

2023 Fall Orientation



WELCOME Package

CAMPUS CONTACTS FOR ST. ANTHONY CAMPUS

Campus Manager: Chad Simms

709-454-2895

chad.simms@cna.nl.ca

Bookstore:

Danielle Randell

709-454-3559

Danielle.randell@cna.nl.ca

Student Development Officer:

Lavinia Crisby

709-454-2895

lavinia.crisby@cna.nl.ca

Computer/IT Services:

Glen Hillier

709-454-3835

Glen.hillier@cna.nl.ca

Library services:

Elizabeth-Ann Critchley

709-454-3615

Elizabeth-anncritchley@cna.nl.ca

Guidance Counsellors:

Jeffrey Patry

709-637-8586

jeff.patry@cna.nl.ca

Julia McDonald

709-637-8527

Julia.mcdonald@cna.nl.ca

Accessibility Services: Stephanie Cashin

709-637-8585

Stephanie.cashin@cna.nl.ca



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.

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

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; 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](#).



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 at 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

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, Visa Debit, and MasterCard 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, St. Anthony Campus
PO Box 550
St. Anthony, NL A0K 4S0

Student Aid borrowers will have their loans processed when their enrollment status is confirmed. 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 Lavinia Crisby, Student Development Officer at the St. Anthony 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

Classes will begin on Tuesday, September 5, 2023. Program specific orientation sessions will be scheduled for Tuesday, September 5, 2023 (a schedule will be forwarded to students). A schedule and additional details will follow later in August.

STUDENT ID

You can now request a CNA Student Photo ID card through the 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.

If you experience any issues with the Student Photo ID Request process, contact the Help Desk at SSHHelpReg@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 (SSHHelpReg@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 to students with disabilities. Students are responsible for notifying the College if disability services are required. Students should self-identify on the admission application. If you did not do this, use the [Accessibility Services Request form](#) at the beginning of the semester. The request will be forwarded to Stephanie Cashin, Coordinator of Accessibility Services, for the St. Anthony campus. It's never too late; you can also reach out to either Lavinia or Stephanie through email to get the process started. You will be required to provide documentation such as an assessment report or information documenting your disability, complete a pre-entry interview, and agree to disclose details to appropriate personnel for the purpose of implementing the accommodations. Accommodations may include quiet testing space, adaptive technologies, extra time, etc. You should arrange to meet with the Accessibility Services Coordinator, Stephanie Cashin, within the first two weeks of the semester and maintain communications with her throughout the term. You must contact the Resource Facilitator at the beginning of each semester to avail of accommodations for the term.

COMPUTER SERVICES

Students experiencing technical difficulties can contact Glen Hillier, Computer Support Specialist at the St. Anthony campus. Students having trouble with passwords can reset their own password by [visiting this site](#).

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 St. Anthony campus, please contact Jeff Patry or Julia MacDonald, Guidance Counselors



HEALTH & DENTAL BENEFITS

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. 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**. Family coverage is available at an additional cost. For details on all Health & Dental benefits contact Mary-Ellen Alexander at 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

Library services are available at the St. Anthony 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 Elizabeth-Ann Critchley at the Library Resource Center.

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, please contact Lavinia Crisby; Student Development Officer or Jeff Patry/Julia Macdonald; Guidance Counselors

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 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](#).



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. 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.

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 work together to connect and support students, alumni, employers, and friends of the College. Appointments can be arranged with **Lavinia Crisby, Student Development Officer** at the St. Anthony 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 elect 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 St. Anthony 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 Lavinia Crisby (Student Development Officer, St. Anthony campus).



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 St. Anthony campus.

LUNCHROOM SERVICES

Microwaves and refrigerator are provided courtesy of the Student Resources 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 access to work phones and email during the COVID-19 pandemic. 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 Jeff Patry or Julia MacDonald, Guidance Counsellors for St. Anthony 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 Lavinia Crisby, Student Development Officer at St. Anthony 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 Danielle Randell at the Main Office (102). 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 Danielle Randell at the Main Office (102), 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.

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.

FORMS

All forms such as deferred exam request, application for exemption/credit transfer, course add, course withdraw, etc., are available on our [website](#)

LOCKERS

Lockers provided by College of the North Atlantic, St. Anthony 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. These can be accessed at the main office. (102)

PARKING

Students are permitted to park in the designated student parking area in the parking.

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” the St. Anthony campus on [Facebook](#).

TEXTBOOKS

Book lists will be available to students during their advisement 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.

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 is located in Room 102.

For more information, please contact Danielle Randell.

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.

Also, we will communicate any campus closures through your College Student Webmail and our [VOCM CBC](#)



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)

www.cna.nl.ca | 1 888 982 2268

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college...

**YOUR
WAY**

Accessing Student Webmail

USING THROUGH THE OUTLOOK APP ON YOUR PHONE

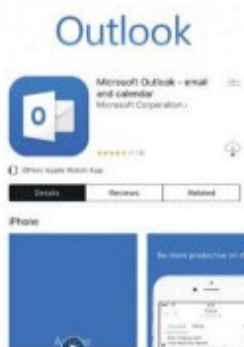
Step 1: Visit the App Store and download "Outlook"

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.

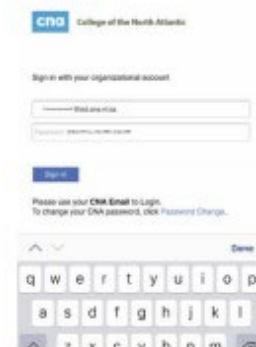
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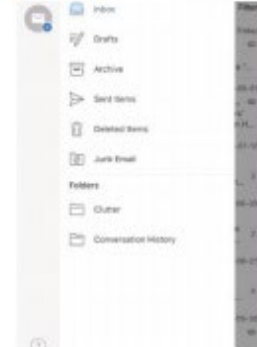
Step 2:



Step 3:



Step 4:



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