

2023 Fall Orientation



WELCOME Package

College of the North Atlantic, Gander Campus
Fall 2023 Semester Guide

cna

College of the North Atlantic

GANDER CAMPUS – CONTACT LIST

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<i>Campus Director (Aviation):</i>	Jeff Weeks 651-4803 Jeff.Weeks@cna.nl.ca
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<i>Accessibility Services:</i>	Ivan LeDrew Coordinator of Accessibility Services 292-5658 Ivan.LeDrew@cna.nl.ca
	Kerry Harris Resource Facilitator 651-4805 Kerry.Harris@cna.nl.ca
<i>Bookstore:</i>	Linda Purchase Storekeeper II 651-4816 Linda.Purchase@cna.nl.ca
<i>Computer/IT Services:</i>	Ray Bugden Computer Support Specialist 651-4807 Ray.Bugden@cna.nl.ca
<i>Guidance Counsellor:</i>	David Alcock 651-4842 David.Alcock@cna.nl.ca
<i>Library Services:</i>	Karen Patzold Librarian II 651-4815 Karen.Patzold@cna.nl.ca
<i>Student Development Officer:</i>	Scott Penney 651-4819 Scott.Penney@cna.nl.ca

CAMPUS OPERATIONAL PLANS

START OF CLASSES

Classes will begin on Wednesday, September 6, 2023 (with the exception of Aircraft Maintenance Engineering Technician program second year students who begin classes immediately following registration September 5). Program specific orientation sessions will be scheduled beginning Tuesday, September 5, 2023 (see below).

The times below refer to the times that you are to attend on-campus for program registration and orientation. Please note that **attendance is mandatory** at all aspects of program orientation. Both online and in-person registration is required.

<i>Program</i>	<i>Date & Location</i>	<i>Registration/Orientation Time</i>	<i>Additional Information</i>
Aircraft Maintenance Engineer (1 st Year)	September 5 Cafeteria	10:30am	Program Orientation to follow Registration (Cafeteria). Classes begin Sep. 6, 8:30am
Aircraft Maintenance Engineer (2 nd Year)		10:00am	Classes begin Sep. 5, 10:30am (Students will receive schedule on arrival)
Aircraft Structural Repair		10:30am	Program Orientation to follow Registration (Cafeteria). Classes begin Sep. 6, 8:30am
Automotive Service Technician		1:30pm	Program Orientation to follow Registration (141). Classes begin Sep. 6, 8:30am
Comprehensive Arts & Science – College Transition		2:30pm	Program Orientation to follow Registration (204). Classes begin Sep. 6, 8:30am
Early Childhood Education (1 st and 2 nd Year)		9:00am	Program Orientation to follow Registration (1 st year - 202, 2 nd year - 206). Classes begin Sep. 6, 8:30am
First Year Engineering Technology		2:30pm	Program Orientation to follow Registration (219). Classes begin Sep. 6, 8:30am
Hairstylist		1:30pm	Program Orientation to follow Registration (203). Classes begin Sep. 6, 8:30am
Practical Nursing (1 st and 2 nd Year)		9:30am	Program Orientation to follow Registration (1 st year - 201, 2 nd year - 215) Classes begin Sep. 6, 8:30am
Records Information Management		2:00pm	Program Orientation to follow Registration (217). Classes begin Sep. 6, 8:30am

GETTING STARTED

BRIGHTSPACE PULSE APP

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. [Distributed Learning Services - CNA Online Learning - Using Brightspace](#)

BRING YOUR OWN DEVICE (BYOD)

All Gander Campus programs are scheduled to be held on-campus in Fall 2023. All courses offered by CNA come with online D2L shells for course delivery, it is recommended that all students be prepared with a device for online learning.

Information about computer device requirements is available along with the Program Cost form found in this package as well as on the CNA website at [https://www.cna.nl.ca/news/pdfs/Bring-Your-Own-Device-\(BYOD\)-Program-Booklet.pdf](https://www.cna.nl.ca/news/pdfs/Bring-Your-Own-Device-(BYOD)-Program-Booklet.pdf)

Information about accessing the D2L environment is also provided in this Orientation Package. You are also encouraged to check out the CNA Distributed Learning site (https://dls.cna.nl.ca/current/accessing_course.shtml) to explore the learning environment as soon as possible.

As a student of CNA, you will have access to *Office 365* and *Webmail*. Before classes begin in September, it is recommended that you take advantage of the opportunity to connect to *Office 365* (instructions available in this package), and follow-up with any e-mail information provided through your college webmail address (access information also provided in this package). For those using the online learning environment, some instructors may also make use of Microsoft Teams. The following link will give you steps to access this tool: [MS Quick start for Students](#). Students with connection issues are advised to contact Ray Bugden (Computer Support) at 651-4807.

COVID-19 UPDATES

CNA is committed to following the direction, best practices and protocols of provincial and federal health care authorities. Updates and notices will be posted to <https://www.cna.nl.ca/news/coronavirus-update> when issued. All students, employees, and visitors to the Gander Campus will be required to follow COVID-19 hygiene protocols noted for public indoor spaces. If you are exhibiting any signs or symptoms of COVID-19, please stay home and contact 811. Notify your instructor and Campus Administrator about your status. Any on-campus requirements and/or restrictions are subject to change at any time.

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 and resources 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.

MS OFFICE SOFTWARE

As a student of the College, your Microsoft Office 365 (O365) account provides the following benefits:

- E-mail with at 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
- OneDrive with 1 TB of storage P
- MS Teams
- Please see [O365 FAQ](#) for students for more information.

PAYMENT OF FEES

All tuition fees and payments can be made online through Student Self Service by visiting www.cna.nl.ca/mycna (MyCNA from the CNA homepage) or at the Main Office in Student Services. CNA accepts cash, cheque, debit card, Visa, or Mastercard. 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, Gander Campus
1 Magee Road
Gander, NL A1V 1W8

You will have until **Tuesday October 3, 2023** to pay all fees. You will still have to register, however, in order to attend classes. If you are a returning student with outstanding fees, library books, etc., you will not be permitted to register or attend classes until all fees are cleared. Please note, fees are subject to change without notice.

Student Aid borrowers will have their loans processed remotely. You do not need to do anything and once the loan is processed; you will receive an email to confirm that it has been done. 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 Colleen Harris, Admissions Officer, at Gander campus, for more information related to your student loan and its release.

The Program Cost form for your program fees is included in this package. You can also obtain a copy from the campus website at <http://www.cna.nl.ca/Explore-Our-Campuses/Gander.aspx>.

STUDENT ID

Students will receive their Student ID on the first day of orientation at Gander Campus. If you miss this opportunity, students can visit the library to schedule a time to do the ID. Alternatively, 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

Self-Service is your portal to register for courses, opt out of health and dental coverage, student self check-in, access your grades, check your account balance, pay outstanding fees, download your T2202A form for income tax (available late February), etc. 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. Instructions on how to access your College Student Webmail through the Outlook at on your mobile device will follow at the end of this document.

USING Desire2Learn (D2L)

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 are able to 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 Ivan LeDrew, Accessibility Services Coordinator (Ivan.LeDrew@cna.nl.ca).

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 Kerry Harris, Resource Facilitator (kerry.harris@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. Please reach out to your Advisor to have a quick chat whenever you need advice.

COMPUTER SERVICES

Students experiencing technical difficulties can contact our Computer Support Specialist, Ray Bugden (ray.bugden@cna.nl.ca) at Gander campus. 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

Gander campus has a Food Pantry available to students at the campus. It's located in the staircase by the Administration Center (114) 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!

GUIDANCE COUNSELLOR

Personal, emotional and academic problems are a normal part of student life. Counselling Services are available to support all registered CNA students in coping with these challenges. We offer a variety of services to help you:

- 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.)

To schedule an appointment with the Guidance Counsellor at Gander campus, please contact David Alcock (david.alcock@cna.nl.ca).

HEALTH & DENTAL

CNA offers a Health and Dental plan that is compulsory for full-time students enrolled in a program of fifteen (15) weeks or longer. You must indicate your intention for the Health and Dental plan, e.g., opting in or out of enrollment in single or family coverage. Your Health and Dental options must be completed as soon as possible to ensure the proper fees are calculated on your student financial account. Please visit the CNA website to make the necessary selections to your Health and Dental plan (<https://www.cna.nl.ca/MyCna/Personal-Support/Health-and-Dental.aspx>.) For specific inquiries, students may also contact Mary Ellen Alexander at (709) 643-7927 or by e-mail at Mary-ElLEN.alexander@cna.nl.ca.

Note: If you want to opt-out, you will need to provide existing proof of coverage, i.e., policy number, insurance provider, and plan member information, when completing the online request. Failure to update your Health and Dental options during the enrollment period will result in an automatic enrollment in Single Health and Single Dental coverage and the applicable fees will be assessed to your student financial account. The deadline to opt-out of Health and Dental coverage is **Tuesday, October 3, 2023.**

There may also be a black-out period as information is collected and processed. During this period, students should visit the Green Shield site (<https://www.greenshield.ca/en-ca/student-centre/north-atlantic-students-cna>) for information and to submit claims electronically.

LIBRARY SERVICES

Library services are available at the Gander campus. We provide a full range of research assistance services. Researchers can search our Library Catalogue to see what is available in any and all CNA Library Learning Commons collections and can also retrieve articles, books, and other resources online. Anyone who requires assistance locating or accessing resources is encouraged to contact the campus Librarian, Karen Patzold (karen.patzold@cna.nl.ca). An An E-Library ([Electronica Library Catalogue](#)) is available to search for books and other resources in our Library collections database including e-books, articles, and websites. Library hours are Monday to Friday from 8:00 a.m. to 4:00 p.m (closed 12 :00 p.m - 1 :00 p.m for lunch).

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 communications, math or science courses.

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 an application, please contact David Alcock, Guidance Counsellor or visit the [Peer Mentoring site](#) on MyCNA.

PEER TUTORING

Through the Peer Tutoring Program, a student needing academic assistance in a subject area is paired with a student who is in good academic standing. Tutors earn an hourly wage of \$15.00 per hour. Students can receive up to 15 hours per semester of one-on-one tutoring.

The *objectives* of the Peer Tutoring Program are to help students:

- ✓ increase their skills in the selected areas;
- ✓ keep on par with peers;
- ✓ feel good about themselves; and
- ✓ enjoy and succeed at college work.

The *Terms of Reference* for the Tutor are as follows:

- ✓ Submit applications to Student Services with signatures from subject area Instructors
- ✓ Be a full-time student in good standing
- ✓ Possess good interpersonal skills
- ✓ Be prepared to work minimum of 2 hours per week and up to a maximum of 6 hours per week, even during exam period when demand is the highest (to a total of 15 hours per

semester)

- ✓ Understand that failure to attend 2 tutoring sessions without notifying the assigned student (s) may result in termination from the tutoring program. If additional tutoring is allowed, it will be at the discretion of Student Services.

The Tutee must:

- ✓ be willing to commit to a minimum of 2 hours per week and up to a maximum of 6 hours per week (Total of 15 hours per semester);
- ✓ maintain proper classroom attendance and show initiative in class;
- ✓ be responsible for all books, pens, paper, and other materials as they are needed and be on time;
- ✓ understand that failure to attend 2 tutoring sessions without notifying the assigned tutor may result in termination from the tutoring program (additional tutoring will be at the discretion of Student Services);
- ✓ complete forms related to the Peer Tutoring Program when requested; and
- ✓ be responsible for contacting the Tutor if they cannot attend a session.

Benefits for Tutees:

- ✓ Increased individual instruction
- ✓ Improved grade point average
- ✓ Increased self-esteem

Benefits for Tutors:

- ✓ Increased knowledge in the subject area
- ✓ Increased self-esteem
- ✓ Increased tolerance, acceptance, and awareness of others
- ✓ Extra work experience for your resume
- ✓ Earn extra money

For further information or an application, please contact David Alcock, the campus Guidance Counsellor, or visit the [Peer Tutoring site](#) on MyCNA.

REGISTER WITH NATIONAL STUDENT LOAN SERVICE CENTRE ONLINE SERVICES

The National Student Loan Service Centre Online Services (<https://www.csnpe-nslsc.canada.ca/>) 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. A list of scholarships/awards is available to online students. 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 any additional details contact Scott Penney (scott.penney@cna.nl.ca), Student Development Officer, at the Gander campus.

STUDENT CODE OF CONDUCT AND APPEALS

College of the North Atlantic 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 SERVICES

Student Development Officers (SDOs) provide a variety of student engagement and support services at College of the North Atlantic campuses. As a student at CNA, SDOs are your first-stop for many services including preparing to become a student at CNA; financial aid information; the orientation process including sessions and activities; scholarships and awards; graduation; and becoming familiar with and following 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. During your time as a student, the SDOs are involved in student and graduate employment programs which may include delivering job search seminars, coordinating job training placements, connecting students to industry through the organization and delivery of career fairs, and supervising student employees. 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 also work together to connect and support students, alumni, employers, and friends of the College. Appointments can be arranged with the Student Development Officer, Scott Penney at the Gander campus, virtually through Skype/Microsoft Teams or through telephone/email.

STUDENT GOVERNANCE

Student Representatives Council (SRC) at members will be 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 Gander Campus, is the 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 the Student Development Officer. Information regarding the nomination and election process will be distributed during orientation.

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 (<https://www.csnpe-nslsc.canada.ca/>) 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 off of 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.

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

If you have any questions on the Residential Tenancies Act, Security Deposits, Rental Agreements, Termination Notices, legislation, statutory conditions, etc., please contact the Residential Tenancies Office at:

Government Services Center
5 Mews Place
P.O. Box 8700
St. John's, NL A1B 4M4
Telephone: (709) 729-2608/5839
Toll Free: (877) 829-2608
Fax: (709) 729-6998
Website: www.gs.gov.nl.ca/landlord/index.html

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

An Accommodations List is available on our [campus website](#). This list is updated throughout the year and contains information on many available accommodations in the area surrounding the Gander campus.

CAFETERIA SERVICES

We are currently looking for new food service provider for the Gander campus cafeteria. Students are welcome to use the cafeteria space and also the microwaves provided by the Student Representatives Council.

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 the Outlook at on your mobile device will follow at the end of this document.

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 David Alcock, Guidance Counsellor, at Gander 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 Scott Penney, Student Development Officer at Gander 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 Colleen Harris, 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 Colleen Harris, 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 usually completed the first week of classes.

CNA & DL WEBSITES

The primary [College](#) and [CNA, Gander 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 Friday, September 8, 2023. Forms can be submitted to Colleen Harris, 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 Colleen Harris, Admissions Officer.

LOCKERS

Lockers and combination locks are provided by College of the North Atlantic, Gander Campus, and will be assigned to students after classes begin in September 2023. The locker is assigned to that student for the duration of the study period as per policies outlined in the Locker Use Agreement

PARKING

Students are permitted to park in the designated student parking area in the parking lot by the student entrance. Students are not permitted to park in staff/faculty parking areas located at the main entrance. 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.

PROGRAM COST FORMS

[Program Cost Forms](#) list all compulsory fees associated with individual programs 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” Gander campus on Facebook.

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-Friday from 8:30 a.m. – 12:30 p.m. and 1:30 p.m. – 4:00 p.m.** For more information, please contact Linda Purchase (Storekeeper).

Personal Protective Equipment

Our shops and labs provide users with the ability to function in many varieties of work which contain overhead, respiratory, hearing-related, and/or eye-related hazards. Depending upon the program, hard hats, safety glasses, hearing protection, respirators, and/or work boots may, and in many cases will, be required equipment. Please inquire with lead instructors and your tools lists (included in this package where applicable) before purchasing PPE that may not be suitable for your program. For any program with on-campus practicals and labs, a non-surgical facemask may be required should Public Health Restrictions in the province continue to require it.

WEATHER POLICY

Campus closures 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.

Accessing Student Webmail USING YOUR BROWSER

Step 1:

Visit: <https://www.cna.nl.ca/MyCNA>

Step 2:

Click on "Self Service Options"

Step 3:

Click on "Webmail Access"

You can also simply visit: <https://webmail.cna.nl.ca>

Step 4:

Enter your username and password in this format:

Username: firstname.lastname##@ed.cna.nl.ca

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)

Accessing Student Webmail

USING THROUGH THE OUTLOOK APP ON YOUR PHONE

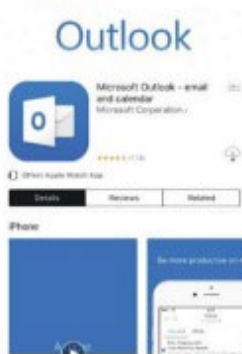
Step 1: Visit the App Store and download “Outlook”

Step 2: Enter your college email and select “Sign In with Office 365”

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”

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.

Step 1:



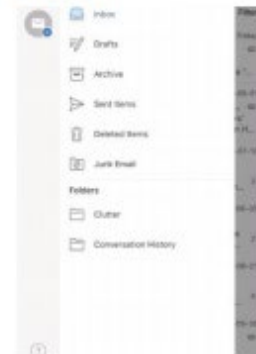
Step 2:



Step 3:



Step 4:



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