



COLLEGE...

YOUR WAY

2025

**FALL ORIENTATION
WELCOME
PACKAGE**

cna

College of the North Atlantic

cna.nl.ca

College of the North Atlantic, Port aux Basques Campus

CAMPUS CONTACTS

<i>Campus Director:</i>	TBD
<i>Main Office:</i>	Tina Billard Tina.billard@cna.nl.ca 695-3582 Tanya Lomond Tanya.lomond@cna.nl.ca 695-3343
<i>Accessibility Services:</i>	Paula Gillis Coordinator of Accessibility Services 643-7793 Paula.Gillis@cna.nl.ca
<i>Bookstore:</i>	Debbie Downey 695-9567 Debbie.Downey@cna.nl.ca
<i>Guidance Counsellor:</i>	TBD
<i>Library services:</i>	Pamela Hardy 695-4040 Pamela.hardy@cna.nl.ca
<i>Student Development Officer:</i>	Samantha Allen 695-4035 Samantha.allen@cna.nl.ca
<i>IT Support:</i>	Gail Poole Gail.poole@cna.nl.ca

GETTING STARTED

BRING YOUR OWN DEVICE (BYOD)

In Fall 2025, 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 if 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](#).

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.

PAYMENT OF FEES

Fees are due September 30th, 2025 for the fall 2025 semester. Tuition and course fees can be paid at the campus as well as online using Visa, Visa Debit, and MasterCard through Student Self Service by visiting www.cna.nl.ca/mycna (*MyCNA from the CNA homepage*). If a credit card is not available to you, then payment by cheque (be sure to include your student ID) can be sent to:

CNA, Port aux Basques Campus
P.O. Box 760
Port aux Basques, NL A0M 1C0

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. You do not need to do anything and once the loan is processed; you will receive an email to confirm that it

has been done. You can also track information regarding your student loan (Newfoundland & Labrador students only) at www.gov.nl.ca/studentaid by logging into the portal using your username and password. Please contact Samantha allen, Student Development Officer at the Port aux Basques, 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, September 3, 2025. Program specific orientation sessions will be scheduled and forwarded to students. The sessions will be a combination of virtual and in person. A schedule and additional details will follow later in August.

STUDENT ID

Students can log in to their [student self-service](#) and upload a photo similar to a passport photo. In preparation for this, you may want to have your photo ready to upload when the system is available. To make the process more efficient and avoid photos being rejected we suggest that you have a headshot photo with a white background ready. You will also need a verification document ready to submit. This can be a photo of your driver's license or any recognized photo ID. These photos can be taken with your cell or digital camera but must be saved as JPG or JPEG format to be uploaded. In addition, you will be asked to confirm your correct mailing address during the process to avoid the photo ID being sent to the wrong address. [Click here for instructions](#) to submit or view a **Student Photo ID Request**. If you experience any issues with the **Student Photo ID Request** process, contact the Help Desk at SSHelpReg@cna.nl.ca.

STUDENT SELF-SERVICE

Self-Service is your portal to register for courses, opt out of health and dental coverage, student self check-in, access your grades, check your account balance, pay outstanding fees, download your T2202A form for income tax (available late February), etc. Please contact the Student Service Help Desk (SSHelpReg@cna.nl.ca) if you have any issues with your Self-Service account.

STUDENT WEBMAIL

Important information regarding registration, exams, job opportunities, scholarships/awards, etc., are communicated via your [College Student Webmail account](#). Please ensure you check your webmail regularly, so you do not miss valuable information. Instructions on how to access your College Student Webmail through the Outlook at on your mobile device will follow at the end of this document.

USING Desire2Learn (D2L)

Our Distributed Learning courses and programs are offered through a learning environment called **Brightspace** (formerly known as Desire2Learn (D2L)) which contains many features that will enhance your learning experience. students who use Brightspace 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 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 Paula Gillis, Coordinator of Accessibility Services, for the Port aux Basques campus. It's never too late; you can also reach out to either Paula or Samantha through email to get the process started. You will be required to provide documentation such as an assessment report or information documenting your disability, complete a pre-entry interview, and agree to disclose details to appropriate personnel for the purpose of implementing the accommodations. Accommodations may include quiet testing space, adaptive technologies, extra time, etc. You should arrange to meet with the Resource Facilitator, Samantha Allen, within the first two weeks of the semester and maintain communications with her throughout the term. You must contact the Resource Facilitator at the beginning of each semester to avail of accommodations for the term.

For more information, please contact Paula Gillis (Accessibility Services Coordinator) or Samantha Allen (Resource Facilitator). 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.

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.)

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 **September 30th 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. 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](#).

Learning Commons

The Port aux Basques Campus Learning Commons / Library comprises a large selection of materials and offers diverse services. The Commons 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. 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.

At our Library you will find library technician Pamela Hardy who can assist you with your research needs. If you wish to have a reference interview conducted to help in your research, please contact Pamela and this will be arranged.

ONLINE ACADEMIC HELP CENTRE

CNA offers an Online Academic Help Centre in collaboration with our instructors. You can now use your student webmail/office 365 account credentials to book a session with an instructor to get help with communications, math or science courses.

PEER 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. Students can receive up to 15 hours per semester of one-on-one tutoring.

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

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

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

- ✓ Submit applications to Student Services with signatures from subject area Instructors
- ✓ Be a full-time student in good standing
- ✓ Possess good interpersonal skills
- ✓ Be prepared to work minimum of 2 hours per week and up to a maximum of 6 hours per week, even during exam period when demand is the highest (to a total of 15 hours per semester)
- ✓ Understand that failure to attend 2 tutoring sessions without notifying the assigned student (s) may result in termination from the tutoring program. If additional tutoring is allowed, it will be at the discretion of Student Services.

The Tutee must:

- ✓ be willing to commit to a minimum of 2 hours per week and up to a maximum of 6 hours per week (Total of 15 hours per semester);
- ✓ maintain proper classroom attendance and show initiative in class;
- ✓ be responsible for all books, pens, paper, and other materials as they are needed and be on time;

- ✓ understand that failure to attend 2 tutoring sessions without notifying the assigned tutor may result in termination from the tutoring program (additional tutoring will be at the discretion of Student Services);
- ✓ complete forms related to the Peer Tutoring Program when requested; and
- ✓ be responsible for contacting the Tutor if they cannot attend a session.

Benefits for Tutees:

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

Benefits for Tutors:

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

For further information or an application, please contact Samantha Allen, Student Development Officer or visit the [Peer Tutoring site](#) on MyCNA.

REGISTER WITH NATIONAL STUDENT LOAN SERVICE CENTRE ONLINE SERVICES

The [National Student Loan Service Centre Online Services](#) is pleased to provide a way for you to get information and details about your student loans. Setting up an online account will allow you to:

- **Check the status of your student loan**
- **Check the balance of your loan**
- Review details of new loans you've recently received
- Update your Mailing and Permanent Addresses and other contact information on-line
- Access your T4A tax slip in your Mailbox
- Submit a request to confirm your enrolment
- Review your loan payment and transaction history
- Receive helpful information about your loan in your Personal Message Centre
- Customize Your Repayment: Use this tool to create a request form to increase or decrease your monthly payment.
- Get Repayment Assistance: If you qualify for periods of Repayment Assistance, the government will help make payments toward your loan. You could be approved to receive interest and/or principal Repayment Assistance.

SCHOLARSHIPS & AWARDS

CNA provides an opportunity for students in many programs to compete for a variety of awards, scholarships, bursaries and prizes. These awards are made possible by the generous contribution of donors which include numerous organizations, companies and individuals. A list of [scholarships/awards](#) is available to online students. Also, check your College Student Webmail account for more scholarship announcements! Deadlines vary throughout the year, but most are mid-January. Check the application for exact deadline date.

STUDENT CODE OF CONDUCT AND APPEALS

College of the North Atlantic students are expected to follow a [code of conduct](#) and, within this policy, also have certain rights and responsibilities. All registered students of the college may appeal a decision or ruling which affects them as it pertains to academic matters as well as matters of student discipline, student rights, and student responsibilities through an [academic appeal](#) or [non-academic appeal](#).

STUDENT DEVELOPMENT SERVICES

Student Development Officers (SDOs) provide a variety of student engagement and support services at College of the North Atlantic campuses. As a student at CNA, SDOs are your first-stop for many services including preparing to become a student at CNA; financial aid information; the orientation process including sessions and activities; scholarships and awards; graduation; and becoming familiar with and following the Student Code of Conduct as well as Student Rights and Responsibilities. The SDOs also advise and support the Student Representatives Council (SRC) at each campus, which is an important part of student life. During your time as a student, the SDOs are involved in student and graduate employment programs which may include delivering job search seminars, coordinating job training placements, connecting students to industry through the organization and delivery of career fairs, and supervising student employees. As well, SDOs coordinate and participate in local and provincial recruitment strategies including signature events as well as campus tours, recruitment information sessions, and career fairs. SDOs are a liaison between students, support staff, faculty, campus college administration, senior college management and also work together to connect and support students, alumni, employers, and friends of the College. Appointments can be arranged with Samantha Allen, Student Development Officer at the Port aux Basques 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 an unexpected emergency financial circumstances, focused around four core areas: Food, Shelter, Medical and Transportation. Please contact Samantha Allen, Student Development Officer, for assistance.

STUDENT GOVERNANCE

Student Representatives Council (SRC) at members will be needed again this year and are an integral part of student life on campus. Each campus elect members at the beginning of each academic year. The SRC is governed by a constitution and has a responsibility for planning and organizing various extra-curricular activities on behalf of the student body. The SRC also has an advisor on behalf of Student Services which, at the Port aux Basques 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 Samantha Allen (Student Development Officer, Port aux Basques 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](#).

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

RESOURCES

ACCESS TO INFORMATION & PROTECTION OR PRIVACY (ATIPP) ACT

When we collect personal information on applications, forms, etc., it will be for the purpose of facilitating admissions, registration, academic progression, graduation, etc. More information is available on our [website](#). A [Consent for Release of Personal Information form](#) must be signed/submitted and indicate what information and to whom it can be disclosed. This form does not enable a third party to advocate or speak on behalf of a student.

ACCOMMODATIONS

Landlord and Tenant Relations

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

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

It is recommended that you obtain a copy of the Residential Tenancies Act for your complete information on your rights and obligations.

Housing with Other Students

Although the law has specific provisions to govern your relationships with your landlord, it leaves the terms of your relationship with your co-tenant (roommate) up to you. If you do not think of potential areas of disagreement now, you may well end up fighting with those with whom you share living quarters. Not only will this be disruptive to your personal and academic life (especially at exam time), but it can involve you in expensive and uncertain situations – such as paying rent and utilities that should be your co-tenants' responsibility. It is easy, however, to avoid such problems. Simply talk to your co-tenant(s) and put the terms of your arrangement in writing. You may be responsible for the actions of others. The key issues you should resolve are how you will split the cost of rent, utilities, groceries, and other expenses as well as responsibility for a co-tenant who "disappears" mid-term.

Accommodations Listing

An Accommodations List is available on our website or by calling the Main Office at 695-3343. This list is updated throughout the year and contains information on many available accommodations in the area surrounding the Port aux Basques campus.

CAFETERIA SERVICES

Cafeteria 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 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.

COURSE WITHDRAW/REFUNDS

If you wish to withdraw from a course, you should first speak with a Guidance Counsellor 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 Samantha Allen, Student Development Officer at Port aux Basques campus, to see how dropping a course(s) will affect your loan. Students would have to complete a [Change in Course Registration](#) form. 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.

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 2021 semester, the deadline is September 14, 2021.

FORMS

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

LOCKERS

Lockers are provided by College of the North Atlantic, Port aux Basques campus, and will be assigned to students after classes begin in September 2021. 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

Students are permitted to park in the designated student parking along the perimeter of the building. The parking lot located in the front of the building is designated for staff and visitors. Students are not permitted to park in staff/faculty parking areas.

PROGRAM COST FORMS

[Program Cost Forms](#) list all compulsory fees associated with individual programs as well as semester start and end dates, required supplies, and scheduled holidays for the academic year. All costs and dates are subject to change without notice.

SOCIAL MEDIA

You are encouraged to “Like” the Port aux Basques campus on [Facebook](#).

TEXTBOOKS

Students may choose to utilize hard copy books that they obtain second hand or from other sources (i.e., CNA Used Textbooks Facebook group). Previous editions of text may be acceptable however students are advised to confirm with their instructor prior to purchasing a previous edition.

A list of all courses being offered in the fall, with the corresponding e-textbook option, is available to students on [MyCNA](#). This list was compiled with information from each campus and students are encouraged to confirm the specific textbook needed with their instructor as there may be differences

from campus to campus offerings. The list contains a suggested source from which students can directly purchase the e-book and e-books will not be available for purchase from campus bookstores. Prices will not be provided on the CNA site since in some cases students may have several options to purchase and the price will vary.

Some textbooks do not have an e-textbook alternative. These textbooks will be listed as such and students will need to contact their campus for directions on how to obtain their textbook. Also, some courses may require other resources (software, lab manuals, equipment or supplies) and this information will be obtained directly from the Campus. Industrial Trades students need to connect with their campus for specific program resources. If a student is uncertain, they should contact their instructor to making a purchase since e-textbooks are non-refundable.

The bookstore hours are:

Monday-Friday from 8:40 a.m. – 12:30 p.m. and 1:30 p.m. – 2:45 p.m.

For more information, please contact Debbie Downey.

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 on our Face Book page.