita Pit Customer Appreciation Day was a success and this day of thanks featured live music, cake and games. CSI was also able to share information about current Pita Pit offers, savings options like the MORE program, online ordering, and catering opportunities.





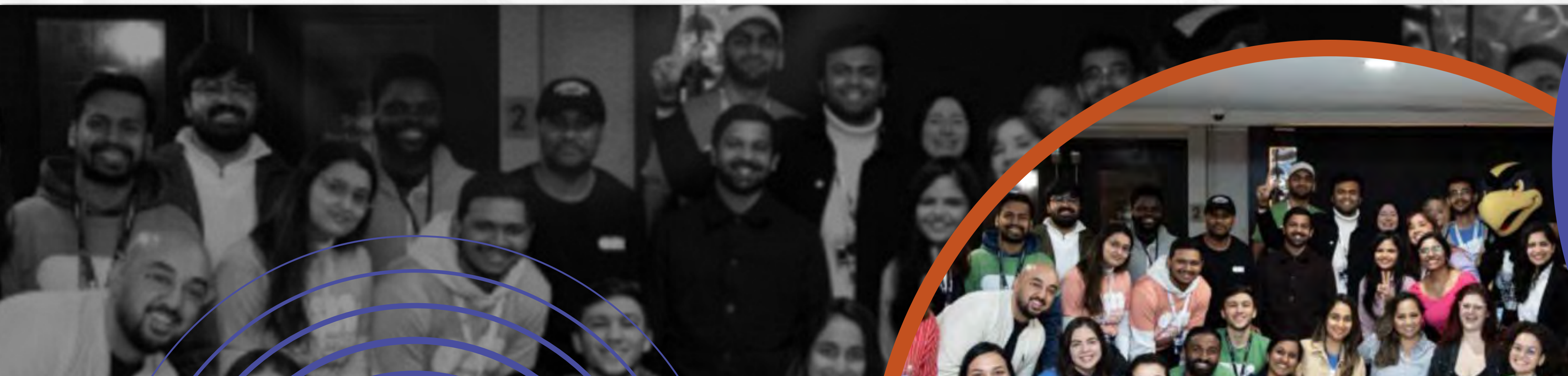
# The Campus Life Impact

## Campus Services

Whether you're looking for something to do between classes, have a quick question, or need a last-minute supply to finish a project, CSI is here for you!

### In the last year, we:

- Supported **3,878** students via online Zen Desk chats
- Connected with **170,416** students in-person at our Service Hubs
- Rented out **8,089** gaming consoles
- Helped **5,662** students borrow supplies through the Lend program







## Events & Workshops

Events and workshops are a great way to meet new people, create new memories, and gain new experiences to look fondly back on. We take time to carefully curate weekly events that foster a sense of community and encourage students to get involved. We offer a variety of events that balance education and entertainment, and this year, we are astounded by our achievements:

- The 2023/2024 academic year encompassed a total of 884 CSI events across all campuses
- CSI saw a total of 59,891 students walk through our event doors
- We were honoured to have 5 Juno Nominated artists join our stages this year: Connor Price, Haviah Mighty, Reve, Omega Mighty, and 4 Korner!







## Event Highlights

### *Regular Programming Events*

In between our Collab Weeks, Condors got to experience some unique events and partake in fun little celebrations like an on-campus Oxygen Bar, National Oreo Cookie Day and National Frozen Yogurt Day celebrations. What can we say? It was pretty sweet!

### *Kick Off Fests*

Our Condors sure know how to kick off a new semester in style! Over 1,000 students came out to each of these massive events, packed with concerts, free swag, games, a carnival, and so many more thrilling activities to welcome in the new semesters. Thanks to the large collaborative efforts with the Student Engagement team, we have been able to increase our budgets and allocate our talents to introduce more, larger-scale events.

### *Wellness Welcome*

CSI's Wellness Welcome Events transported students to a new world, from Fall Backyard Days to Winter Wonderlands with a ton of fun seasonal activities, live entertainment, free food + swag, and so much more! Condors danced the night away in a 40-foot inflatable igloo, hung out with animals at a petting Zoo, skated in a roller rink and a synthetic ice rink, and played a bunch of games carnival style. It sure was a Wellness Welcome event to remember!

### *End-of-Semester Celebrations*

Ain't no party like a CSI Semester End Party! Condors said goodbye to the semester in the same way they brought it in: high energy, sold-out, and on-point with themes like a Bridgerton Prom and a Candy Land inspired party, complete with an LED dance floor. Everyone was dressed to impress! CSI's events team nailed the décor: 10/10, would definitely attend again!

### *Venue Concerts & Pub Nights*

The Venue is a hot spot where Condors can hang out with CSI, eat some delicious fare, and check out a local artist at one of The Venue Concert Series or chill out at a Venue Pub Night. New this year was our first-ever Latin and Caribbean/Afro Beats nights! Big shout-out to ABC for helping with our Venue events.



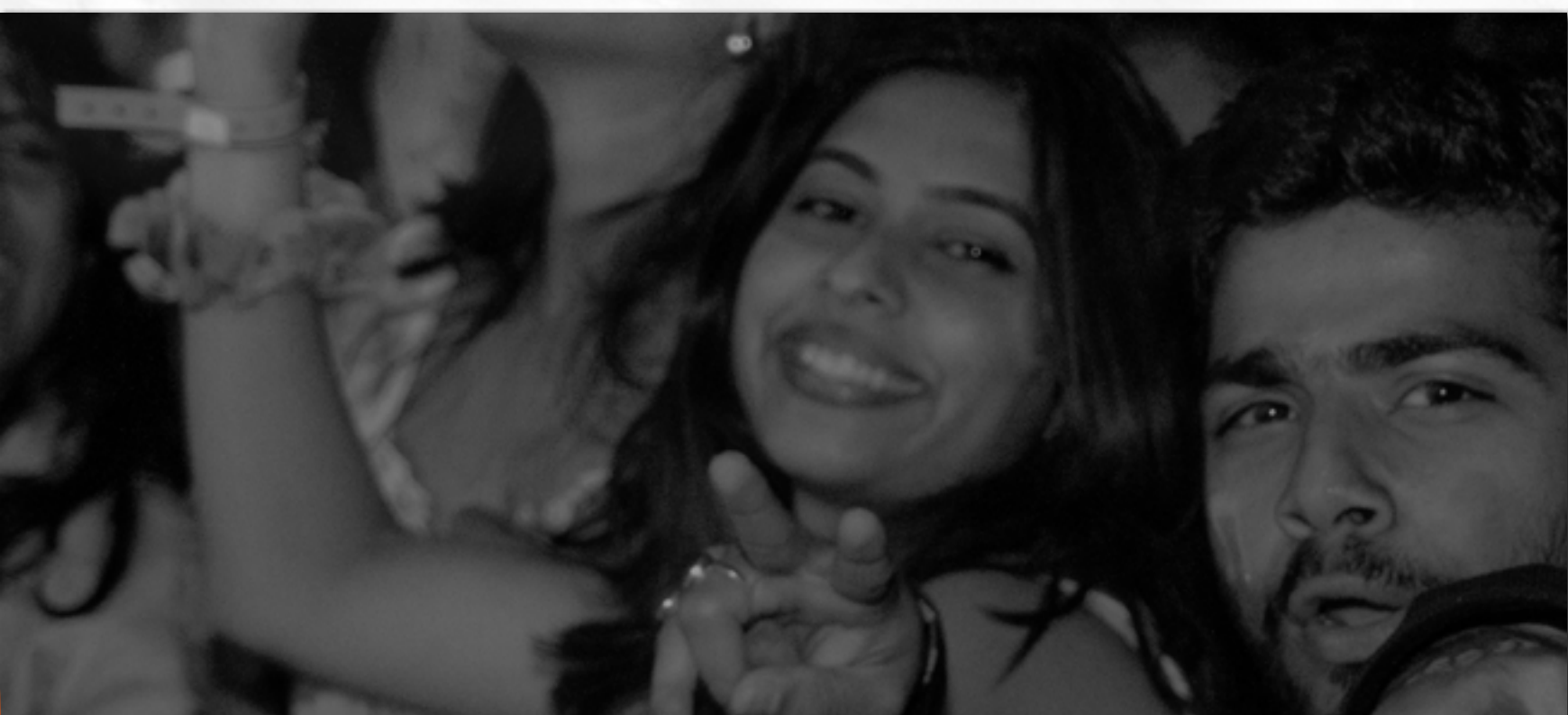




## Collab Weeks

Each semester CSI collaborates alongside various college departments to curate a variety of specialized events encompassing five themed weeks:

- Health & Wellness Week
- Sexual Health Week
- Career Readiness Week
- Celebrating Diversity Week
- Exam & Stress Relief Week



### Health & Wellness Week

It's no surprise that your well-being directly affects your academic success, so that's where we come in. By affording students the opportunity to have enriching life experiences, their mental, physical, and emotional health skyrocket! This year, our Health & Wellness weeks featured an adorable session of Goat yoga, an adventurous and breathtaking outdoor experience Tree Top Trekking, and an unforgettable interactive dunk show with Pro Basketball Dunker, Jordan Kilganon.

### Sexual Health Week

Sexual Health Week covers a diverse range of topics such as body positivity, dating and healthy relationships, menstrual health, sex education, and all the things in between. From Period Parties to self-love and body-positive talk with Alicia McCarvell and capturing new dating profile pictures, CSI is dedicated to creating a safe space where uncomfortable conversations become normal, and no questions are off the table.

### Exam & Stress Relief Week

Students have enough on their plates as it is with balancing work, studies, and everything in between, so we help take away some of those stresses with events that leave students feeling rejuvenated and relaxed so they can better focus their energy on priorities. CSI saw more than 500 students across three campuses come out and dance their stresses away to their very own Headphone Disco. Oh, what a night it was! It was also so amazing to see a full house of Condors enjoying and taking in the music of movie and television soundtracks at our Candlelight Concert with Cello duo VersaCello. This was such a unique first-time event of its kind for CSI, and students absolutely raved about it!

### Celebrating Diversity Week

Everybody and every *body* deserves to be celebrated and honoured at Celebrating Diversity Week! 467 Condors were entranced and amazed by the diversity of skills, abilities and talents of performers from all around the world at Cirque du CSI. However, we cannot forget our very own talented students! Conestoga's Got Talent received a whopping 278 applications with 12 performers ultimately narrowly chosen for the showcase. After much deliberation, our Condors were simply too talented to choose one winner, so a three-way tie was officially announced!

### Career Readiness Week

From snapping LinkedIn Headshots to hosting engaging Speed Networking Events, CSI is committed to organizing relevant career readiness events and workshops that impact and prepare students to be successful in their future careers outside of the classroom.



## CSI Clubs

CSI Clubs are a great way to explore new hobbies and make connections! Our clubs' program continued to grow, and members were very active throughout the year. In the Fall term, we reached 38 clubs and peaked in the Winter with 43! What's also impressive: in the 2023-2024 year, our clubs hosted over 165 events!

### 2023 – 2024 CSI Clubs:

- Arts and Crafts Club
- Atmyia Youth Club
- Badminton Blitz Club
- Canadian Welding Bureaus Association
- Cinephile Association Of Conestoga
- Combat Sports/Martial Arts
- Community Services For All
- Condors Aviation
- Conestoga Arab Students Association
- Conestoga College Accounting Association
- Conestoga Muslim
- Conestoga Photography Club





- Conestoga Ukrainian Students Club
- CRTF
- CSI South Indian Collective
- Data Analytics and ML club
- Energy Technologies and Connections
- Environmental Public Health Awareness Club
- Esports Club
- Fitness Club
- Google Developer Student Club
- Hiking Club
- HR Association
- International Students Support Network

- Internationally United Hindus Association (IUHA)
- Knits and Knots Crochet Club
- Latino Club CSI
- Leetcode Club
- Marketers Conestoga
- Martial Arts and Combat Sports
- Mavericks Cricket Club
- Medical Laboratory Sciences Student Association
- Nigerian Indian Integration Club
- Nigerian Students of Conestoga
- Potter's Club
- Power to Change

- PSI Committee
- Re-Defined at Conestoga
- Satsang@Conestoga
- Sikh Students Association
- Suhradh Youth Club
- Supply Chain Professionals
- Sustainability club
- Tabletop Club
- TechCollab Club
- The Big Data Network
- Upgrade English Club
- Wagh Constructions
- Wakhra Swag





# Leadership

## *Leadership Symposium:*

Taking place in Fall of 2023, CSI hosted a Leadership Symposium with focus on Sustainability and Environmental Leadership. This symposium was in partnership with Professor Dr. Rajul Singh from the Conestoga College School of Business, and 36 student attendees heard from professors at the Conestoga College School of Business, and alumni in leadership positions within the sustainability field.

## *CSI's 10<sup>th</sup> Annual Leadership Conference*

The 10<sup>th</sup> Annual Leadership Conference took place in Winter 2024 at the Crowne Plaza Hotel – Downtown Kitchener, focusing on Equity, Diversity, and Inclusion (EDI). This full-day conference featured top researchers and leaders in the field of EDI with speakers from York University, University of Waterloo, Carleton University, Conestoga College, Camino Wellbeing, and KW Community Justice Initiatives. Students, including some CSI part-time team and our clubs' executives, also presented research papers to conference delegates. Throughout the conference, 173 attendees connected with peers and leaders for a day of learning, reflecting, and discussing current topics and trends in leadership and EDI.

## *Leadership Workshops*

During the year of 2023-2024 we hosted monthly Leadership Workshops each semester on topics ranging from emotional intelligence to accessibility and cyber security. These workshops were hosted on different campuses with an average of 30 students attending each workshop.

## *The CSI Awards Banquet*

This Starry Night Awards Banquet took place in Winter 2024 at the Crowne Plaza Hotel in Downtown Kitchener. The stunning evening event included dinner and an awards ceremony, along with certificate distribution to our Board of Directors, CSI part-time staff, scholarship recipients, and clubs' executives, recognizing and appreciating their efforts and involvement within the college community.

## *Reintroducing Societies*

This year, we saw the resurgence of our societies program. We reinstated a former society (CES) and finalized two new societies. Currently, CSI has three active societies: CES (Conestoga Engineering Society (CES), Health Information Association of Conestoga (HIAC), and Nursing.



# The Service Impact

## Wellness

From mental health to physiotherapy (plus everything in between) we're focused on your well-being so YOU can focus on your academic journey.

## The Student Nutrition Access Program

This year, our team shifted focus toward enhancing the Student Nutrition Access Program (better known as SNAP), to ensure each student has quick and convenient access to food security resources.



### A few of the most notable outcomes for the year were:

- The Affordable Produce Program saw **6,749** students at our Free Market events on campus
- The Nourish and Go program provided students with snacks **253,114** times
- CSI's Emergency Food Funding provided **9,591** Conestoga students with emergency food support





## Free Affordable Produce Markets

Who loves free food? Everyone! We make it easy and affordable to eat healthily and have a little fun at the same time. Our free Affordable Produce Markets hit campuses with engaging activities including tarot card reading, live music, drawing activities with seed paper, and a delicious yogurt bar!

## Your Wellness Matters to Us

From answering questions about your health plans to helping you mend your aches and pains, the CSI Wellness team does it all!

**From May 2023 – April 2024 our Wellness team supported:**

- 29,146 student inquiries
- 1,076 Physiotherapy appointments
- 646 Chiropractic appointments





## What's new with Wellness?

- Empower Me: Empowered by Dialogue, a student assistance program providing mental health and wellness services 24/7.
- Gender Affirmation Care: a new addition to the CSI Extended Health and Dental Plans Coverage for gender-affirming medical care for students diagnosed with gender dysphoria.

## Emergency Support Bursary

Life can be unpredictable, and students may sometimes need additional support to overcome unforeseen hurdles. CSI provided a total of \$48,875.00 in Emergency Support Funding to 42 students in the Condor community.





## The CSI Shuttle

The CSI Shuttle helps remove transportation barriers for Conestoga students, faculty, and staff members with destinations that span multiple campuses, residences, and other community hubs, complementing already established public transit

### In the last year:

- 53,042 riders used the Doon/Cambridge/Doon Residence/Reuter, Brantford and Reuter—Sportsworld Crossing shuttles
- 1,619 riders used the Doon Residence Grocery Run service
- 204 Charters were served, including charters for Conestoga Athletics

## Introducing Neuron Mobility

Working alongside Neuron Mobility, CSI introduced students to e-scooters and e-bikes at Waterloo campus. Through the partnership, over 400 students have been provided with \$20 promotional codes to try out this new active method of transportation.





# CSI Scholarship Winners

## *CSI Athletic Scholarship*

- Houston Kaufman
- Daniela Ernst
- Megan Heyes
- Stefan Van Niekerk
- Morgan Stock

## *Conestoga Students Inc. Community Achievement Award*

- Alana Fediurek
- Bukola Oladuja
- Priscilla Sarpomaa
- Saba Berenji

## *Conestoga Students Inc. Student Service Award*

- Anish Reddy Kanamatha Reddy
- Anna Rybalko
- Sabrina Addotey
- Jonah Hobbs
- Mary Agnes Hutton
- Mohan Sundaram
- Johnstanley Ajagu
- Timothy Lam Yan Yu
- Vivek Rajendra Surve
- Zainab Awoyemi

## *Neil Aitchison Conestoga Students Inc. Scholarship*

- Andressa Brasil Turola
- Illia Leontiev
- Olena Savych
- Shreyonshi Mishra

## *CSI x CEC Venture Grant*

- Jayden Heidebrecht
- Shane Hall
- Haiyan Yuan



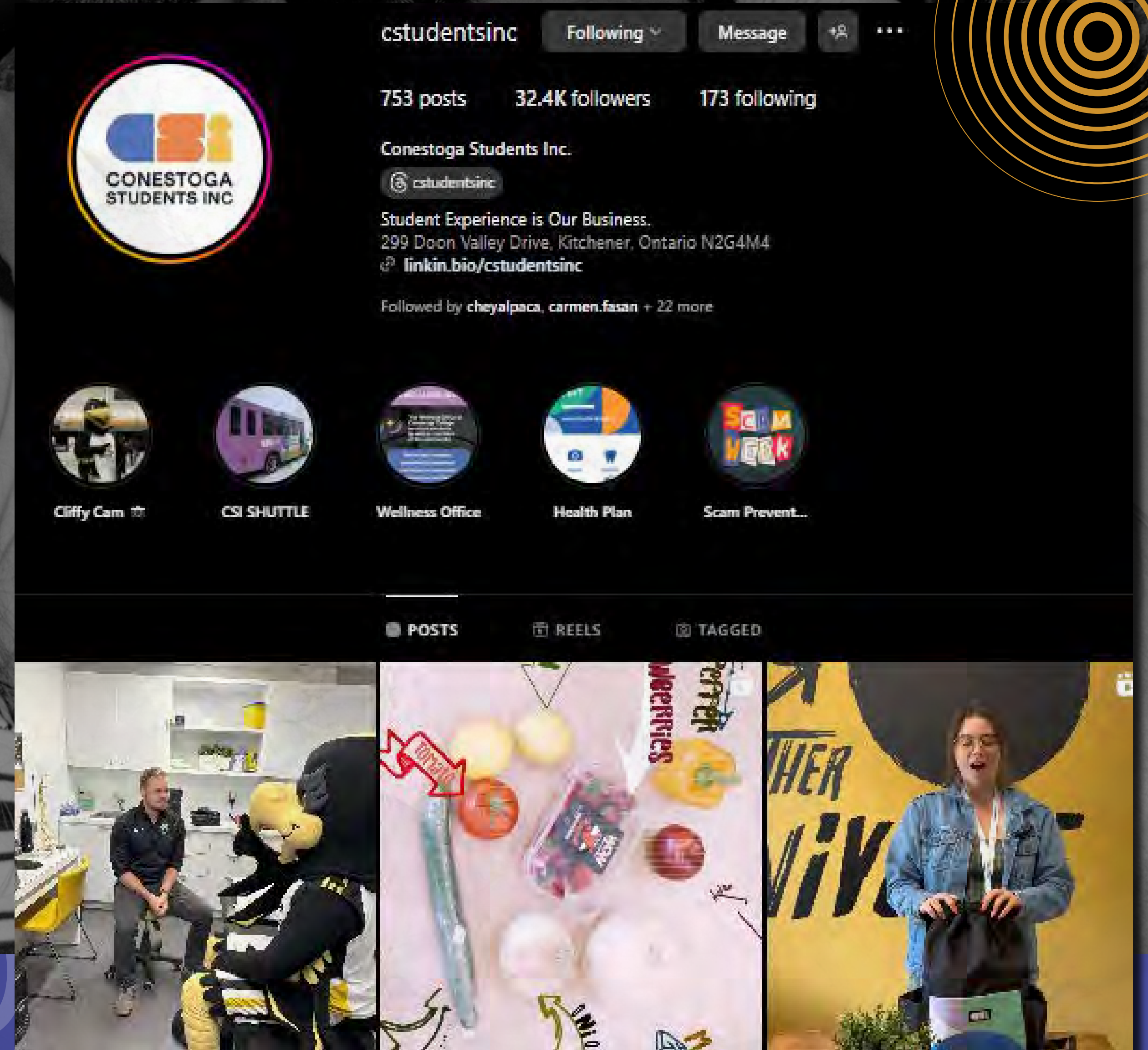


# The Social Media Impact

From building a community to informing you of our latest service updates and activities, the CSI Marketing team is ultimately here to keep you connected.

From May 1 – April 31, CSI's Instagram saw an increase of **19,000** followers and had **10,393,153** impressions!

This online community is buzzing with excitement, and our content is getting widely shared with a profile reach of **2,462,297**, post reach of **2,160,664**, and our reels reaching **1,311,590**!





# The Financial Impact

To ensure accountability and transparency with our members – YOU, the Conestoga student body – CSI participates in an annual financial audit to ensure we are taking the proper steps and measures to responsibly support the Condor community.

The 2023 – 2024 audit was conducted by BDO Canada LLP Chartered Progressional Accountants.

[Click here to see the Audited Financial Statement.](#)

## 2023 – 2024 Financial Overview

### Revenue

Operating Revenue

\$24,168,858.00

**Total Revenue**

\$24,168,858.00

### Expenses

Student Programming & Events

\$1,631,608.00

Student Career and Development Services

\$635,176.00

Student Spaces and Services Operations

\$9,410,058.00

Academic Support Services

\$1,626,756.00

Shuttle Services

\$1,012,708.00

Student Advocacy

\$873,492.00

Health and Wellness Support Services

\$1,349,289.00

**Total Expenses**

\$16,539,087.00

**Excess Revenue**

\$7,629,771.00



# Recognizing the Impact of Community and Partners

CSI is humbled to work alongside a village of passionate individuals and organizations who support our mission of strengthening the student experience. We would like to extend a heartfelt thank you and appreciation to the entire CSI community, including our Board of Directors, all full-time CSI team members and part-time student staff, Conestoga College, our wonderful students, and, last (but certainly not least), our dedicated community of partners.

## *City and Regional Partners*

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

## *Community and Service Partners*

- Brantford Food Bank
- Brantford Transit
- Food Bank of Waterloo Region
- Grand River Transit
- Guelph Food Bank
- Guelph Transit
- Milton Transit
- Neuron Mobility
- Places4Students
- Studentcare
- Studio Nostalgia

## *Advocacy Partners*

- Canadian Alliance of Student Associations (CASA)
- Councillors, Mayors, MPPs, and MPs from Waterloo Region, Brantford and Guelph
- Legal Education Action Fund
- Ontario Student Voices (OSV)
- Social Development Centre Waterloo Region
- Unsheltered Campaign
- Waterloo Region Community Legal Services
- Waterloo Undergraduate Student Association
- Wilfrid Laurier University Students' Association
- YIMBY Waterloo Region







## Event Partners

- Alisha Fisher
- Angus Audio
- AWE Events
- Big Tree Promotions
- Brand Blvd
- Brass Butterflies
- Crowne Plaza Hotel & Conferences
- Daisy Bloom Bar
- Eardrum Productions
- Encompass Health & Wellness
- Feldman Agency
- Jems For All
- Marble Slab
- Maxwell's Concerts & Events
- Nixit
- Paquin Artists Agency
- Popeyes Supplements
- Quality Produce
- Sage Natural Wellness
- Shine Talent Group
- Side Stage Presents
- Studio Nostalgia
- Talent Bureau
- Track Avenue
- Troy Boy Entertainment



## Food and Beverage Partners

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





# Contact Us

Let's connect! Find us online and on campus.

Online:

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

**Phone:** 519-748-5131

**Web:** [www.conestogastudents.com](http://www.conestogastudents.com)

**Social:** @cstudentsinc



## On Campus:

### **Brantford**

50 Wellington Street  
Brantford, ON N3T 2L6

### **Cambridge**

850 Fountain Street, Room A2108  
Cambridge, ON N3H 0A8

### **Doon**

299 Doon Valley Drive, Room 2A106  
Kitchener, ON N2G 4M4

### **Downtown Kitchener**

49 Frederick Street  
Kitchener, ON N2H 6M

### **Guelph**

460 Speedvale Avenue West  
Guelph, ON N1H 0A8

### **Milton**

8160 Parkhill Drive  
Milton, ON L9T 5V7

### **Reuter**

25 Reuter Drive  
Cambridge, ON N3E 1A9

### **Waterloo**

108 University Avenue  
Waterloo, ON N2J 2W2