



GETTING STARTED AT CONCORDIA

***Please note that some processes have been adjusted for COVID-19.
[Contact the department or service directly for more information.](#)***

Concordia Faculty ID card

Your employee number and ID card give you access to library resources, Concordia Health Services, after-hours access and more. Visit Human Resources with your signed teaching contract - Faubourg Building: 1250 Guy Street, Room 1130, 514 848-2424 x 3666.

Classroom Key Requests

Contact your Department's Administrative Assistant about which keys you need, to submit a key request form, and to receive notification when keys can be picked up at GM-1100, 1550 de Maisonneuve with your ID card.

Instructional & Information Technology Services (IITS)

IITS implements, manages, and supports the University server and storage infrastructure, wired/wireless networks, access (netname), and email.

*[Office 365](#) is available (free) to Concordia employees and students.

To book classroom equipment such as a computer console key: visit a service desk, call (514) 848-2424 x7613, or submit a [classroom equipment request](#).

[CARREFOUR](#) has two main sections:

My CU Account with quick links to HR and financial services, accounts and settings, personal information and more (formerly on *MyConcordia*).

Services and Resources for faculty and staff, communication services, health and wellness support, and more (formerly on *Cspace*).

This is where you will find / set up:

- **your netname (IITS)**
- **Concordia email** (*essential for info about benefits, policies, alerts, etc.)
- **accounts and passwords** ([Office 365](#), print services, etc.)
- **class lists, grade entry, etc. (My Faculty Centre)**
- **pay stubs, tax slips, etc. (HR)**
- **[Moodle](#)** - an online course management system for course content,

assessments, online discussions, resource sharing, and more. Training including videos and workshops available through **IITS** and **CTL**.

OTHER IMPORTANT RESOURCES:

CARREFOUR – links also posted on **CUPFA website**:

Centre for Teaching and Learning: resources, samples, videos, workshops, individual assistance to support faculty and enhance teaching.

Employee Assistance Program: A confidential counseling, referral and information service for faculty and staff available at no cost 24 hrs./day.

Health & Safety: supports environmentally responsible, safe, healthy work spaces for research and study at Concordia

What to do in an Emergency

Call Concordia Security prior to calling 911 - Security agents are trained to respond immediately to a variety of emergencies and can more accurately direct external emergency services to more than 70 buildings and civic addresses on Concordia's two campuses.

SGW Security office H-116, 514-848-2424, ext. 5356 or [website](#).
Internal phones: dial 3717. External phones: 514-848-3717.

[App](#) available for receiving emergency alerts to your cell phone.

Health Services

SGW Campus: 1550 De Maisonneuve W, GM-200, ext. 3565.
Loyola Campus: 7141 Sherbrooke Street W, AD-131, ext. 3575.

Facilities Management

For concerns about cleaning, heating, cooling, air quality, ventilation, hot water, plumbing, electrical problems, refrigeration, locksmith, key, room bookings, and other services. 514 848-2424 x2400.

Official Concordia Policies – grouped by sector, theme, "spotlight" policies.

NB - every student has the right to complete coursework (including oral presentations) and exams in French, with sufficient advance notice to professors. See Language of Instruction and Examinations in the Academic Calendar: 16.3.2.

Academic Re-evaluation Procedures

Students who are dissatisfied with their grade will first attempt to meet with the instructor and explain their position. If the student remains dissatisfied or is unable to meet with the instructor, they may, upon receiving the final grade for

the course, make a re-evaluation request. A re-evaluation may result in the grade being maintained, raised, or lowered.

A student or instructor may appeal a re-evaluation decision based on either substantive grounds or on the presence of serious and prejudicial procedural defects. In the case of an appeal from an instructor, "prejudicial" shall be limited to the effect that the alleged procedural defect has on other students in the course or on the academic standards of the University.

Teaching Evaluations

CUPFA's current Collective Agreement states that part-time faculty administer course evaluations using a paper-based questionnaire, sent to your faculty mailbox four to six weeks before the end of term and completed prior to the last week of classes. Once your grade sheets are approved and finalized, your course evaluation report(s) will be available via Carrefour. See CTL for more info course evaluation procedures.

Mailboxes

Ask your department or unit Assistant where to find your faculty mailbox and check it regularly throughout the term.