

The background of the page is white with scattered confetti in red, blue, and yellow. The confetti consists of small dots and elongated, teardrop-like shapes.

2021 Fall Orientation

Welcome

PACKAGE

cna

College of the North Atlantic

College of the North Atlantic, Seal Cove Campus
Fall 2021 Semester Guide

CAMPUS CONTACTS

Administration:	Ed Christopher, Campus Director 744-1041 ed.christopher@cna.nl.ca
Administrative Support:	Deborah Noseworthy, Administrative Assistant (Front Desk) 744-2047 deborah.noseworthy@cna.nl.ca
Accessibility Services:	Colleen Hickey, Accessibility Services Coordinator (Thursday AM) 284-3024 or 758-7213 colleen.hickey@cna.nl.ca Michelle Connolly, Resource Facilitator 744-6827 michelle.connolly@cna.nl.ca
Admissions and Records:	Natasha Quinlan, Admissions Officer 744-1059 natasha.quinlan@cna.nl.ca
Bookstore:	Jeff Bishop, Storekeeper 744-6823 jeff.bishop@cna.nl.ca
Cashiering Services:	Dianna Day, Cashier 744-6846 dianna.day@cna.nl.ca
Guidance Counselling:	John Edwards, Guidance Counsellor (Monday PM and Wednesday) 284-3024 or 758-7035 john.edwards@cna.nl.ca
Information Technology:	Sheldon Williams, Computer Support Specialist 744-6836 sheldon.williams@cna.nl.ca
Instructional Services:	Kevin Noseworthy, Instructional Coordinator 744-6839 kevin.noseworthy@cna.nl.ca
Library Services:	Crystal Mercer, Library Technician 744-6829 crystal.mercer@cna.nl.ca
Student Development:	Marlene Furlong, Student Development Officer 744-6841 marlene.furlong@cna.nl.ca
Food Services:	Linda Fennelly linda.fennelly@cna.nl.ca Maxine Bussey Maxine.bussey@cna.nl.ca

CAMPUS ADDRESS AND CONTACT INFORMATION

Civic Address: 1670 Conception Bay Highway, Seal Cove

Mailing Address: PO Box 19003, Station Seal Cove
Conception Bay South NL A1X 5C7

Tel: 744-2047
Fax: 744-3929

COVID PROTOCOLS

Anyone entering CNA campuses and facilities throughout the province **must** wear a non-medical mask that covers their noses and mouths, and must be worn in all settings inside our buildings where physical distancing (six feet apart) cannot be accommodated. When an individual reaches their work space (with the exception of laboratories, shops or simulation environments where close interaction and physical distancing can't be adhered to), the mask may be removed for the duration while seated. Once you leave the space, the mask must be worn again.

We remind everyone to be kind and respectful. CNA fosters a culture and environment where we want our employees and students to feel they are safe. Supporting each other through public health protocols is one way to achieve this.

COVID-19 UPDATES

The college's COVID-19 protocols are subject to change, pending direction of the Chief Medical Officer of Health.

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.

LOCKERS

Lockers are available. Students are required to purchase their own lock and are responsible for locker items

PARKING

Students are permitted to park in the designated student parking area at the west end of the campus. Students are not permitted to park in staff parking areas or fire lanes. Any unauthorized vehicles parked in these areas will be ticketed. Once tickets are issued, they cannot be revoked.

START OF CLASSES

Program specific orientation sessions will take place on Tuesday, September 7th, 2021 at 8:30 am. Classes will begin on Wednesday, September 8th, 2021. Students can view schedules at the Seal Cove CNA link: <https://www.cna.nl.ca/Explore-Our-Campuses/pdfs/seal-cove/Fall-2021-Student-Program-Schedules.pdf>

TEXTBOOKS

Industrial Trades students do not have an e-textbook option and must purchase their textbooks from the bookstore. Students may choose to utilize hard copy books that they obtain second-hand or from other sources. Previous editions of text may be acceptable, however, students are advised to confirm with their instructor prior to purchasing a previous edition. Some courses may require other resources (software, lab manuals, equipment, or supplies). This information will be obtained directly from the campus. Students need to connect with the campus for specific program resources.

Bookstore hours will be posted during your first day of orientation.

GETTING STARTED

BRIGHTSPACE PULSE APP

[Brightspace Pulse](#) is an app that helps students find out what's new and what's next. Students 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) PROGRAM MODEL

In Fall 2021, 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. 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. 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 our [BYOD manual](#).

IMPORTANT DATES & DEADLINES

All key dates and deadlines are posted on our [Calendar of Events](#) our [campus website](#), our [campus Facebook page](#).

MICROSOFT TEAMS

Students have access to Microsoft Teams through an MS Office 365 account. Microsoft Teams is an online platform which has the capabilities to do many things as a student, first and foremost, being the ability to meet virtually with not only faculty 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

[MyCNA](#) is the gateway to student supports and resources 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

Microsoft Office 365 (O365) accounts provide the following benefits:

- Email with at 50 GB Limit, Attachments of up to 25 MB, and 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
- See [O365 FAQ](#) for students for more information.

PAYMENT OF FEES

Fees for the fall semester are due on October 6. Tuition and course fees can be paid online using American Express, MasterCard, Visa, and Visa Debit through student self-service by visiting www.cna.nl.ca/mycna. Payment can also be made over the phone by calling Dianna Day at 744-6846. Cheques and money orders may be mailed to the campus. It is not recommended to send cash in the mail.

AESL cheques for sponsored students will be mailed to the student's home mailing address. Once the cheque is received, students need to sign it, place it in the pre-stamped return envelope, and mail it back to the campus through Canada Post. Student accounts are credited accordingly.

Student aid borrowers will have their loans processed remotely. There is no action required by the student. When received, loans will be processed once full-time or part-time enrollment is confirmed and will take 7-10 business days to reach bank accounts. Information regarding student loans (NL students only) can be tracked at www.gov.nl.ca/studentaid by logging into the portal using a username and password. Contact Marlene Furlong for more information related to student loans and their release.

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

STUDENT IDS

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 a portal to update information such as email, mailing address, telephone numbers, register for courses, opt out of health and dental coverage, student self check-in, access grades, check account balances, pay outstanding fees, and download T2202 forms for income tax, etc. Contact the student services help desk (SSHelpReg@cna.nl.ca) with any issues with self-service accounts. See the attached link on how to access Student Self-Service.

STUDENT WEBMAIL

Important information regarding registration, exams, job opportunities, scholarships and awards, etc., are communicated via your [College Student Webmail account](#). Students are asked to check their webmail regularly so as not to miss valuable information. Instructions on how to access webmail through the Outlook on cell phone apps 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 students' learning experiences. 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. Check out the [DL Know How video](#) below that demonstrates the tools that instructors may or may not use in their courses.

[RESOURCES](#)

ACCESS TO INFORMATION AND PROTECTION OR PRIVACY (ATIPP) ACT

Any personal information we collect on applications, forms, etc., is for the purpose of facilitating admissions, registration, academic progression, graduation, etc. A Consent for Release of Personal Information Form must be signed and submitted indicating what information we can disclose and to who. This form does not enable a third party to advocate or speak on behalf of a student.

ACCOMMODATIONS

We maintain an off-campus [accommodations listing](#) which contains information on accommodations in the area. Although this listing is updated throughout the year, it is offered as an "as is" service with no guarantee as to the accuracy or timeliness of any information provided.

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, to ensure not to miss valuable information. Instructions on how to access your College Student Webmail through the Outlook 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 WITHDRAWAL AND REFUNDS

Students who wish to withdraw from a course should first speak with Guidance Counsellor John Edwards to discuss how dropping a course might impact their program. If students are funded by a student loan or are sponsored, they should contact Marlene Furlong to discuss how dropping a course will affect their loan. Students are required to complete a [Change in Course Registration Form](#). If this form is completed within the applicable time frame for a refund, students are asked to allow 2-3 weeks for their refund to be issued from headquarters. Refunds for sponsored students and student loans are returned to the sponsor or Student Aid.

CNA AND CAMPUS WEBSITES

The primary [College](#) and [Seal Cove Campus](#) websites contain a wealth of information. Students can use the search option to find specific information they may need.

CREDIT TRANSFER, EXEMPTIONS, AND PRIOR LEARNING AND RECOGNITION

[Applications for Exemption/Credit Transfer](#) must be submitted to Student Services within one week of the semester start date and be accompanied by an official transcript from the sending institution if other than CNA. A minimum mark of 70% must be attained for exemption consideration. In cases where exemptions are granted based on identical courses which have been previously completed, credits will be brought forward and included in academic calculations. Deadline to apply for exemptions is September 14. Eligibility for awards depends on the number of exemptions in any given academic year.

DL HELP DESK

A dedicated [Help Desk](#) support team is available to serve technical support needs. Team members possess a wide range of technical skills and look forward to answering questions, finding solutions to problems, and ensuring that online experiences are enjoyable ones. They aim to provide prompt courteous service within 24 hours. When corresponding with the help desk, course name and number and student ID number must be included as well as details on the problem including any error messages received.

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. Program cost forms link: <https://www.cna.nl.ca/Explore-Our-Campuses/pdfs/seal-cove/program-cost-forms/Program-Cost-Forms-2021-2022.pdf>

PROGRAM WITHDRAWAL AND REFUNDS

Students who wish to withdraw from their program of studies should first speak with John Edwards to discuss the situation. A Withdrawal/Status Report must be completed and signed by the instructor, guidance counsellor, and campus director. CAS students who withdraw within the first four weeks of any term-based semester will receive a full refund. If the withdrawal takes place within the fifth or sixth week, the refund will be prorated and the student will be liable for the number of weeks enrolled. No refund will be made after the sixth week of classes. Students who withdraw within the first two weeks of any intersession up to seven weeks will receive a full refund. If the withdrawal takes place in the third week, the refund will be prorated and the student will be liable for the number of weeks enrolled. No refund will be made after the third week of classes. Trades students who withdraw from their program of studies will be liable for the actual number of weeks in class. Any overpayment will be refunded. One day is equivalent to one week. Students who are in good standing and voluntarily withdraw due to extenuating

circumstances confirmed by the guidance counsellor or campus director will be required to re-apply to return to the program. To be eligible for re-admission under this instance, the application for re-admission must be submitted within two years of the date of leaving. These students will retain their original date of eligibility and be admitted into the first available seat in accordance with program eligibility list and program waitlist procedures.

SOCIAL MEDIA

Students are encouraged to “Like” the Seal Cove Campus on [Facebook](#).

STUDENT SUPPORTS

ACCESSIBILITY SERVICES

We offer accommodations to students who require accessibility services. Students are responsible for notifying us if services are required and should self-identify on the application for admission. Otherwise, they can use the [Accessibility Services Request Form](#) at the beginning of the semester. The request will be forwarded to Colleen Hickey. Students are required to provide documentation such as an assessment report or information documenting their accessibility needs, 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. Students should arrange to meet with the coordinator within the first two weeks of the semester and maintain communications with them throughout the term. Students must contact the coordinator at the beginning of each semester to avail of accommodations for the term. Contact Colleen Hickey or Michelle Connolly for more information.

COMPUTER SERVICES

Students experiencing technical difficulties can contact Sheldon Williams. Students having trouble with passwords can reset their own password by [visiting this site](#).

HEALTH AND 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 5, 2021**. 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. 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](#).

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, please contact John Edwards, Guidance Counsellor.

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 John Edwards, Guidance Counsellor, for assistance.

LIBRARY SERVICES

The library Learning Commons is open daily from 8:30-12:30 and 1:30-4:30. COVID 19- Protocols and Signage must be strictly adhered to.

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. Contact John Edwards for further information.

SCHOLARSHIPS AND AWARDS

We provide 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 and awards](#) is available to students. Deadlines vary throughout the year but most are mid-January. Check the application for exact deadline dates.

STUDENT CODE OF CONDUCT AND APPEALS

Students are expected to follow a [code of conduct](#) and, within this policy, also have certain rights and responsibilities. All students 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](#) or [non-academic appeal](#).

STUDENT DEVELOPMENT SERVICES

Student development officers (SDOs) provide a variety of student engagement and support services. SDOs are the first stop for many services including preparing to become a student, 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. SDOs also advise and support the student representative council at each campus. 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. 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 and employees and also work together to connect and support students, alumni, employers, and friends. Contact Marlene Furlong for more information.

STUDENT GOVERNANCE

Student representative council members are an integral part of student life. Each campus will elect members at the beginning of each academic year. The council is governed by a constitution and has a responsibility for planning and organizing various extra-curricular activities on behalf of the student body. The SDO is the council advisor on behalf of student services. Full-time and part-time students are eligible to run, however, part-time students cannot hold the position of president. Positions include president, vice-president, secretary, and treasurer. Each program may elect or otherwise appoint at least one student to serve as a class representative. Any student interested in running for a position on the council can contact Marlene Furlong. Information regarding the nomination and election process will be distributed during orientation.

STUDENT LOANS

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

The [National Student Loan Service Centre Online Services](#) is pleased to provide a way for students to get information and details about student loans. Students are encouraged to set up an online account. If students had a government-sponsored loan and are registered as full-time students, they do not have to make payments while attending post-secondary. They must register for the online services and request a confirmation of enrollment via their account. This must be requested and completed individually each semester.

Tuition and equipment and material fees will be deducted from loans which are submitted to the student loan portal by Student Aid. If loans are awarded and students opt out of health and dental coverage, the amount is not returned to the student. Instead, it will be refunded back to the National Student Loan Service Centre and deducted off the total debt owing. We are not permitted to deduct fees for textbooks from student loans. Students should ensure they have funds available to purchase their textbooks until they receive their loan.

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)

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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"

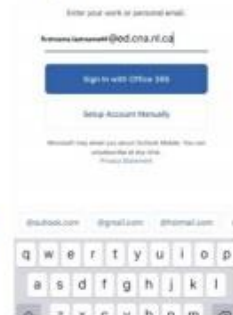
Step 3: You will be forwarded to a page where it will prompt you to enter your password for your college email. Enter the password and press "Sign In with Office 365"

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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