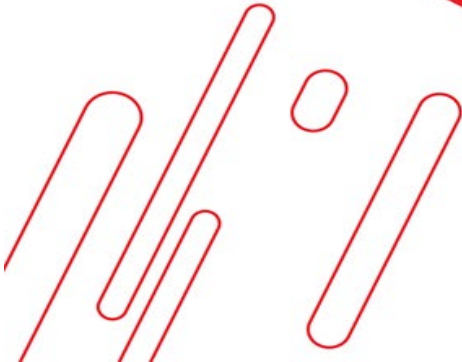
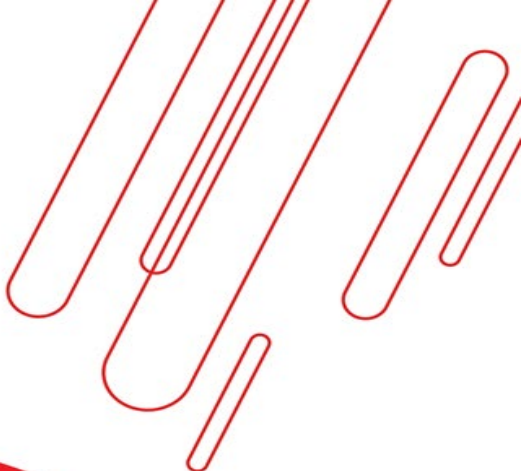


**2022 Fall Orientation**



## College of the North Atlantic, Ridge Road Campus

### CAMPUS CONTACTS

#### *Senior Campus Director*

Trudy O'Neill  
trudy.oneill@cna.nl.ca  
709 758-7008

#### *Senior Manager – Administration Services*

Sonya Keeping  
sonya.keeping@cna.nl.ca  
709 758-7142

#### *Accessibility Services:*

Coordinator of Accessibility Services  
Colleen Hickey  
colleen.hickey@cna.nl.ca  
709 758-7213

#### *Resource Facilitator*

Karla Ivany  
karla.ivany@cna.nl.ca  
709 758-7087

#### *Bookstore:*

Located at our Prince Phillip Drive Campus  
Lisa Hayse  
lisa.hayse@cna.nl.ca  
709 758-7399

#### *Guidance Counsellor:*

John Edwards  
john.edwards@cna.nl.ca  
709 758-7035

#### *Library services:*

Library Technician II  
Jason MacKenzie  
jason.mackenzie@cna.nl.ca  
709 793-3305

#### *Student Development Officer (Student Life):*

Jennifer Burge  
jennifer.burge@cna.nl.ca  
709 758-7388

#### *Student Development Officer (Co-op Coordinator):*

Sarah Briffett  
sarah.briffett@cna.nl.ca  
709 758-7423

Wanda Flannigan  
wanda.flannigan@cna.nl.ca  
709 758-7717

David Kenny  
david.kenny@can.nl.ca  
709 758-7247

Tony Slade  
tony.slade@can.nl.ca  
709 758-7011

## **COVID PROTOCOLS**

As announced on August 18<sup>th</sup>, 2022, CNA will be reinstating the Mask Mandate for Indoor Spaces. As of September 1, 2022, students, faculty, staff, and visitors will be required to wear a non-medical mask (minimum 2-layer but 3-layer is recommended) in all instructional and public indoor spaces. These spaces include classrooms, labs, and shops as well as common areas such as hallways, stairwells, Learning Commons, etc..

Masks are strongly recommended (but not mandatory) for the following situations:

- An instructor who is lecturing and can remain physically distant,
- A student or guest who is presenting and can remain physically distant,
- A student or instructor participating in a specific course objective for which communication is hindered by a mask, e.g., select objectives in the Applied Music and Journalism programs,
- A student or instructor participating in program objectives involving outdoor activities,
- Participants in a meeting who can remain seated and physically distant,
- Employees in offices who can remain seated and physically distant,
- Individuals who are actively eating or drinking at one of CNA's on-site cafeterias or cafés.

While CNA expects most individuals will supply their own masks, masks will be made available at centralized locations throughout the campus (while quantities last). CNA is also strongly recommending all individuals maintain physical distancing while on its sites.

In addition to wearing a mask and maintaining physical distancing, all individuals are reminded to protect themselves by practicing good hygiene and staying home and self-isolated should they feel ill. Individuals with symptoms of COVID-19 should complete the COVID Assessment and Test Reporting Tool and follow all recommendations. Should an individual test positive for COVID-19, all recommendations from Public Health should be followed. Students who test positive are to contact their instructors immediately to ensure they are updated with course requirements.

Although there is no longer a mandated requirement for vaccinations, CNA does recommend a vaccination protocol for all students and employees. CNA will continue to work with Regional Health Authorities to promote vaccine and booster clinics for students and employees where possible.

CNA will continue to work with Public Health authorities and follow any changes in public mandates as announced. In recognition of possible changes in the provincial public health situation throughout the fall semester, CNA is also committed to a monthly review of its COVID-19 protocols.

CNA employees and students currently in work terms or off-campus placements will be required to adhere to the COVID protocols of their on-site employer.

## **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 this [page](#) when issued.

## **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.

### **BRING YOUR OWN DEVICE (BYOD)**

In fall 2022, all CNA students will be expected to have their own computer for use in their program of studies. All programs do not have the same technology requirements, so the college has identified four levels of computers based on the technology used throughout your entire program of studies. You can purchase any device as long as it meets the specific minimum hardware requirements for your program.

One exception to this is students intending to pursue the Architectural Engineering Program (AET). First Year Engineering Technology (FYET) students enrolled under the AET plan are required to lease a laptop from CNA at the start of their second year (September 2023). This is required whether or not your personal computer meets the program requirements. Under the lease agreement students make payments in each semester to the full cost of the computer less \$100. Upon graduation you have the option to purchase the computer for the remaining \$100. The computer will come preloaded with the necessary software however upon final purchase it is reset to the original factory settings. Any issues / problems with its operation will be addressed by the Campus Computer Support Team. The lease option is also available in the first year of studies in which case the lease payments would be made through the full three years of the program. If you are interested in an earlier lease start please contact Sonya Keeping at [sonya.keeping@cna.nl.ca](mailto:sonya.keeping@cna.nl.ca)

For portability and productivity reasons, the college does recommend purchasing laptop devices. Google Chromebooks are not recommended for use by students at CNA. CNA operates predominantly in a Windows based environment (Outlook e-mail, MS Office 360, etc.) and compatibility and accessibility issues with Chromebooks exist. Additionally, many of the software programs associated with course textbooks require a Windows operating environment for their use. Please refer to the laptop specifications outlined in this document when purchasing a computer for your upcoming program of studies. 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 the [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 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
- MS Teams
- Please see [O365 FAQ](#) for students for more information.

## PAYMENT OF FEES

Fees are due **October 4, 2022** for the fall 2022 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](http://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, Ridge Road Campus  
Student Services  
153 Ridge Road, P.O. Box 1150  
St. John's, NL A1C 6L8

Immigration, Population Growth, and Skills (Skills Development) cheques will be sent to the campus by the department. Once the cheque is received, you will need to sign it and it will be applied to your student account.

Student Aid borrowers will have their loans processed when their enrollment status is confirmed. 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](http://www.gov.nl.ca/studentaid) by logging into the portal using your username and password. Please contact Jennifer Burge at the Ridge Road 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 Wednesday, September 7, 2022. Program specific orientation sessions will be scheduled for Tuesday, September 6, 2022 (a schedule will be forwarded to students).

## **STUDENT ID**

Students can log into 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](mailto: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](mailto: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 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 \(Distributed Learning\) 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 Colleen Hickey, Coordinator of Accessibility Services, for the Prince Philip Drive campus. It's never too late; you can also reach out to Colleen 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 the 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 our Resource Facilitator, Karla Ivany 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 yourself to accommodations for the term.

For more information, please contact Colleen Hickey (Accessibility Services Coordinator). Appointments can be arranged on campus or virtually through Skype/Microsoft Teams or telephone/email.

## **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 Peter Rogers or Andrea Foote, Computer Support Specialists at the Ridge Road 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 Ridge Road campus, please contact John Edwards.

## **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 4, 2022**. Family coverage is available at an additional cost. For details on all Health & Dental benefits contact Mary-Ellen Alexander at (709) 643-7927 or [mary-ellen.alexander@cna.nl.ca](mailto: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 Ridge Road 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. The library has one study room 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 technician (Jason MacKenzie) 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.

## **ACADEMIC HELP CENTRE**

Ridge Road Campus offers an on-campus Academic Help Centre in collaboration with our instructors located in ET211. A schedule will be posted in ET211 the first week of classes. Students can get help with math, physics, chemistry or communications courses.

## **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 a 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 John Edwards, Guidance Counsellor or visit the [Peer Tutoring site](#) on MyCNA.

### **CNA Food Pantry's**

CNA has begun a Food Pantry initiative at each of its 17 campuses to support student food security. Food security has been linked with positive mental health and well-being and student success. The pantry's stock non-perishable foods along with personal hygiene items to help support students when in need. Accessing the pantry's is completely anonymous and does not require approval from the Student Services staff at the campus. The pantries are accessible by all students when a need arises, anytime throughout the day. They are located in discreet, accessible areas in each campus.

### **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. Also, 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 Jennifer Burge, Student Development Officer at the Ridge Road campus, virtually through Skype/Microsoft Teams or through telephone/email.

## **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. Please contact Jennifer Burge, Sarah Briffett, John Edwards or Tony Slade for assistance.

## **STUDENT GOVERNANCE**

Student Representatives Council (SRC) members will be needed again this year and are an integral part of student life on campus. Each campus selects members at the beginning of each academic year. The SRC is governed by a constitution and has a responsibility for planning and organizing various extracurricular activities on behalf of the student body. The SRC also has an advisor on behalf of Student Services which, at the Ridge Road 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 Jennifer Burge (Student Development Officer, Ridge Road campus).

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](#) (See below) and request a Confirmation of Enrollment via your account. **Please note that this must be requested and completed each semester individually.**

Tuition, Health & Dental, 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](http://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 <https://www.cna.nl.ca/explore-our-campus/Ridge-Road.aspx>. This list is updated throughout the year and contains information on many available accommodations in the area surrounding the Ridge Road campus.

## **CANTEEN SERVICES**

Canteen services are available from Monday-Friday (hours to be determined). Microwaves 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 and 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 John Edwards, Guidance Counsellor, or Boyd Pynn and Yvonne Lannon the Instructional Coordinators at the Ridge Road 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 Jennifer Burge, at the Ridge Road 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 the Instructional Coordinator. 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 the Instructional Co-ordinator for that program – 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 <https://www.cna.nl.ca/explore-our-campuses/Ridge-Road.aspx> 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 2022 semester, the deadline is September 13, 2022. Forms can be submitted to admissions officer for the program.

## **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 Admissions Officer for that program.

## **LOCKERS**

Lockers and combination locks are provided by College of the North Atlantic, Prince Philip Drive Campus, and will be assigned to students after classes begin in September 2022. Combination locks are already attached to available lockers and the rental cost is \$15 per academic year and it is **CASH ONLY**. 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

## **PARKING**

At the Ridge Road Campus there are three (3) student parking areas on the east side of the building.

**Parking is by permit only.** All students will have the opportunity to apply for a parking permit through the permit lottery held in September. Updates on applying for a permit and who is successful will be sent to your CNA student email account. Ticketing in the student designated areas will be suspended until permits have been awarded. **PLEASE NOTE: STUDENTS ARE NOT TO PARK IN THE STAFF PARKING AREAS.** The staff parking areas will be monitored, and tickets issued to those without a staff parking permit. Permits are not required for evening (5:00PM – 7:30AM) and weekend parking.

## **PROGRAM COST FORMS**

Program Cost Forms <https://www.cna.nl.ca/explore-our-campuses/Ridge-Road.aspx> 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.

## **TEXTBOOKS**

Book lists will be available to students during their advisement sessions taking place on Tuesday, September 6, 2022. 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 before making a purchase since e-textbooks are non-refundable.

The bookstore hours are:  
Monday-Friday from 8:30a.m. – 4 p.m.

For more information, please contact Lisa Hayes (Storekeeper).

## **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 Facebook campus page <https://www.facebook.com/cnaridgeroad>

## 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

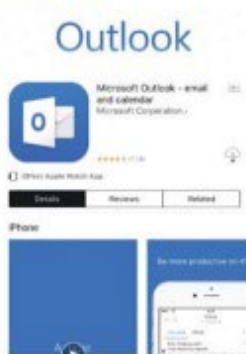
**Step 1:** Visit the App Store and download "Outlook"

**Step 2:** Enter your college email and select "Sign In with Office 365"

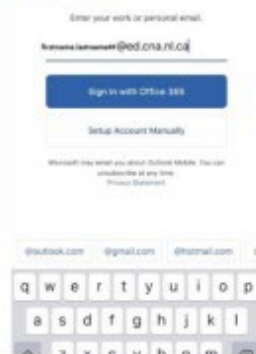
**Step 3:** You will be forwarded to a page where it will prompt you to enter your password for your college email. Enter the password and press "Sign In with Office 365"

**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.

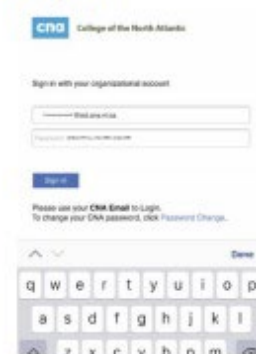
**Step 1:**



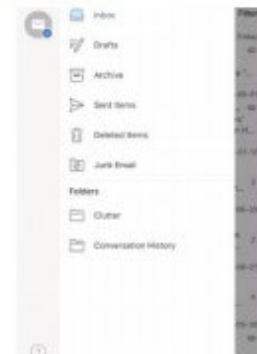
**Step 2:**



**Step 3:**



**Step 4:**



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