

2023 Fall Orientation



WELCOME Package



College of the North Atlantic, Carbonear Campus

CAMPUS CONTACTS

<i>Campus Director:</i>	Dr. Terry Murphy 709-596-8911 terry.murphy@cna.nl.ca	
<i>Admissions Officer:</i>	Barbara Robichaud 709-596-8914 Barbara.robichaud@cna.nl.ca	
<i>Accessibility Services:</i>	Joanne Mullins Accessibility Services Coordinator 709-595-3429 joanne.mullins@cna.nl.ca	Wanda Smith-Sparkes Resource Facilitator 709-596-8944 wanda.smithsparkes@cna.nl.ca
<i>Bookstore:</i>	Donette Morris Storekeeper I 709-596-8913 donette.morris@cna.nl.ca	
<i>Computer/IT Services:</i>	Paul Barrett Computer Support Specialist 709-596-8949 paul.barrett@cna.nl.ca	
<i>Guidance Counsellor:</i>	Sandy Maher 709-596-8926 sandy.maher@cna.nl.ca	
<i>Library Services:</i>	Stephen Nolan Librarian II 709-596-8925 stephen.nolan@cna.nl.ca	
<i>Student Development Officer:</i>	Rebecca Parsons 709-596-8921 rebecca.parsons@cna.nl.ca	

GETTING STARTED

BRIGHTSPACE PULSE APP

Available for iPhone, Android and BlackBerry, [Brightspace Pulse](#) is an app that helps students find out what's new and what's next. You can use it to stay up to date and prepared by unifying course calendars, assignments, grades, and news during the busiest times.

More time studying - With a quick glance, students can check their courses to see the readings, assignments, and tests that are coming up. They can even add their own personal milestones.

Less time organizing - Students can make better decisions about how to handle their workload, submit assignments, and prepare for test - all while keeping the stress level low.

Always up to date - Real-time alerts tell students when classes are cancelled, rooms are moved, or new grades are available. With grade notifications, students can choose when and where to check them.

BUY YOUR OWN DEVICE (BYOD)

In Fall 2023, CNA students may be required to have their own computers. Many instructors have their course materials and other resources available online to support your learning. Also, in the event of a government-issued public advisory that limits your access to the campus, you will continue to have access to your courses in a virtual environment.

- We strongly recommend having a computer for off-campus use if you are registered in an On Campus program.
- We require that you have a computer, webcam, and headset if you are registered in a Blended, Online – Asynchronous, or Online – Synchronous program to access your courses and complete the required online evaluation activities, such as assignments and exams

Technology Requirements

All programs do not have the same technology requirements. You can purchase any device as long as it meets the specific minimum hardware requirements for your program. For portability reasons, CNA does recommend purchasing laptop devices for most programs. Please refer to the specifications outlined in this document when purchasing a computer for your upcoming program of studies.

Many software programs associated with course textbooks require a Windows operating environment for their use. Due to compatibility and accessibility issues, **we do not recommend:**

- Google Chromebooks - operate on a system that is not compatible with CNA-required software.
- Apple/MAC computers (unless noted for specific programs). If you use an Apple/MAC, you may need to install boot camp on your device to access some programs with Windows-based software. However, before proceeding, please contact your instructor or Campus Administrator to determine if this is necessary.



All students must have access to the Internet to allow for a full educational experience. Students may access free Wi-Fi when working on campus.

For more information on the requirements of your device, please read our [BYOD manual](#).

MICROSOFT TEAMS

Students at CNA have access to Microsoft Teams through your MS Office 365 account (see below). Microsoft Teams is an online platform with capabilities to do many things as a student, first and foremost being the ability to meet virtually with not only staff/faculty at the College but also students. It has a range of capabilities that includes online calling, video conferencing, screen sharing, instant messaging, and creating “team” groups for collaboration. Training videos on how to use this platform can be found [here](#) and also on this [website](#)

MY CNA

[My CNA](#) is your gateway to student supports, services, and activities at College of the North Atlantic such as Student Self Service (course registration, access grades, student finances, etc.) and Student Webmail as well as peer tutoring, student services, policies governing student conduct, scholarships and awards, and much more.

OFFICE 365

After you login to your Student Webmail through MY CNA, you have access to Microsoft Office 365:

- E-mail with a 50 GB limit, attachments of up to 25 MB, mobile device support
- MS Office Web Apps
- Full copy of MS Office (Current Version) on up to 5 devices
- MS SharePoint
- MS Lync/Skype
- MS Teams
- eDrive with 1 TB of storage
- Please see [O365 FAQ](#) for students for more information

PAYMENT OF FEES

Fees are due **October 3, 2023** for the Fall 2023 semester. Tuition and course fees can be paid at the campus as well as online using Visa through Student Self Service by visiting www.cna.nl.ca/mycna (*MyCNA from the CNA homepage*). If a credit card is not available to you, then payment by cheque (be sure to include your student ID) can be sent to:

CNA, Carbonear Campus
4 Pike’s Lane
Carbonear, NL A1Y 1A7

Immigration, Population Growth, and Skills cheques will be sent to the campus by the Department. Once the cheque is received, you will be notified to go to the Main Office to sign it and the funds will be applied to your student account.



STUDENT AID

Student Aid borrowers will have their loans processed beginning September 5, 2023. Students will meet with the Student Development Officer (SDO) (either virtually through MS Teams or in person) to review the loan details and the process prior to releasing the loan. You can also track information regarding your student loan (Newfoundland & Labrador students only) at www.gov.nl.ca/studentaid by logging into the portal using your username and password. Please contact Rebecca Parsons, Student Development Officer at the Carbonear campus, for more information related to your student loan and its release.

Please visit our [website](#) for detailed information on all applicable fees and related charges.

START OF CLASSES AND PROGRAM INFORMATION SESSIONS

Program Information Sessions (Orientation) will take place on Tuesday, September 5. Sessions are mandatory, and you can access the schedule [HERE](#). This is an opportunity to meet your instructors and fellow classmates, and get your class schedules, textbook and equipment lists.

Classes will begin on Wednesday, September 6, 2023 for all programs except Practical Nursing, Years 1 and 2. Your classes will begin immediately following your Program Information Session held on September 5, 2023.

Students in CAS Transfer and CAS Transition will meet with an Academic Advisor immediately following the Info Session on September 5. Your advisor's name will be posted outside room 146.

CAS Transfer students who haven't already written their Math Placement Test (MPT) over the summer must write the MPT on Tuesday, September 5 from 3:00 to 5:00 in room 146.

STUDENT ID CARDS

We are extremely pleased to announce the continued service where you can request a CNA Student Photo ID card through the online Student Self-Service portal. This service is available on mobile device or a desktop, making it easier to submit a request!

Students can log in to their [student self-service](#) and upload a photo, similar to a passport photo. In preparation for this, you may want to have your photo ready to upload when the system is available. To make the process more efficient and avoid photos being rejected we suggest that you have a headshot photo with a white background ready. You will also need a verification document ready to submit. This can be a photo of your driver's license or any recognized photo ID. These photos can be taken with your cell or digital camera but must be saved as JPG or JPEG format to be uploaded. In addition, you will be asked to confirm your correct mailing address during the process to avoid the photo ID being sent to the wrong address.






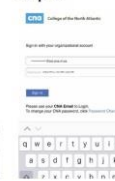


[Click here for instructions](#) to submit or view a **Student Photo ID Request**. If you experience any issues with the **Student Photo ID Request** process, contact the Help Desk at SSHelpReg@cna.nl.ca.

STUDENT SELF-SERVICE

Student Self-Service can be accessed through MyCNA. It allows you to register and check your courses, complete student check-in, access grades, change personal information, check your account balance, pay fees, register for graduation, download your T2202A for income tax purposes, and more! Please contact the Student Service Help Desk SSHelpReg@cna.nl.ca if you have any issues with your Self-Service account.

STUDENT WEBMAIL

Important information regarding registration, exams, job opportunities, scholarships/awards, etc., are communicated via your [College Student Webmail account](#). Please ensure you check your webmail regularly, so you do not miss valuable information.

Accessing Student Webmail USING YOUR BROWSER	Accessing Student Webmail USING THROUGH THE OUTLOOK APP ON YOUR PHONE
<p>Step 1: Visit: https://www.cna.nl.ca/MyCNA</p> <p>Step 2: Click on "Self Service Options"</p> <p>Step 3: Click on "Webmail Access"</p> <p>You can also simply visit: https://webmail.cna.nl.ca</p> <p>Step 4: Enter your username and password in this format: Username: firstname.lastname##@ed.cna.nl.ca</p> <p>Password: dd-Mmm-YYYY • ## is the last two digits of your student number • Password is your date of birth (i.e., 23-April-1999 or 5-Dec-1999)</p> <p>www.cna.nl.ca 1 888 982 2268</p> 	<p>Step 1: Visit the App Store and download "Outlook"</p> <p>Step 2: Enter your college email and select "Sign In with Office 365"</p> <p>Step 3: You will be forwarded to a page where it will prompt you to enter your password for your college email. Enter the password and press "Sign In with Office 365"</p> <p>Step 4: A message should pop up asking you to either turn on or off notifications; turn it on so you get a notification when you get an email. Your e-mail is now set-up! The orange circle is the college email and if you click the one in under it you can add another email such as a personal.</p> <p>Step 1:  Step 2:  Step 3:  Step 4: </p> <p>www.cna.nl.ca 1 888 982 2268</p> 

DISTRIBUTED LEARNING SERVICE

Our Distributed Learning courses and programs are offered through a learning environment called **Brightspace**, formerly known as Desire2Learn (D2L), which contains many features that will



enhance your learning experience. Students who use Brightspace can access course content, post to discussions, submit assignments, complete online quizzes, email instructors and other students, and check their grades. Please check out the [DL Know How video](#) below that demonstrates the tools that your instructor may or may not use in your course.

STUDENT SUPPORTS

ACCESSIBILITY SERVICES

The College offers accommodations (i.e., time + ½ on exams, assistive technology, etc.) to students with permanent or persistent/prolonged disabilities. Students are responsible for notifying Accessibility Services if disability services/accommodations are required. If you would like more information on Accessibility Services or to inquire as to whether you qualify for accommodations please contact Joanne Mullins, Accessibility Services Coordinator joanne.mullins@cna.nl.ca or 709-595-3429.

You will be required to submit applicable documentation (completed by an appropriate professional) such as a psycho-educational assessment or other documentation documenting your disability. You will be contacted to discuss academic accommodations and complete the required paperwork once all necessary documentation has been received. Please note that you cannot receive disability related supports if you have not provided appropriate documentation and/or have not met with the Accessibility Services Coordinator.

If you have already completed the pre-entry process, you should arrange to meet with Wanda Smith Sparkes, Resource Facilitator (wanda.smithsparkes@cna.nl.ca) as soon as possible to provide her with a list of your courses/instructors and complete the paperwork for the Fall semester. Please note you must contact the Resource Facilitator at the beginning of EVERY semester to avail of accommodations for that term.

For more information on Accessibility Services at College of the North Atlantic, please visit: <https://www.cna.nl.ca/student-support/accessibility-services.aspx>

ADVISING

During any type of post-secondary, it is important to understand that you are now your own advocate. Each student is assigned an Academic Advisor and this individual will be your contact for any program-related concerns such as reviewing course registration, questions regarding your current and future courses, adding or dropping courses, etc. Advisors will be assigned to students during the first week of classes. Please reach out to your Advisor to have a quick chat whenever you need advice.

COMPUTER SERVICES

Students experiencing technical difficulties can contact Paul Barrett, Computer Support Specialist at the Carbonear campus paul.barrett@cna.nl.ca. Students having trouble with passwords can reset their own password by [visiting this site](#). Also, information regarding accessing computer services can be found by [clicking here](#).



FOOD PANTRY

Carbonear campus has a Food Pantry available to students at the campus. It's located in the hallway by the side exit door (the hallway just past the Library and Room 130/132). If you're looking for something quick to grab for supper, a snack during the day, personal hygiene products, or even school supplies, please drop by and take what you need.

GUIDANCE COUNSELLOR

Personal, emotional, and academic problems are a normal part of student life. Counselling services can assist you with personal and social concerns so that your academic success and general quality of life may be enhanced. You can also access assistance with educational and career planning. The goal of these efforts is to help you develop effective problem solving and decision-making capabilities.

Involvement in the counselling process may help you resolve or better manage your problems or concerns. Once these concerns are under greater control you may be able to focus more clearly on your educational pursuits with fewer distractions and increase your success as a student. We offer:

- Individual counselling sessions in a private, supportive, and confidential environment
- Crisis intervention and crisis management
- Sessions and workshops to help you develop the necessary skills to succeed at CNA (i.e., study skills, time management skills, etc.)
- Workshops and awareness campaigns to promote overall wellness (i.e., mental health awareness, stress management, mindfulness, etc.)

For more information, click [HERE](#). To schedule an appointment with the Guidance Counsellor at Carbonear campus, please contact Sandy Maher, Guidance Counsellor sandy.maher@cna.nl.ca or 709-596-8926.

HEALTH & DENTAL BENEFITS

CNA is pleased to offer full-time students with a health and dental insurance plan. This plan is mandatory for full-time students enrolled in a college program for 15 weeks or more in the academic year. With this plan, students will have access to drug, extended medical and dental insurance coverage. Qualified students are automatically charged for this coverage. If you do not want this insurance, it is your responsibility to decline the coverage through Student Self Service before the deadline of **October 3, 2023**.

CNA provides full-time students with a mandatory health and dental insurance plan. Students will have access to drug, extended medical, and dental insurance coverage. Full-time students are automatically charged for this coverage. Family coverage is available at an additional cost.

If you do not want this insurance, it is your responsibility to decline the coverage through the Student Self Service before the deadline of **October 3, 2023**.



For details on all Health & Dental benefits contact Mary-Ellen Alexander at 709-643-7927 or mary-ellen.alexander@cna.nl.ca. For more information or to print claim forms, please visit [Green Shield](#) and click on “What You Need.” You can visit the Student Support section of the College’s website for detailed information on what is involved with the plan or visit this [website](#). Also, students can print their own [Student Health ID cards](#).

LIBRARY SERVICES

The Carbonear Campus Learning Commons/Library comprises a large selection of materials and offers diverse services. The library has approximately 20,000 items focusing on our core programs. Our college database subscriptions cover all course-related topics and there are millions of journal articles and electronic books to browse. We also have a variety of DVDs and carry a selection of board games which can be used in the library. The library has two study rooms which can be booked for use; please book in advance to ensure room availability. We also have computers and printing capabilities. There is a cell phone charger for your convenience. With comfortable furnishings and quiet areas, the library is the perfect place to start and end your day.

The library team consists of a Library Clerk and a Librarian (Stephen Nolan) who can assist you with your research needs. If you wish to have a reference interview conducted to help in your research, please contact the Librarian and this will be arranged.

Library hours are Monday-Friday from 8:00 a.m. – 4:30 p.m.

ONLINE ACADEMIC HELP CENTRE

CNA offers an [Online Academic Help Centre](#) in collaboration with our instructors. You can now use your student webmail/Office 365 account credentials to book a session with an instructor to get help with courses such as Communications, Math, Science, Accounting, and Statistics.

PEER MENTORING

Peer mentoring involves students helping students in a structured, supported, meaningful way. It allows students looking for support to be matched with experienced students to build upon principles of role modeling, self-advocacy, coaching, and problem-solving. It is an equal partnership process to help support and guide students through the expectations of student life.

Peer mentoring is not academic advising, tutoring for academic reasons nor is it counselling. All students are encouraged to take full advantage of what the Peer Mentorship Program has to offer both as Mentors and Mentees.

For further information or to apply to be a Mentor or Mentee, visit the [Peer Mentoring site](#) on MyCNA. Additional inquiries can be sent to peermentor@cna.nl.ca.

PEER TUTORING

The Peer Tutoring program is a free service offered to CNA students. The program is designed to provide remedial assistance to students who, after a concentrated effort, are still having trouble in a particular



subject area. Such students may be paired with a student who is in good academic standing, and has been approved to tutor in the same subject area. Students can receive up to 15 hours per semester of one-on-one tutoring. Tutors earn \$15.00 per hour!

Don't hesitate to ask for help if you feel you can benefit from this service. Peer Tutoring is offered both on-campus and online to make it more accessible to our students. You can work with a counsellor at your campus for assistance in arranging a tutor or you can book an online session (check for availability of tutors in your subject area).

For further information on becoming a tutor or tutee, visit [PEER TUTORING](#) or contact Sandy Maher, Guidance Counsellor sandy.maher@cna.nl.ca or 709-596-8926.

STUDENT LOAN

Student loan assistance may be available from the provincial and federal government. More detailed information (including repayment) is available at [My CNA](#). Out of province students should check with the Student Aid office within your jurisdiction.

If you previously had a government sponsored loan and you are registered as a full-time student, you do not have to make payments while attending post-secondary. You must register for the [National Student Loan Service Centre Online Services](#) (see below) and request a Confirmation of Enrollment via your account. **Please note that this must be requested and completed each semester individually.**

Tuition and equipment/material fees will be deducted from your loan which is submitted to the student loan portal by Student Aid. **Please note** that if you are awarded a student loan and you **opt out of Health and Dental coverage**, this amount will **not** go back directly to you. Instead, it will be refunded back to the National Student Loan Service Centre and be deducted from the total debt owing. Also, we are not permitted to deduct fees for textbooks therefore you should ensure you have funds available to purchase your textbooks until you receive your loan. If received, loans will be processed by our office once your full-time or part-time enrollment is confirmed and will take 7-10 business days to reach your bank account. When your loan is processed a confirmation email is sent to your [CNA Student Webmail](#).

REGISTER WITH NATIONAL STUDENT LOAN SERVICE CENTRE ONLINE SERVICES

The [National Student Loan Service Centre Online Services](#) is pleased to provide a way for you to get information and details about your student loans. [Setting up an online account will allow you to:](#)

- **Check the status of your student loan**
- **Check the balance of your loan**
- Review details of new loans you've recently received
- Update your Mailing and Permanent Addresses and other contact information on-line
- Access your T4A tax slip in your Mailbox
- Submit a request to confirm your enrolment
- Review your loan payment and transaction history
- Receive helpful information about your loan in your Personal Message Centre



- Customize Your Repayment: Use this tool to create a request form to increase or decrease your monthly payment.
- Get Repayment Assistance: If you qualify for periods of Repayment Assistance, the government will help make payments toward your loan. You could be approved to receive interest and/or principal Repayment Assistance.

SCHOLARSHIPS & AWARDS

CNA provides an opportunity for students in many programs to compete for a variety of awards, scholarships, bursaries, and prizes. These awards are made possible by the generous contribution of donors which include numerous organizations, companies, and individuals. Students are encouraged to apply and should be aware that awards are granted based on a variety of circumstances and specific criteria. While some awards are granted to high academic achievers, many awards are designated to well-rounded students who are performing satisfactorily in their program of study and who have demonstrated leadership, community/college involvement and school spirit.

A list of [scholarships/awards](#) is available online where you can search by campus or program. Also, check your College Student Webmail account for more scholarship announcements! Deadlines vary throughout the year, but most are mid-January. Check the application for exact deadline date. For further info, contact your SDO, Rebecca Parsons.

STUDENT CODE OF CONDUCT AND APPEALS

CNA students are expected to follow a [code of conduct](#) and, within this policy, also have certain rights and responsibilities. All registered students of the college may appeal a decision or ruling which affects them as it pertains to academic matters as well as matters of student discipline, student rights, and student responsibilities through an [academic appeal](#) or [non-academic appeal](#).

STUDENT DEVELOPMENT OFFICER

Student Development Officers (SDOs) provide a variety of student engagement and support services at CNA campuses. SDOs are your first stop for many services, such as preparing to become a student, financial aid information, orientation sessions and activities, scholarships and awards, graduation, and interpreting the Student Code of Conduct as well as Student Rights and Responsibilities. The SDOs also advise and support the Student Representatives Council (SRC) at each campus, which is an important part of student life.

As well, SDOs coordinate and participate in local and provincial recruitment strategies including signature events as well as campus tours, recruitment information sessions, and career fairs. SDOs are a liaison between students, support staff, faculty, campus college administration, senior college management and work together to connect and support students, alumni, employers, and friends of the College. Feel free to reach out to the Carbonear Campus SDO, Rebecca Parsons at 709-596-8921, rebecca.parsons@cna.nl.ca, or in office #142.

CNA STUDENT EMERGENCY FUND

The purpose of the CNA Student Emergency Fund is to provide financial assistance to students encountering unexpected emergency financial circumstances, focused around four core areas: Food, Shelter, Medical and Transportation. For assistance, please contact Sandy Maher, Guidance Counsellor sandy.maher@cna.nl.ca or 709-596-8926.

STUDENT GOVERNANCE

Student Representatives Council (SRC) members are needed again this year and are an integral part of student life on campus. Each campus elects members at the beginning of each academic year. The SRC is governed by a constitution and has a responsibility for planning and organizing various extra-curricular activities on behalf of the student body. The SRC also has an advisor on behalf of Student Services which, at the Carbonear Campus, is Rebecca Parsons, Student Development Officer. Full-time and part-time students are eligible to run. However, part-time students cannot hold the President's position. Positions include President, Vice President, Secretary, and Treasurer. Also, each program may elect, or otherwise have appointed, at least one student to serve as a Class Representative.

The Council of Student Executives (CSE) is also a student governance committee which has a student representative from each of the CNASU's at the campuses. These representatives are elected by their fellow SRC members. This committee is responsible for ensuring that students will sit on all major college committees including the College Board of Governors. If you are interested in running for a position on the SRC, please see Rebecca Parsons. Information regarding the nomination and election process will be distributed during orientation.

RESOURCES

ACCESS TO INFORMATION & PROTECTION OR PRIVACY (ATIPP) ACT

When we collect personal information on applications, forms, etc., it will be for the purpose of facilitating admissions, registration, academic progression, graduation, etc. More information is available on our [website](#). A [Consent for Release of Personal Information](#) form must be signed/submitted and indicate what information and to whom it can be disclosed. This form does not enable a third party to advocate or speak on behalf of a student.

ACCOMMODATIONS

Landlord and Tenant Relations

Digital Government and Service NL mediates and adjudicates disputes between residential landlords and tenants. Landlord includes an owner, a lessor or person who has authority to enforce the rights given to a landlord. A tenant includes a person who is entitled to use or occupy residential premises under a rental agreement.



You can find lots of helpful information, forms, and documents [HERE](#). For further inquiries you can call 709-729-2608 or 1-877-829-2608 (toll free), or email landlordtenant@gov.nl.ca.

It is recommended that you obtain a copy of the Residential Tenancies Act for your complete information on your rights and obligations.

Housing with Other Students

Although the law has specific provisions to govern your relationships with your landlord, it leaves the terms of your relationship with your co-tenant (roommate) up to you. If you do not think of potential areas of disagreement now, you may well end up fighting with those with whom you share living quarters. Not only will this be disruptive to your personal and academic life (especially at exam time), but it can involve you in expensive and uncertain situations – such as paying rent and utilities that should be your co-tenants' responsibility. It is easy, however, to avoid such problems. Simply talk to your co-tenant(s) and put the terms of your arrangement in writing. You may be responsible for the actions of others. The key issues you should resolve are how you will split the cost of rent, utilities, groceries, and other expenses as well as responsibility for a co-tenant who “disappears” mid-term.

Accommodations Listing

Off-Campus Accommodations Listings are available on our [campus website](#). This list is updated throughout the year and contains information on many available accommodations in the area surrounding the Carbonear campus.

CAFETERIA SERVICES

Cafeteria services are not available at the Carbonear campus. However, students are welcome to use the cafeteria space and the microwave provided by the Student Representatives Council. There are several places to get food in Carbonear:

Grocery Stores:

- Dominion
- Foodland
- Powell's
- WalMart

Restaurants/Fast Food:

- A&W
- Greco Pizza
- Ches's Fish & Chips
- Coldwater
- Crooked Phil's
- Dairy Queen
- Don's
- KFC
- Mary Brown's
- McDonald's
- McNally's
- My Place
- Peter's Pizza
- Route 66
- Stone Jug
- Subway

Cafés:

- Dark Star
- Robin's Donuts
- Seaspun Yarn & Coffee House
- Starbucks
- Tim Horton's



DL HELP DESK

As some of our courses will be housed virtually through Distributed Learning, a dedicated [Help Desk](#) support team is available to serve your technical support needs. Team members possess a wide range of technical skills and look forward to answering your questions, finding solutions to your problems, and ensuring that your online experience is an enjoyable one. We aim to provide prompt courteous service within 24 hours. **NOTE:** When corresponding with the Help Desk, include your course name/number and Student ID number and details on the problem you are experiencing, including any error messages you may have received.

COMMUNICATIONS

Telephone: College staff and faculty have in-person office availability as well as access to work phones and email. Visit the [College's main page](#) for contact information (under Services).

College Student Webmail: Important information regarding registration, exams, job opportunities, scholarships/awards, etc., are communicated via your [College Student Webmail account](#). Please ensure you check your webmail regularly, so you do not miss valuable information. Instructions on how to access your College Student Webmail through Outlook on your mobile device are given above.

Brightspace Email: Students and instructors will use email within their courses to communicate on course related information. Please note, you cannot email to external email addresses using Brightspace email.

Brightspace News: Within the Brightspace common area there is a primary news section where we post announcements regarding registration schedules, exams, etc. Within your individual courses, there is a news section that your instructor may use to communicate course-related information.

COURSE WITHDRAW/REFUNDS

If you wish to withdraw from a course, you should first speak with Sandy Maher, Guidance Counsellor, at Carbonear campus to see how dropping a course might impact your program. If you are funded by a student loan or a sponsored student, you should contact Rebecca Parsons, Student Development Officer at Carbonear Campus, to see how dropping a course(s) will affect your loan. Students would have to complete a [Change in Course Registration](#) form to be submitted to Barb Robichaud, Admissions Officer. If you are within the applicable time frame for a refund, allow 2-3 weeks for refund to be issued from CNA Headquarters. Refunds for sponsored/student loans are returned to the sponsor/Student Aid.

Students who have completed online registration and have chosen an incorrect course for Fall Semester can contact Barb Robichaud, Admissions Officer, for a "Change in Course Registration Form" – it is recommended that you speak with an Academic Advisor or our Guidance Counsellor for advisement prior to dropping or adding any courses. Once you have been enrolled in courses for the Fall Semester, please login into your account to check for accuracy; this is usually completed the first week of classes.



CNA & DL WEBSITES

The primary [College](#) and [CNA, Carbonear Campus](#) websites contain a wealth of information. Use the search option to find specific information that you may need. If there is anything that you need clarified, please do not hesitate to contact us.

EXEMPTIONS/CREDIT TRANSFER/PLAR

The deadline to submit an application for Exemption/Credit Transfer and Prior Learning Assessment is one week after semester start. For the Fall 2023 semester, the deadline is Tuesday, September 12. Forms can be submitted to Barb Robichaud, Admissions Officer.

FORMS

All forms such as deferred exam request, application for exemption/credit transfer, course add, course withdraw, etc., are available on our [website](#) and can be submitted to Barb Robichaud, Admissions Officer.

LOCKERS

Lockers and combination locks are provided by CNA, Carbonear Campus, and will be assigned to students after classes begin in September. Combination locks are already attached to available lockers and the rental cost is \$10 per academic year. Students will be assigned a locker and given the combination. The locker is assigned to that student for the duration of the study period as per policies outlined in the Locker Use Agreement. To rent a locker, please see Rebecca Parsons in room #142. Only cash is accepted.

PARKING

Students are permitted to park in the designated student parking area in the parking lot by the main entrance. Students are not permitted to park in staff/faculty parking areas. Any unauthorized vehicles parked in these areas will be towed at the owner's expense and may be ticketed. Once tickets are issued, they cannot be revoked. We ask that students please not block the exit/entrance of the student parking lot with their vehicles. These entrances/exits are located at the bottom corner of the parking lot and the middle of the staff parking lot area.

PROGRAM COST FORMS

[Program Cost Forms](#) list all fees associated with individual programs (e.g., tuition, compulsory fees, book costs, etc) as well as semester start and end dates, required supplies, and scheduled holidays for the academic year. All costs and dates are subject to change without notice.



SOCIAL MEDIA

You are encouraged to “Like” the Carbonear campus on [Facebook](#). You can also follow the main CNA accounts on Instagram: @CNA_news, Twitter: @CNA_News, and YouTube: /CNAMarketing.

TEXTBOOKS

Book lists will be available to students during their Program Information Sessions taking place on Tuesday, September 5, 2023. Students may choose to utilize hard copy books that they obtain second hand or from other sources (i.e., CNA Used Textbooks Facebook group). Previous editions of text may be acceptable however students are advised to confirm with their instructor prior to purchasing a previous edition.

A list of all courses being offered in the Fall, with the corresponding e-textbook option, is available to students on [MyCNA](#). This list was compiled with information from each campus and students are encouraged to confirm the specific textbook needed with their instructor as there may be differences from campus-to-campus offerings. The list contains a suggested source from which students can directly purchase the e-book and e-books will not be available for purchase from campus bookstores. Prices will not be provided on the CNA site since in some cases students may have several options to purchase and the price will vary.

Some textbooks do not have an e-textbook alternative. These textbooks will be listed as such and students will need to contact their campus for directions on how to obtain their textbook. Also, some courses may require other resources (software, lab manuals, equipment, or supplies) and this information will be obtained directly from the Campus. Industrial Trades students need to connect with their campus for specific program resources. If a student is uncertain, they should contact their instructor to making a purchase since e-textbooks are non-refundable.

The bookstore hours are:

Monday	8:30-12:30 and 1:30-3:00
Tuesday	8:30-12:30 and 1:30-3:00
Wednesday	8:30-11:30 and 1:30-3:00
Thursday	8:30-12:30 and 1:30-3:00
Friday	8:30-12:30 and 1:30-3:00

For more information, please contact Donette Morris, Storekeeper in room

CAMPUS CLOSURES

If the campus needs to close due to weather, emergencies, etc., this will be communicated through our School Messenger System via text message, email and/or landline phones. Notices will only be sent to students who have opted in. To receive these notifications, visit [Self Service](#) to ensure your personal information (telephone, email) is up-to-date.

If you did not opt-in, text 978338 with a response of "Y" or "YES". Also, we will communicate any campus closures through your College Student Webmail and our [campus Facebook page](#).

