

Student Life and Student Services

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Section 18

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18.1 STUDENT LIFE AND STUDENT SERVICES

18.1.1 Student Services' Mission Statement

"We support academic success, skills development, health and wellness, meaningful community connections, and an outstanding student experience."

Approved by Concordia Council on Student Life • November 2019

18.1.2 Concordia Council on Student Life (CCSL)

The Council is the highest non-academic advisory committee in the University making recommendations regarding the quality of student life. The Council derives its authority from the University Board of Governors, and reports to the Board through the President. The Council, a parity body that provides support and advice on Student Services programs, policies and budgets, studies the range of student life on both campuses. The Council also disburses funds for student-led initiatives. The voting membership is composed of 10 students, two faculty members, and eight members of the Student Services staff. The Dean of Students chairs the Council. Its meetings are open to all members of the University community. Finally, CCSL oversees awards for extraordinary contribution to the Concordia community.

concordia.ca/ccsl

18.2 DEAN OF STUDENTS

Loyola Campus
Administration Building, Room: AD 121
514-848-2424, ext. 4239

Sir George Williams Campus
Hall Building, Room: H 440
514-848-2424, ext. 3517

The Dean of Students Office supports and promotes all aspects of student life on campus. Student associations and groups are one of the primary means by which students can engage meaningfully in the life of the institution and the greater community. By providing liaison with and support to student groups and their governing bodies, the Dean of Students encourages students to take responsibility for their own collective affairs and provide opportunities for their members to participate in student life. The Dean of Students Office also works with students seeking to start new groups on campus. In addition to supporting student groups

directly, the Dean of Students has programming that supports student engagement. This includes the LIVE Volunteer Centre, Concordia Community Compass, the Co-Curricular Record and capacity building with student groups. In short, the Dean of Students Office seeks to develop and deepen a sense of agency amongst students thereby adding to the success of their post-secondary experience.

concordia.ca/dos

18.2.1 Social, Political and Cultural Activities

There is a wide variety of social, political, and cultural events presented regularly by various student organizations and groups. There are student cafeterias, cafés and lounge facilities on each campus, and a student pub on the Sir George Williams Campus. There are art spaces run by both the University and students, and numerous festivals that partner with the University. The best way to get acquainted with these activities is to search the University's website as well as those of the various department and student associations.

concordia.ca/events
concordia.ca/dos

18.2.2 Multi-faith and Spirituality Centre

The Multi-faith and Spirituality Centre offers community and services for students who are asking questions about their role in society and seeking opportunities for reflection, resources for faith, interfaith engagement and spiritual practice, and spaces to study or relax. It is a home for all those who wish to celebrate the human spirit in the widest sense of the word. The approach is pluralistic, accepting and energizing, and encourages students to live with integrity and authenticity. Multi-faith and Spirituality Centre staff are also available to meet one-on-one with students and offer a listening ear.

Loyola Campus
Administration Building, Room: AD 103.8 and 103.10
514-848-2424, ext. 3593
Open Fridays or by appointment

Sir George Williams Campus
Annex Z, First floor and basement level
514-848-2424, ext. 3593

concordia.ca/mfsc

The Loyola Chapel

Located on the Loyola Campus, the Loyola Chapel is an inclusive and vibrant community space, run by the Multi-faith and Spirituality Centre, that promotes spiritual growth, diversity, presence and social engagement. Students are welcome to visit and inquire about the space for art events, wellness activities, community events, religious ceremonies and self-reflection.

Loyola Campus
F.C. Smith Building, Room: FC 110
514-848-2424, ext. 3588

concordia.ca/mfsc

18.2.3 LIVE Centre — Volunteer Resource Centre

Concordia's Volunteer Resource Centre, the LIVE Centre, seeks to connect Concordia students with volunteer opportunities on campus, in Montreal and abroad. The Centre helps students to discover the opportunities that best match their interests and career goals.

At the LIVE Centre, students can:

- Meet with Volunteer Ambassadors to explore the volunteer opportunities available to them
- Get answers to their questions about strategic volunteering
- Participate in special events such as workshops and fairs

Sir George Williams Campus
Hall Building, Room: H 508.2
514-848-2424, ext. 5578

concordia.ca/volunteer

18.2.4 Otsenhákta Student Centre

The Otsenhákta Student Centre (OSC) offers support services and resources to First Nations, Métis and Inuit students at Concordia. The Centre is a “home away from home,” where Indigenous* students are invited to participate in various student-led as well as cultural activities, social gatherings, and workshops. There is space dedicated to quiet study, a computer lab, small library, and a lounge where students may relax between classes and interact with their peers. Staff are available to address individual needs, and provide support and encouragement for Indigenous students. First Nations, Métis and Inuit students are invited to self-identify through the portal.

*The term Indigenous refers to the First Peoples whose traditional, ancestral and sacred lands are located in Canada and the United States.

Sir George Williams Campus
Hall Building, Room: H 440
514-848-2424, ext. 7327

concordia.ca/students/otsenhakta

18.2.5 Concordia University Student Parents Centre

The Concordia University Student Parents Centre (CUSP) is dedicated to assisting students who are raising a family reach their educational goals by providing support services, resources, and programs and workshops. CUSP also organizes numerous social events throughout the year. The Centre offers a safe and accessible space to congregate, study, voice concerns, share interests, and develop a support network. Student parents and their families are welcome to drop by and use the Centre’s rooms to work, relax, or consult with CUSP staff. CUSP has its own computer lab, a breastfeeding room, a large well-equipped kitchen, a lounge and kids play area.

Sir George Williams Campus
TD Building, Room: 24
514-848-2424, ext. 2431

concordia.ca/cusp

18.2.6 Sexual Assault Resource Centre

The Sexual Assault Resource Centre (SARC) provides education on sexual violence prevention and response to the Concordia community as well as confidential and non-judgmental support services to Concordia University students, staff and faculty who have been impacted by sexual violence. Support services include crisis intervention, counselling, accompaniment, referrals and a drop-in space. The SARC’s approach to service delivery and prevention is trauma-informed, survivor centred, feminist and intersectional. The SARC’s work is informed by Concordia’s Policy on Sexual Violence and Sexual Misconduct as well as the requirements under Bill 151 in Quebec.

Sir George Williams Campus
Hall Building, Room: H 464
514-848-2424, ext. 3461

concordia.ca/sarc

18.3 STUDENT SUCCESS CENTRE

The mission of the Student Success Centre is to engage and empower students to achieve individual, academic and career success. A team of professional staff and trained student employees support students with individual appointments, workshops, groups and mentoring to build their skills, find the resources and opportunities to enhance their program of study and realize and achieve their goals. The Centre also offers two complementary university credit courses for readmitted students under the program title University Skills for Success. Services are offered on both campuses.

Loyola Campus
Administration Building, Room: AD 103
514-848-2424, ext. 3921/7345

Sir George Williams Campus
Hall Building, Room: H 745
514-848-2424, ext. 3921/7345

Online resources at concordia.ca/students/success

18.3.1 Services for New Students

Services for New Students helps new students make a successful transition to university by providing a welcoming environment and support throughout the first academic year.

- Orientation programs such as Start Right Orientation for newly admitted undergraduate and graduate students provide them with the opportunity to meet members of the university community and learn about the vast network of support services and university resources aimed at enhancing student success, as well as practical tips, strategies, and techniques to help students meet the demands of university-level study.
- The Map to Success workshops help students identify their own strengths and possible weaknesses and create a personal action plan for university success.
- First-year Check-ins offer new students a chance to escape their weekly routine and meet other first-year students all while learning some essential tips on navigating the challenges of university life and building a solid foundation for success from the first-year support counsellor.
- First-year support counselling is offered to new students who are looking for individual support and guidance in adjusting to life at Concordia in their first year. The first-year support counsellor is there to support new students regarding a variety of topics first-year students may face (such as isolation, overwhelming stress, lack of motivation), as well as connect them with other university resources for additional help.

Online resources at concordia.ca/students/success/new

18.3.2 Welcome Crew Mentoring Program

Welcome Crew mentors (upper-year Concordia students) are available to provide one-on-one support and guidance to new undergraduate and graduate students before the school year starts and all throughout their first year.

The Welcome Crew also has a drop-in office at both campuses (SGW-H 745 and LOY-AD 101) open to all Concordia students who are seeking information about and access to Concordia services and resources or simply some student-to-student tips on navigating university life. No appointment is necessary.

Online resources at concordia.ca/students/success/mentoring

18.3.3 Student Learning Services

Student Learning Services offers help to students making the transition to university learning, and to all students who want to improve their learning efficiency.

- Learning assistance is offered by learning and study skills specialists who help students on an individual basis to access and develop academic skills appropriate to their course and discipline.
- Writing assistance on both campuses is offered by peer writing assistants who help individual students of all abilities and at any stage of the writing process to improve their writing, in either English or French, including generating and organizing ideas, overcoming writer's block, and revising for clarity and correctness.
- Math-based tutoring is offered by peer math assistants who help individual students succeed in basic math and accounting courses and deal with math anxiety.
- Exam Prep Sessions: Free review sessions for basic math, accounting and economics courses are organized during fall and winter final exam periods.
- Study skills workshops are offered free of charge to help students improve their academic skills in reading, writing research papers, making oral presentations, developing problem-solving skills, note-taking, preparing for and taking different types of exams, improving memory and concentration, and managing time.
- Conversation groups and TalkTimes (one-hour small group conversation sessions) are led by peer assistants who help students practise their English speaking skills.
- Beginner and intermediate French conversation groups (Jazz-ons), led by peer assistants fluent in French, help students improve their French conversation skills.
- Strategic Learning (SL) sessions, facilitated by trained student leaders, are offered for certain difficult courses. Study groups, led by students with a strong background in the material, are organized for students in basic Economics courses.

Online resources at concordia.ca/students/success/learning-support

18.3.4 Career and Planning Services (CAPS)

Career and Planning Services (CAPS) offers the following services:

- Career Counselling: One-on-one guidance in exploring career options, decision-making and goal-setting
- Career Advising: Individualized job search assistance including effective strategies for finding work and job interview practice
- Career Panels: Hear Concordia graduates from different majors speak about their career path
- Job Search Workshops: Essential tips and strategies to help students land the job they want
- Drop-in Resumé Clinics: Students receive personalized feedback on their resumé

- Career Fairs: Students meet and network with employers in their industry
- Company Information Sessions: Students meet company representatives and learn about different organizations and hiring opportunities in their field

Sir George Williams Campus
Hall Building, Room: H 745
514-848-2424, ext. 7345/3921

Online resources at concordia.ca/students/success/career-planning-services

18.3.5 Student Success Resource Centre

The Student Success Resource Centre on the Sir George Williams Campus (H 757) provides a relaxed and comfortable setting where students can access both online and print resources that support the services available at the Student Success Centre, including materials and information on:

- Career exploration and job search preparation
- Study skills and learning strategies
- Personal development and life management skills
- Dictionaries, grammar references, writing style manuals, science and math guides
- Graduate school guides and the application process
- Practice guides for GRE, TOEFL, MELAB, GMAT, LMAT, and MCAT

Online resources at concordia.ca/students/success/resource-centre

18.3.6 Student Advocacy Office

The Student Advocacy Office offers support services to students who need assistance with issues relating to the *Academic Code of Conduct* and the *Code of Rights and Responsibilities*, such as cases, interviews, hearings and appeals. The Student Advocacy Office also assists students with other administrative processes including various student requests and appeals. The services offered in the Student Advocacy Office are free and confidential for all Concordia students. In addition to direct support for students, the Student Advocacy Office offers workshops on the topic of academic integrity.

Sir George Williams Campus
GM Building, Room: 320
514-848-2424, ext. 3992/5249

concordia.ca/offices/advocacy

18.4 CAMPUS WELLNESS AND SUPPORT SERVICES

Campus Wellness and Support Services offers a wide range of services and programs that support the health and well-being of students from the time they enter university through to graduation. Services, including a full-service medical clinic, personal counselling, and services for students with disabilities, are provided by a team of medical and professional staff who seek to enhance the students' experience by actively encouraging healthy choices, promoting awareness and education, and reducing barriers.

18.4.1 Health Services

Concordia University Health Services is an on-campus clinic and health promotion centre that serves the students, staff and faculty of the University. Health Services has offices at both the Sir George Williams (GM 200) and Loyola campuses (AD 131). The multidisciplinary team includes nurses, family doctors, psychiatrists, a psychologist and health promotion specialists.

Services include:

- booked appointments with nurses and physicians for assessment, illness prevention, treatment and follow-up of non-urgent or chronic health issues
- same-day, urgent care clinic for the evaluation of unexpected illness or injury by nurses and/or family doctors (spots are limited)
- nursing services without an appointment
- sexual health services including contraception counselling, PAP tests and assessment and treatment of sexually transmitted infections
- preventive medical care, including immunizations (i.e. vaccines)
- mental health assessment and consultation (psychiatrist or psychologist with internal referral)
- healthy living counselling with health promotion specialists for smoking cessation, healthy eating, weight loss/gain, sleep and more

For those services that are not offered, such as dental care, eye care, medical imaging, medical specialists and physiotherapy, Concordia Health Services can provide referrals and a list of local resources.

Health Insurance

Proof of health insurance is not required to meet with a nurse, the psychologist or a health promotion specialist; a valid Concordia ID card simply needs to be presented.

Proof of insurance is required to see a family doctor or psychiatrist. Students must present their valid health insurance card from Quebec, another Canadian province or health insurance provided to international students (i.e. Blue Cross).

If students do not have valid health insurance, they will be required to pay for a visit with a family doctor or psychiatrist. Please consult the Health Services website for detailed information on health insurance.

Locations

Loyola Campus

7141 Sherbrooke St. W., Room: AD 131

Tel.: 514-848-2424, ext. 3575

Fax: 514-848-4533

Monday to Friday: 9 to 11:30 a.m., 1 to 4:30 p.m.

Sir George Williams Campus

1550 De Maisonneuve Blvd. W. (GM Building), Room: GM 200

Tel.: 514-848-2424, ext. 3565

Fax: 514-848-2834

Monday to Friday: 9 a.m. to 5 p.m.

To learn more about Health Services, consult concordia.ca/health.

18.4.2 Counselling and Psychological Services

Counselling and Psychological Services (CPS) is staffed by a team of licensed psychologists, psychotherapists, social workers and art therapists who provide mental health, wellness and psychological support to currently registered Concordia University students.

Short-Term Counselling

CPS offers short-term, solution-focused counselling where the goal is to help students find new approaches to overcoming present difficulties or challenges. Licensed mental-health professionals work with students on a care plan that may include one-on-one appointments, group therapy, individual reflections, and psycho-educational workshops. The care plan is tailored to the student's unique needs and goals.

Crisis Counselling Appointments

At crisis appointments, counsellors work with students to assess the level of psychological distress they are experiencing and establish a plan of action that may include connecting them with a hospital, a crisis centre in their neighbourhood, or other urgent care resources. The goal is to get students connected as quickly as possible to the resources that would best serve them.

If experiencing a crisis, students can contact CPS at 514-848-2424, ext. 3545 (SGW) or ext. 3555 (LOY), or come to their reception desks at either campus to request a crisis counselling appointment. Their offices are open Monday to Friday, 9 a.m. to 5 p.m.

If students are concerned about someone else, they can contact CPS to provide them with a crisis consultation.

Zen Dens

The Zen Dens are places where students can get away from the demands of being a student. Students can drop in to these spaces across campus to relax, unwind, and also gain some information on how to de-stress, become more mindful, and improve their wellness. Students can meet the counsellors, or access wellness programming, peer support, health promotion, disability advising, and more.

Other Services

- Consultation (students, staff, faculty)
- Psycho-educational and self-development workshops
- Outreach and various mental health-related events throughout the year

Confidentiality is assured.

Loyola Campus

Administration Building, Room: AD 103

514-848-2424, ext. 3555

Sir George Williams Campus

GM Building, Room: 300

514-848-2424, ext. 3545

Online resources at concordia.ca/students/counselling

18.4.3 Access Centre for Students with Disabilities

The Access Centre for Students with Disabilities (ACSD) is committed to reducing barriers to academic participation, raising awareness about students with disabilities, and engaging in community building that promotes an inclusive environment at Concordia. Throughout their studies at Concordia, students with vision, hearing, mobility, hand or coordination impairments, chronic medical conditions, learning disabilities, attention deficit disorder, mental health conditions, autism spectrum disorder and other neurodevelopmental disorders may require academic accommodations. These accommodations can be set up through the ACSD. Accommodations can include, but are not limited to the following: exam accommodations, alternative media transcription, interpreter services, attendant care, professional notetaking services, and classroom relocation services for individuals with reduced mobility. All students with disabilities are advised to contact the ACSD as early as possible for assistance in meeting their needs. In particular, students using interpreter services, attendant care, or braille are encouraged to contact the office prior to the beginning of classes. All accommodations are contingent upon the timely submission of appropriate documentation. The ACSD can also provide services to students with temporary disability conditions that are generally the result of an illness or injury.

Accommodations for Examinations

It is the responsibility of the student to request exam accommodations, and verify specific exam arrangements with the ACSD. All accommodations provided by the ACSD are exam-specific as well as disability-specific.

The Policy on Accessibility for Students with Disabilities is available at concordia.ca/content/dam/common/docs/policies/official-policies/PRVPAA-14.pdf.

Sir George Williams Campus
GM Building, Room: 300
514-848-2424, ext. 3525

*Loyola Exam Centre**
Administration Building, Room: AD 130
514-848-2424, ext. 4562

*Please note that the Loyola office is not staffed on a full-time basis. If dropping off exams, please call ahead.

concordia.ca/students/accessibility

18.5 RESIDENCE LIFE

Residence Life's mission is to make Concordia home to all its residents by supporting them to grow, connect with community and create positive change. It aims to create a welcoming and diverse community that is inclusive, supportive, and safe. It houses 900 students, with a focus on the first-year undergraduate experience and students who are living more than 50 kilometres outside of the Montreal area. There are resident assistants who live in the building and are upper-year undergraduate students who act as mentors to the students living in the building. They create social activities to encourage a positive living environment, assist students in connecting them with resources for both personal and academic needs, and ensure a safe living environment.

Loyola Campus

There are three residences on the Loyola Campus — Hingston Hall (HA and HB) and the Jesuit Residence (JR).

Hingston Hall (HA) is a four-storey co-ed residence that houses 131 full-time undergraduate students in both double- and single-occupancy rooms. Communal washrooms and kitchenette/lounges can be found on each floor, while laundry facilities, games and T.V. rooms, and study spaces are located on the main floor.

Hingston Hall (HB) is a four-storey co-ed residence that houses 121 full-time undergraduate students. All rooms are single occupancy. Communal washrooms and kitchenette/lounges are found on each floor, while laundry facilities, games and T.V. rooms are located on the main floor.

Jesuit Residence (JR) is a seven-storey co-ed residence that houses both full-time undergraduate and graduate students. This building has 52 single-occupancy rooms, all with private ensuite washrooms. A communal games room and kitchenette are located on the seventh floor, while laundry facilities are located downstairs.

Sir George Williams Campus

Grey Nuns Residence is a four-storey co-ed residence that houses 601 full-time, first-year undergraduate and some graduate students. Grey Nuns offers both single- and double-occupancy rooms. Twenty-six rooms have their own ensuite washroom, while most residents use the many communal washrooms and shower rooms. There are kitchenette/lounges and laundry facilities located throughout the building. The downtown dining hall is located within Grey Nuns on the main floor.

Information about pricing and room sizes can be found online at concordia.ca/students/housing/residences.

By law, students are required to sign a *Lease in an Educational Institution* as issued by the Régie du logement – Gouvernement du Québec. The lease is for approximately eight and a half months, from the third week of August to the first week of May. Exact dates

vary depending on the academic calendar. All residents must also sign a Code of Community Living Standards and Discipline that outlines expectations and rules about community living. Finally, all residents are required to purchase the meal plan provided by Concordia's food-services partner, Aramark Canada.

Being accepted to Concordia does not guarantee admission to residence. A separate application for on-campus housing can be accessed through the student portal once acceptance is issued by the University.

More information about Residence Life can be found online at concordia.ca/housing.

18.6 FINANCIAL AID AND AWARDS OFFICE

General Information

The Financial Aid and Awards Office helps students manage their financial investment in their university education. It provides advice and guidance on budget planning, scholarships, bursaries, academic awards, work-study job opportunities and government student financial aid.

18.6.1 Government of Quebec Student Financial Aid (Aide Financière aux Études)

It is highly recommended that students apply for Quebec Loans and Bursaries online at the Aide financière aux études website: quebec.ca/education/aide-financiere-aux-etudes. All students should apply a minimum of eight weeks prior to their studies. Each student is responsible for completing his or her application form and forwarding it directly to the government. Once a student's aid is calculated, he or she will receive a formal calculation from Aide financière aux études indicating the amount of aid he or she will be entitled to receive.

It is important to note that the Loans and Bursaries Program is based on the principle that the student and, in some cases, his or her parents, sponsor or spouse, must contribute toward the cost of the student's education according to their respective means. In addition, the Government Loan and Bursary programs serve as a supplement to a student's own resources. Therefore, a student should not expect that all of his/her expenses would be covered through government aid.

Financial assistance is initially granted in the form of a loan that a student must pay back at the end of his or her full-time studies. If a student is entitled to more than the maximum loan, he or she may receive additional assistance in the form of a bursary, which does not have to be paid back.

Eligibility

Students are eligible for consideration of government assistance if they meet the following conditions:

1. are a Canadian citizen or have legal status in Canada;
2. are a Quebec resident or are deemed to reside in Quebec;
3. have been admitted to a recognized educational institution and be pursuing or be deemed to be pursuing full-time studies in a recognized program*;
4. have not exceeded the number of months of eligibility for which financial assistance may be awarded;
5. have not reached the debt limit for their level of education, type of degree or program;
6. do not have sufficient financial resources to pursue their studies.

*For further information, contact the Financial Aid and Awards Office.

The Government of Quebec sets the maximums for cumulative debt loads and period of eligibility. The maximum cumulative debt load is unrelated to students' eligibility periods; in other words, students might not be eligible for any assistance if they have accumulated a maximum debt load even if they have not used all their eligibility periods.

<i>Level of study</i>	<i>Maximum limit of loans</i>
Secondary vocational school	\$ 22,000
College: general	\$ 16,000
technical	\$ 23,000
non-subsidized	\$ 27,000
University: undergraduate programs requiring less than eight terms (BA)	\$ 30,000
undergraduate programs requiring more than eight terms (co-op, engineering)	\$ 36,000
graduate: master's level	\$ 42,000
master's level with thesis	\$ 48,000
doctorate level	\$ 55,000

The maximum period of eligibility is dependent on the students' program, level of study as well as other factors affecting their file. In general, the maximum period of eligibility set for university students is as follows:

BASIC PERIOD OF ELIGIBILITY

<i>Level of education</i>	<i>Maximum periods of eligibility</i>
University (undergraduate)	39 months
University (master's degree)	31 months
University (doctoral degree)	47 months

Note: The maximum number of months for which financial assistance can be awarded to students enrolled in university or equivalent programs is 88 (all levels combined).

Financial Assistance for Part-Time Students

Consult the Aide financière aux études website at quebec.ca/education/aide-financiere-aux-etudes for funding available to part-time students.

Students with Disabilities

Students in any Faculty, who are Canadian citizens or have legal status in Canada and who are Quebec residents, may be eligible for additional aid. For information on specific forms, please contact the Financial Aid and Awards Office. Further information is also available at the Office for Students with Disabilities.

18.6.2 Other Canadian Federal and Provincial Student Aid Programs

Students applying for Federal and Provincial Loans (other than Quebec) must be a Canadian citizen or have legal status in Canada and be a resident or be deemed to reside in the province to which they are applying. For further information, contact the Financial Aid and Awards Office.

Explore (Second-Language Summer Program)

Students across Canada may apply for bursaries to enrol in a five-week immersion course in French or English at accredited institutions. The aim of this program is to provide post-secondary students with the opportunity to learn one of Canada's official languages as their second official language and to improve their knowledge of the culture represented by that language. Candidates whose mother tongue is neither French nor English may not receive bursaries to study English or French as their first official language. These bursaries will defray the cost of tuition, instructional materials, and room and board, but will not cover transportation costs or pocket money.

Inquiries regarding the awarding of bursaries (e.g. eligibility) should be made to the students' provincial coordinator or territorial official, the names and addresses of which are available at the Financial Aid and Awards Office.

Eligibility:

Students are eligible if they meet the following conditions:

- are Canadian citizens or permanent residents at the time of application. Students studying in Canada on visas are not eligible;
- have general post-secondary standing or can prove that they will have obtained such a status by the time they become involved in the program;
- were enrolled as full-time students during the previous academic year.

Language Assistant Programs — Odyssey

Language assistants are students who help students with the spoken language by conveying to them the real-life aspect of the language. They carry out their duties under the supervision of second-language teachers. Full-time language assistants work for nine months (September to May 31) for an average of 25 hours per week and may earn up to \$18,500. Part-time language assistants are employed for eight months for an average of eight hours per week (September to April). The program also provides reimbursement for certain expenses.

18.6.3 Work-Study Program and Concordia Student Financial Aid

I. Work-Study Program

Work-Study is a student financial assistance program funded by Concordia University and the Government of Quebec. It is designed to assist full-time Concordia University students (with the exception of the summer session), who are in financial need, to pursue their academic goals by providing part-time employment on campus. (Up to 20 hours per week for a maximum of 200 hours per term.)

Eligibility: Students are eligible to participate in the Work-Study Program if they meet the following criteria:

- are enrolled in a degree program (bachelor's, master's or PhD);
- are studying full-time (with the exception of the summer session);
- are making satisfactory academic progress (GPA over 2.00)
- for Canadian students: are receiving government student aid for the current academic year*;
- for International students: are at least in their second year of attendance at Concordia University, paying the full international rate and experiencing an exceptional financial difficulty.

*Conditional work-study authorizations may be issued once a student has applied for government student aid.

Further information can be found at concordia.ca/students/financial-support/work-study/about-work-studyprograms.

II. Tuition Deferrals

Students who are blocked from registering for an upcoming term because of an overdue student account balance may apply for a tuition deferral which would provide them the ability to register for courses.

Eligibility for a tuition deferral is based upon the following conditions:

- The student has received confirmation of funding from a government student aid program that is disbursed by the University's Financial Aid and Awards Office.
- The amount of upcoming government student aid must be greater than the overdue amount in the student's account balance (i.e. fall student aid disbursement is \$3,000 and the outstanding student account balance is \$2,500).
- The student must plan to register as a full-time student, according to his/her government's definition of full-time.
- The student must have a plan on how he or she will be able to enter his or her next term of study without requiring an additional tuition deferral.
- There may be further requirements or conditions if a student has received a tuition deferral in a previous term.

If students receive approval for a tuition deferral, they will still be responsible for late fees and interest on their outstanding loan balance. The purpose of applying for a tuition deferral is to allow students participating in a government loan/bursary program the opportunity to register for the upcoming term.

Students must meet with a financial aid advisor to apply for a tuition deferral.

III. Short-Term Advances

Funds are available at the Financial Aid and Awards Office for students experiencing financial difficulties. Such advances are issued to undergraduate and graduate, full-time and part-time students at Concordia University whose funding is from a government student aid program that is disbursed by the University's Financial Aid. Students must see a financial aid advisor for further information on eligibility requirements and conditions.

IV. Emergency Financial Assistance

Students experiencing an unanticipated emergency, and who can demonstrate exceptional or unexpected circumstances which are creating considerable financial hardship for them and which require an urgent financial response, should visit the Financial Aid and Awards Office to discuss emergency financial assistance.

18.6.4 Concordia University Scholarships and Bursaries

Two types of awards are available to undergraduate students through the Financial Aid and Awards Office: scholarships and bursaries. Entrance scholarships and entrance bursaries are available to newly admitted students entering university programs for the first time. In-course scholarships and in-course bursaries are available to returning students who have completed at least one year of studies at Concordia University. In all cases, scholarships are awarded on the basis of scholastic achievement and, in some cases, consideration is given to the involvement in university life or other non-academic criteria. Bursaries are awarded based on financial need and acceptable academic standing, and sometimes additional criteria may apply.

Unless otherwise stated, awards are granted to full-time students who are Canadian citizens or permanent residents. Unless expressly authorized by the University Undergraduate Scholarships and Awards Committee, award recipients may hold only one of the following types of awards in a given academic year: Concordia entrance scholarships, Concordia in-course scholarships, or Concordia in-course bursaries. For additional information on all undergraduate awards, consult the Financial Aid and Awards Office (FAAO) website at concordia.ca/faao.

I. Entrance Scholarships

Recipients are recommended to the Undergraduate Scholarship and Awards Committee by the Faculties during admission processing on the basis of academic achievement during the first three semesters of Cegep or equivalent. For a complete list, consult the FAAO website.

II. In-Course Scholarships

In-course scholarships are awarded by the Undergraduate Scholarships and Awards Committee to full-time students (unless otherwise indicated) who have completed at least 24 credits at Concordia. Recipients are selected on the basis of the previous year's assessment GPA as calculated by the Office of the Registrar. Unless otherwise indicated, no application is required. For a complete list, consult the FAAO website.

III. Entrance Bursaries

Entrance bursaries are available to students entering university studies for the first time. An application form must be submitted online along with various supporting documents. Eligibility is determined following a financial needs test, a review of the candidate's academic ranking as assigned during admission application processing, and a holistic appreciation of the applicant's personal statements on the entrance bursary application form. Students who have received a tuition waiver from the University are not eligible to apply for an entrance bursary. For a complete list of available entrance bursaries, consult the FAAO website.

IV. In-Course Bursaries

In-course bursaries are awarded on the basis of financial need and satisfactory academic standing following committee review of the bursary application. Eligibility is determined following a financial needs test, a review of the candidate's academic standing, and a holistic appreciation of the applicant's personal statements on the in-course bursary application form. Students who have received a tuition waiver from the University are not eligible to apply for an in-course bursary. For a complete list, consult the FAAO website.

18.6.5 Awards Offered by External Organizations

Awards sponsored and administered by external associations, companies, foundations, societies, and clubs, are listed from time to time on the FAAO website and bulletin boards. In general, applications must be submitted to the organization administering the award, unless otherwise indicated.

18.6.6 Students from the United States — Federal Student Aid

Citizens of the United States and certain eligible non-citizens studying at Concordia may be eligible for financial aid through the U.S. Department of Education in the form of a Federal Direct Loan. Financing may also be available through alternative non-governmental sources such as Sallie Mae. Only students enrolled in degree programs are eligible to receive U.S. Government student loan funding. Undergraduate and graduate students enrolled in diploma and certificate programs are not eligible for U.S. Government funding at Concordia.

Effective July 1, 2010, the U.S. Department of Education requires all schools disbursing U.S. Government loans to do so through the U.S. Government's William D. Ford Federal Direct Loan Program. This means that the U.S. Government will be electronically disbursing student loan funding directly to schools without the participation of any third parties (i.e. banks or financial institutions). Under the Direct Loan program, the lender is the United States Department of Education.

I. Concordia University Requirements for Beginning the Application Process for Federal Student Aid

The loan application process at Concordia University is "borrower initiated." This means that for each academic year, students must begin the loan process by completing a Free Application for Federal Student Aid (FAFSA) application, a Master Promissory Note and a Concordia University U.S. Direct Loan Application form. The Concordia University U.S. Direct Loan Application form is available on Concordia's Financial Aid and Awards website. Students must forward all application documents to the Financial Aid and Awards Office, as they are not received through electronic means. For the FAFSA form, Concordia's school code is 00836500.

II. Maintaining Eligibility

Course Load

Students must be enrolled on a full-time (12 credits or more) or half-time (6 credits or more) basis in order to qualify for aid through the U.S. Department of Education.

Program Eligibility

All programs offered to Direct Loan recipients must meet the U.S. Department of Education's program eligibility requirements, as outlined in the Code of Federal Regulations. In the case of foreign institutions, for recipients of Direct Loan funding, this means that the version of the program into which the student is accepted will not include the following:

1. Any use of a telecommunications course, correspondence course or direct assessment (CFR 600.51 [d]).
2. Any course, research, internship or externship or special studies that takes place in the United States (CFR 600.52).
3. Any arrangement where a Title IV ineligible entity provides any portion of the eligible institution's programs (CFR 600.54).

As such, students receiving Title IV aid must register for on-campus courses only throughout their academic career at Concordia in order to be considered enrolled in an eligible program. Should students register in any ineligible course as outlined above, they are automatically considered to be in an ineligible program and will immediately become ineligible for Title IV funds. There is no appeal process for this requirement. Students are encouraged to discuss their study plans with a Financial Aid advisor **before** registering.

Satisfactory Academic Progress Policy

Students are required to make satisfactory academic progress towards the completion of their degree. For the purposes of Title IV funding, satisfactory academic progress is determined by qualitative measure (grade point average) and quantitative measure (completion rate). Federal regulations require that the University tracks the academic progress of all student loan recipients from the first date of enrolment at Concordia University, whether or not loans were received at that time. Credits transferred from all other credit sources will be considered as attempted and completed credits in the evaluation of the completion rate standards, but these courses do not affect the calculation of a student's GPA.

To achieve satisfactory academic progress as per the U.S. Department of Education, students must:

- Maintain a minimum assessment GPA of 2.00 and
- Maintain a minimum cumulative completion rate of two-thirds of credits attempted (67%) and
- Complete their educational program within a time frame no longer than 150% of its published length.
(For example, completing the program after attempting a maximum of 180 credits for a 120-credit program).

Concordia University requirements for satisfactory academic progress:

In order to be eligible for U.S. loans, students must meet Concordia University's institutional requirements for minimum satisfactory performance. These are defined in the Undergraduate and the Graduate Calendars under each Faculty's section. Note that students must maintain a minimum assessment GPA of 2.00 in all undergraduate Faculties and 3.00 for graduate Faculties.

DISC, INC, MED, DEF, AU, F/FNS/R/NR and S grades, and repeated course work will be treated as follows:

- Course withdrawals (DISC) after the drop/add period are not included in the GPA calculation but are considered as non-completion of attempted course work.

- Incomplete (INC) indicates that a student has not completed required course work and that the instructor has agreed to accept the work after the due date. The notation is always used in combination with a letter grade such as B/INC and the grade is used in the calculation of the various GPAs.
- Medical (MED) indicates that a student has been unable to write a final examination or complete other assignments due to a long-term medical situation. A MED notation carries no grade point value.
- Deferred (DEF) indicates that a student has been unable to write a final examination. A DEF notation carries no grade point value.
- An audit (AU) grade is not considered attempted course work. It is not included in the GPA calculation or completion rate determinations.
- F/FNS/R/NR grades are treated as attempted credits that were not earned, and so are included in both the calculation of the GPA and minimum completion rate.
- A satisfactory grade (S) is treated as attempted credits that are earned, but is not included in the calculation of the GPA.
- In the case of repeated courses, only the grade corresponding to the latest attempt of the course will be used in the calculation of the various GPAs, but every repeated attempt will be included in the completion rate determinations. No loans can be disbursed for a repeated attempt if a student has already achieved a passing grade for that course. The University's policy means that students receive aid for only one repeat of a course.

Student Loan Denied Status

Students who fail to meet the minimum 2.00 assessment grade point average standard, or fail to complete at least two-thirds of cumulative credits attempted, will immediately lose eligibility for U.S. Government funding. No government financial aid will be disbursed unless the student is removed from Student Loan Denied status.

150% Rule: If students are first-time borrowers on or after July 1, 2013, there is a limit on the maximum period of time (measured in academic years) that they can receive Direct Subsidized Loans. This time limit does not apply to Direct Unsubsidized Loans or Direct PLUS Loans. In cases where this limit applies, students may not receive Direct Subsidized Loans for more than 150% of the published length of their current program. This is called their "maximum eligibility period." For example, if they are enrolled in a four-year bachelor's degree program, the maximum period for which they can receive Direct Subsidized Loans is six years (150% of four years = six years).

Because their maximum eligibility period is based on the length of their current program of study, their maximum eligibility period can change if they change to a program that has a different length. Also, if they receive Direct Subsidized Loans for one program and then change to another program, the Direct Subsidized Loans they received for the earlier program will generally count toward their new maximum eligibility period. Certain types of enrolment may cause them to become responsible for the interest that accrues on their Direct Subsidized Loans when the U.S. Department of Education usually would have paid it.

Reinstatement of Aid After Student Loan Denied Status

Students may be reinstated for financial aid purposes after having been placed on Student Loan Denied status in one of the following ways:

- The students attend Concordia University, pay for tuition and fees without the help of government financial aid, and achieve Satisfactory Academic Progress standards. Under this scenario, students regain aid eligibility on a probationary status.
- The students must submit a written appeal in accordance with the appeal process. If the Financial Aid and Awards Office grants the appeal, the students will then be placed on Student Loan Probation for one payment period. Students must attain a minimum 2.00 GPA in that payment period to qualify for the second disbursement.

Appeal Process

Students may appeal their Student Loan Denied status if it can be determined that an unusual or extraordinary situation affected their academic progress. An example of an unusual or extraordinary situation would be a death in the family or a serious illness.

Appeals must be:

- Submitted in writing to the Financial Aid and Awards Office's manager of client services or financial aid advisor by the date specified in the Student Loan Denied notification letter.
- Submitted with documentation that supports the unusual or extraordinary situation (i.e. death of a family member is supported by a death certificate). In addition, statements must include a specific plan for academic recovery.

III. Return of Title IV Funds (R2T4) Policy

This policy applies only to eligible U.S. and eligible non-U.S. citizens receiving Title IV funds, specifically the Federal Direct loans. Title IV funds are awarded to students under the assumption that they will attend school for the entire period for which the assistance is awarded. When students withdraw from all their courses, for any reason including medical withdrawals, they may no longer be eligible for the full amount of Title IV funds that they were originally scheduled to receive. If students withdraw from all their courses prior to completing more than 60% of a term, they may be required to repay a portion of the federal financial aid that they received for that term. In addition, students may also owe the University any loan funds returned on their behalf. A pro rata schedule is used to determine the amount of federal student aid funds they will have earned at the time of the withdrawal. Federal aid includes Federal Direct Loans (subsidized and unsubsidized), Parent Plus Loans and Graduate Plus Loans.

The return of funds is based upon the concept that students earn their financial aid in proportion to the amount of time in which they are enrolled. Under this reasoning, students who withdraw in the second week of classes have earned less of their financial aid than students who withdraw in the seventh week. Once 60% of the term is completed, students are considered to have earned all of their financial aid and will not be required to return any funds.

The students' withdrawal date is either:

- the date they officially withdrew during the official withdrawal period (see §16.1.5 for details)
- the date they submitted their petition to withdraw to their Faculty or School's Student Request Committee if the withdrawal period has ended and the student successfully petitioned to withdraw or
- the start date of their leave of absence, in the case of graduate students. The notion of "leave of absence" applies only to graduate students as per the Graduate Calendar or
- the date they were expelled/dismissed from the University or
- the date they died, if they passed away during the term.

If a student ceases attendance (drops or withdraws) from all his or her Title IV eligible courses in a payment period, or period of enrolment, the student must be considered a withdrawal for Title IV purposes.

Students must immediately inform the Financial Aid and Awards Office of their withdrawal by email to help@faao.concordia.ca.

The Financial Aid and Awards Office (FAAO) then determines the return of Title IV funds percentage. Institutions are required to determine the percentage of Title IV aid "earned" by students and to return the unearned portion to the appropriate aid program. Regulations require schools to perform calculations within 30 days from the date the school determines the students' complete withdrawal. The school must return the funds within 45 days of the calculation.

The return of Title IV funds policy follows these steps:

Step 1: Student's Title IV Information

The FAAO will determine:

- a) The total amount of Title IV aid disbursed (not aid that could have been disbursed) for the term in which the students withdrew. The student's Title IV aid is counted as aid disbursed in the calculation if it has been applied to the students' account on or before the date the students withdrew.
- b) The total amount of Title IV aid disbursed plus the Title IV aid that could have been disbursed for the term in which the students withdrew.

Step 2: Percentage of Title IV Aid Earned

The FAAO will calculate the percentage of Title IV aid earned as follows:

The number of calendar days completed by the students divided by the total number of calendar days in the term in which the students withdrew. The total number of calendar days in a term shall exclude any scheduled breaks of more than five days.

$\text{Days Attended} \div \text{Days in Enrolment Period} = \text{Percentage Completed}$

If the calculated percentage exceeds 60%, then students have "earned" all the Title IV aid for the enrolment period.

Step 3: Amount of Title IV Earned by the Student

The FAAO will calculate the amount of Title IV earned as follows:

The percentage of Title IV aid earned (Step 2) multiplied by the total amount of Title IV aid disbursed or that could have been disbursed for the term in which the students withdrew (Step 1-B).

$\text{Total Aid Disbursed} \times \text{Percentage Completed} = \text{Earned Aid}$

Step 4: Amount of Title IV Aid to be Disbursed or Returned

- If the aid already disbursed equals the earned aid, no further action is required.
- If the aid already disbursed is greater than the earned aid, the difference must be returned to the appropriate Title IV aid program.

$\text{Total Disbursed Aid} - \text{Earned Aid} = \text{Unearned Aid to be Returned}$

If the aid already disbursed is less than the earned aid, the FAAO will calculate a Post-Withdrawal Disbursement.

Return of the Title IV Aid, based on the type of aid disbursed, in the following order:

1. Federal Unsubsidized Direct Loan
2. Federal Subsidized Direct Loan
3. Parent Plus Loan or Graduate Plus Loan

Loans must be repaid by the loan borrower (student/parent) as outlined in the terms of the borrower's promissory note. The students' grace period for loan repayments for Federal Unsubsidized and Subsidized Direct Loans will begin on the day of the withdrawal from the University. Students should contact the lender if they have questions regarding their grace period or repayment status.

Institutional and student responsibility in regard to the Federal Return of Title IV Funds policy

The FAAO's responsibilities in regard to the Return of Title IV Funds policy include:

- Providing each student with the information given in this policy.
- Identifying students affected by this policy and completing the Return of Title IV Funds calculation.
- Informing students of the result of the Return of Title IV Funds calculation and any balance owed to the University as a result of a required return of funds.
- Returning any unearned Title IV aid that is due to the Title IV programs and, if applicable, notifying the borrowers' holder of federal loan funds of the students' withdrawal date.
- Notifying students and/or Plus borrowers of eligibility for a Post-Withdrawal Disbursement, if applicable.

The students' responsibilities in regard to the Return of Title IV Funds policy include:

- Becoming aware of their responsibilities under the Return of Title IV Funds policy.
- Understanding how withdrawing from all their courses affects eligibility for Title IV aid.
- Resolving any outstanding balance owed to Concordia University resulting from a required return of unearned Title IV aid.

The procedures and policies listed above are subject to change without advance notice.

18.6.7 International Students from Other Countries

International students may be eligible for financial assistance in the form of scholarships, bursaries and part-time employment on campus via the Work-Study program. Further information on undergraduate scholarships and bursaries, and the Work-Study program, can be found at concordia.ca/faao and concordia.ca/students/financial-support/work-study/about-work-studyprograms.

International students from countries other than the United States who may require government student financial aid should contact their home country's Department of Education for possible educational financing support opportunities.

The Canadian International Development Agency offers training assistance to most developing countries with which Canada has a co-operative agreement; however, students must be nominated by their own government. For further information, contact the Scholarship Committee, Human Resources Directorate, Canadian International Development Agency, 200 Promenade du Portage, Hull, Quebec K1A 0G4.

18.7 RECREATION AND ATHLETICS

The Department of Recreation and Athletics believes physical fitness, interuniversity athletics and recreation opportunities are an integral part of a Concordia University education. Its goals are to provide services and programming that enrich the educational experience of students and to offer opportunities for staff, faculty and the local community to be physically active in a safe and healthy environment.

Le Gym fitness centre on the Sir George Williams Campus, in the EV pavilion, is a modern and comprehensive fitness and workout facility that serves as a downtown focal point for instructional programs. It's easy to get to, located at the metro level of the EV pavilion and linked underground to the John Molson School of Business and the Hall and Library buildings.

The Loyola Campus is home to PERFORM, a state-of-the-art research facility dedicated to improving health through prevention, that also includes a conditioning floor. PERFORM and its facilities offer students the chance to get fit while benefiting from the latest teaching methods and research findings. Loyola Campus also has two full-length artificial playing surfaces with lighting, including a 3,000 seat stadium; the Ed Meagher Arena and a gymnasium. The Stinger Dome, an indoor playing field, is open November through April for intramural programming such as flag football, soccer, rugby, Ultimate and many other recreational activities.

Campus Recreation offers more than 50 activities to choose from, namely through the intramural programming, including basketball, hockey and ball hockey, lacrosse, volleyball, aerobics, dance, and martial arts, among others.

The Loyola Campus facility is the hub of Stingers varsity sports. The varsity programs, split into two levels (Varsity 1 and 2), give more than 300 elite student athletes the opportunity to represent Concordia University at provincial, national and international level competitions. The Stingers (Varsity 1) compete in football, basketball, hockey, women's rugby, and soccer. Concordia supports Varsity 2 Stingers teams competing on various regional and national stages inside and outside of the varsity framework, including baseball, wrestling, men's rugby, and cross-country.

Student athletes benefit from excellent support services, including academic advising and a dedicated study space in the Recreation and Athletics complex on the Loyola Campus. Concordia also offers financial awards to support its student athletes.

Loyola Campus

7200 Sherbrooke St. W., Room: RA 104

514-848-2424, ext. 3858

Fax: 514-848-8637

Stinger Dome

7200 Sherbrooke St. W.

514-848-2424, ext. 8860

stingerdome@concordia.ca

Sir George Williams Campus

1515 St. Catherine St. W., Room: EV S2.202

514-848-2424, ext. 3860

Fax: 514-848-3441

For additional information, see stingers.ca or concordia.ca/campus-life/recreation

18.8 INTERNATIONAL STUDENTS OFFICE

The International Students Office is responsible for providing special programs and services to International students.

Services include:

- Information on employment regulations: on campus; off campus; post-graduation; and co-op employment
- Advising and support in the area of cultural adaptation and integration
- Social programming to improve the quality of experience on campus and while living in Montreal

- Orientations, information sessions and workshops supporting the academic, personal growth and development of International students (topics include housing, immigration, cultural adaptation, and health and wellness)
- The ISO Information Bulletin

The Office also oversees the Health Insurance Plan for International Students

Immigration documents and/or passport are required by the Quebec and Canadian governments for each International student studying at Concordia. As such, it is imperative that International students submit these documents as soon as possible upon their arrival (see §19.2 for further details). Documents can be submitted either to the International Students Office or the Birks Student Service Centre or uploaded directly through the Concordia Portal by the student. Visit the International Students Office directly for information regarding the immigration document requirements as well as the application or renewal process.

For details on documentation requirements, health insurance, and other important information, see §19.

Sir George Williams Campus
GM Building, Room: 330
514-848-2424, ext. 3515

concordia.ca/offices/iso
