

Granting IT System Access for Students Completing WIL Experiences at CNA

The purpose of this document is to outline the process for granting IT system access to student who has been hired in a paid **or** unpaid, capacity to complete a curricular Work Integrated Learning opportunity within College of the North Atlantic (CNA).

Note: This process does NOT apply to student hires that are enrolled in a program at an institution other than CNA.

The goal of this process is to:

1. Ensure the student has timely access to the necessary systems required to complete their college work. This may include but is not limited to a college employee email address, access to the CNA network via a CNA owned device, and Peoplesoft.
2. Ensure compliance with privacy and confidentiality policies and procedures within College of the North Atlantic.

IT Access may be granted to any student employee that meets the following eligibility criteria:

1. Enrolled in a CNA program and participating in a paid **or** unpaid, work placement within the institution, that has been sanctioned by a hiring manager.
2. Require access to CNA systems as part of their job responsibilities.

The process is driven by employee status, i.e whether the student is onboarded as an active CNA employee.

If the student is to be **paid employee on CNA's payroll**, an employee email account will be automatically created, granting them employee network access and PeopleSoft access. There is no further action required to get IT system access, as this is part of the onboarding process.

If the student is **unpaid** or is a CNA student that is being paid via an award program such as MITACS, the hiring manager must submit an access request using Service Now. **Note: Hiring manager must ensure that a CNA Confidentiality Agreement is signed before proceeding with the access request** – it is recommended to have this form given to the student prior to their first day on the job, so that system access can be provided upon arrival.

Before submitting an access request for an **unpaid** or not active payroll student in Service Now, ensure the following information is collected by the hiring manager:

1. Student's full name and CNA student ID.
2. Work placement department and supervisor's contact information.
3. Duration of placement (start and end dates).
4. List of required IT systems (e.g., email, shared drives, PeopleSoft).

If the **unpaid** student requires PeopleSoft access:

Hiring manager to submit an HRIS request in service now to have them set up as a "non-contingent worker."

Note: Additional software requests must also be entered in Service Now by the hiring manager, note that typical budget / procurement processes will apply.

Verification & Approval

1. IT Services will verify the request with the department, if additional approvals are needed (e.g., HR, Security), IT Services will coordinate accordingly.
1. Once approved, IT Services will create necessary accounts and grant access, both the student and supervisor will be notified upon completion.

The hiring manager is responsible for ensuring the student understands that system access must be used solely for work-related tasks, and that login credentials must be kept confidential. IT issues or security concerns must be reported to the Help Desk immediately.

End of Placement & Access Removal

Supervisors must notify IT Services at least one week before the placement ends to schedule account deactivation.

IT Services will confirm access removal to ensure security compliance.

For further assistance, or inquiries related to this document reach out to IT Services Help Desk (andrea.foote@cna.nl.ca) or Work-Integrated Learning Connections Office (lauren.stcroix@cna.nl.ca)