



**COLLEGE...**

**YOUR WAY**

**2025**

**FALL ORIENTATION  
WELCOME  
PACKAGE**

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**cna**

College of the North Atlantic

[cna.nl.ca](http://cna.nl.ca)

# College of the North Atlantic, Grand Falls-Windsor Campus

## Fall 2025 Semester Guide

### CAMPUS CONTACTS

*Campus Director:*

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*Student Development Officer:*

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*Admissions Officer:*

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*Accessibility Services:*

**Ivan LeDrew**  
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Coordinator of Accessibility Services  
[ivan.ledrew@cna.nl.ca](mailto:ivan.ledrew@cna.nl.ca)

*Resource Facilitator*

**Eileen Sullivan**  
709-292-5652  
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*Guidance Counsellor:*

**Lesley Tucker**  
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*Computer/IT Services:*

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*Library Services:*

**John Whelan**  
Librarian  
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*Bookstore*

**Dorothea Hennifent**  
Storekeeper  
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## **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.

### **IMPORTANT DATES & DEADLINES**

All key dates and deadlines, including midterm and final exam dates, are posted on our [Calendar of Events](#) our [campus website](#), our [campus Facebook page](#), and emailed to students through their CNA Student Webmail.

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

As you may be aware, CNA has implemented a Buy Your Own Device (BYOD) initiative for students to ensure that you can properly participate in your online learning. It is recommended that you review the technical requirements for your program when purchasing a device. We would also like to remind you that if you are applying for student financial support through Immigration, Population Growth and Skill (IPGS) or Student Aid that you include these costs in your application. For more information on the requirements of your device, please read our [BYOD manual](#).

### **MICROSOFT TEAMS**

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

### **MY CNA**

[My CNA](#) is your gateway to student supports 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 a 50 GB limit, attachments of up to 25 MB, Mobile device support
- MS Office Web Apps
- Full copy of MS Office (Current Version) on up to 5 devices
- MS SharePoint
- MS Lync/Skype
- OneDrive with 1 TB of storage
- MS Teams
- Please see [O365 FAC](#) for students for more information.

### **PAYMENT OF FEES**

Fees are due **Tuesday, September 30, 2025**, for the Fall 2025 semester. Tuition and course fees can be paid 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, Bay St. George Campus DSB Fowlow Building  
432 Massachusetts Dr. P.O Box 5400  
Stephenville, NL A2N 2Z6

Student Aid borrowers will have their loans processed remotely. You do not need to do anything and once the loan is processed you will receive an email to confirm that it has been done. You can also track information regarding your student loan (Newfoundland & Labrador students only) at [www.gov.nl.ca/studentaid](http://www.gov.nl.ca/studentaid) by logging into the portal using your username and password. Please contact Rob Hillier, Student Development Officer at GFW 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.

## STUDENT ID

You can request a CNA Student Photo ID card through the Student Self-Service portal online. 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](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 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 your 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 academic accommodations to students with disabilities. Students are responsible for notifying the College if accessibility 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 Paula Gillis, Coordinator of Accessibility Services, for the Bay St. George campus. You will be required to provide documentation such as an assessment report or doctor's letters 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 Coordinator within the first two weeks of the semester and maintain communications with them throughout the term. You must contact the Coordinator at the beginning of each semester to avail of accommodations for the term.

For more information, please contact **Ivan LeDrew** (Accessibility Services Coordinator) [ivan.ledrew@cna.nl.ca](mailto:ivan.ledrew@cna.nl.ca) or **Eileen Sullivan** (Resource Facilitator) [eileen.sullivan@cna.nl.ca](mailto:eileen.sullivan@cna.nl.ca). Appointments can be arranged virtually through Skype/Microsoft Teams or through telephone/email.

### **CNA FOOD PANTRY**

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. For more information or how to donate, please reach out the Student Development Officer at your campus.

### **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 the Grand Falls-Windsor campus, please contact **Lesley Tucker** ([lesley.tucker@cna.nl.ca](mailto:lesley.tucker@cna.nl.ca))

### **HEALTH & DENTAL BENEFITS**

CNA provides full-time students with a mandatory health and dental insurance plan. Students will have access to prescription, 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 **September 30, 2025**. 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](#).

## 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 (eg. Counsellor/SDO) 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, including 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.

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 **Rob Hillier**, Student Development Officer.

## 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 apply 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 matters impacting them @ CNA including 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 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, 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 **Rob Hillier** ([robert.hillier@cna.nl.ca](mailto:robert.hillier@cna.nl.ca)), Student Development Officer at the Grand Falls-Windsor campus, virtually through Skype/Microsoft Teams, through



telephone/email or in person.

## 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 elects members at the beginning of the 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 GFW 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. 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 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 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 **Rob Hillier** (Student Development Officer, Grand Falls-Windsor 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 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.



## DL HELP DESK

Some of our courses will be housed virtually through Distributed Learning, and 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. 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 app 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 your academic advisor or **Lesley Tucker**, Guidance Counsellor, at Grand Falls-Windsor 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 **Rob Hillier**, Student Development Officer at GFW 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 **Viva Cater**, Admissions Officer. If you are within the applicable time frame for a refund, allow 2-3 weeks for refund to be issued from CNA Headquarters. Refunds for sponsored/student loans are returned to the sponsor/Student Aid.

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

## CNA & DL WEBSITES

The primary [College](#) webpage contains 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.

## 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 **Viva Cater, Admissions Officer**.

## SOCIAL MEDIA

You are encouraged to “Like” the Grand Falls-Windsor campus on [Facebook](#).

## TEXTBOOKS

Campus Bookstores will be open for regular operations this Fall. A list of all courses being offered in the Fall is available to students on [MyCNA](#).

***Students in Practical Nursing:*** Textbooks are available at the bookstore for you; if you opt to use second-hand books, please discuss with your instructor as older editions/versions may not be suitable.

***Students in Academic, Applied Arts, and Tourism, or Health Sciences (other than Practical Nursing) or Business and IT:*** Most of the textbooks are available as e-texts, otherwise they are available for purchase at the bookstore. Previous editions of texts (e-version or hard-copy) may be acceptable however students are advised to confirm with their instructor prior to purchasing a previous edition. Some textbooks do not have an e-textbook alternative. These textbooks will be listed as such and students will need to obtain their textbook from the bookstore. Some courses may require other resources (software, lab manuals, equipment, or supplies) and this information will be obtained directly from the Campus.

***If a student is uncertain, they should contact their instructor before making a purchase since e-textbooks are non-refundable.***

## 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)