



Student Resource Guide



Introduction

This guide provides you with a list of the services and supports available to you at CNC.

Keep this guide handy so that you can:

- Know the services available to you
- Understand how they can help you
- Learn how to access them
- Set yourself up to succeed in college

It's important to take advantage of the Student Services offered at CNC to ensure that you're able to plan your courses and receive the support you need to succeed. These services are designed to help you navigate your way through college and make the most of your time here. Make sure to become familiar with them early on so that you can take full advantage of all that they have to offer.

Contents

■ Aboriginal Resource Centre (ARC) 4	■ Financial Aid & Awards 17
■ Academic Advising 5	■ Health & Wellness Centre..... 18
■ Academic Success Centre & Accessibility Services 6	■ Information Technology Services . 19
■ Cafeteria & Food 8	■ International Services..... 20
■ Campus Housing..... 9	■ Library & Learning Commons 21
■ Career Readiness..... 10	■ Mental Health Counselling..... 22
■ CNC Bookstore..... 11	■ Moodle 23
■ College of New Caledonia Students' Union 12	■ Office of the Registrar..... 24
■ Dean's Office 14	■ Recreation 25
■ Early Alert & Thrive 16	■ Safety & Security..... 26
	■ Student Policies 27



See whats
happening
at CNC



Visit myCNC





Aboriginal Resource Centre (ARC)

Contact

✉ arc@cnc.bc.ca
☎ 236 601 0907
☎ 236 601 1967
📍 Room 1-773

Aboriginal Resource Centre (ARC)

Did you know?

- The ARC is a space for Indigenous students to gain access to culturally safe services, facilities, supports, and information to assist you in achieving your educational goals. The goal of the ARC is to work together with students to raise awareness of Aboriginal issues, share knowledge, and promote a new relationship of cooperation through Truth and Reconciliation.
- The ARC is home to the Wholistic Indigenous Support Worker, Manager of Indigenous Initiatives positions, Aboriginal Academic Advisor, and the Aboriginal Student Navigator. These individuals are available to support you navigate your way through college life as an Aboriginal student.
- The ARC offers cultural events and activities, art sessions, gatherings, and the sacred ceremony of Smudging.
- The Indigenous Wholistic Support worker provides cultural support to students based on holistic teachings of considering physical, mental, emotional, and social needs.
- The Academic Advisor can help you choose the right electives and courses to complete credentials and find your path to success.
- The Aboriginal Student Navigator can assist you with information on how and where to access your band sponsorship, and with any inquiries about Nahoonai-a Indigenous Student Housing.
- While in the ARC, you will have access to a shared kitchenette, coffee club, quiet study room, tables to work at, and a computer lab.

We can help if you:

- Need Elder support.
- Need Academic Advising.
- Are looking for information on Aboriginal focused opportunities for sponsorships, funding, awards, scholarships, and employment.
- Are interested in Aboriginal knowledge and culture.
- Are looking for a safe space to be in or study.
- Would like to participate in cultural ceremonies, events, and activities.



Academic Advising

Contact

✉ advising@cnc.bc.ca
☎ 250 561 5818
📍 Room 1-753

Did you know?

- Academic Advising pairs students with a Student Success Advisor.
- Student Success Advisors work with you to create personalized plans to reach your educational and career goals.
- Our advisors actively listen to provide valuable insights and expertise that help you make well-informed decisions about elective and course selection.
- They are a valuable source of information about other campus resources that help to enhance your learning experience.

We can help if you:

- Need help understanding CNC policies and terminology.
- Would like to create an educational plan.
- Are looking to change your program.
- Want to develop a course plan through Student Planner.
- Need help with course pre-requisites or co-requisites.
- Would like to learn about CNC resources that will help you be successful.
- Want to review your study plan.



Academic Success Centre & Accessibility Services

Did you know?

This is your starting point for writing feedback, testing support, and accessibility services.

Writing feedback through WriteAway

- Submit your written assignments online and get helpful feedback by email, usually within a day or two. It is free and works for assignments across your courses.
- More academic support is coming this year. Scan the QR code for the Academic Success Centre for the most current information.

Testing Services

- With your instructor's permission, you can use our testing rooms to write tests and exams when you cannot write them in class.
- If you have a disability or a temporary health issue, you may also qualify for assistive technology and test accommodations, such as extra time. To set these up, connect with Accessibility Services below.

Accessibility Services

- Accessibility Services helps students with disabilities or health conditions succeed in their studies. If you are dealing with a disability or a temporary health issue, you may qualify for an accommodation.
- You do not need to have everything figured out before you reach out. The more we understand about the barriers you are facing, the better we can support you. Details from a health care professional help us shape the right accommodations, so share what you can, and we will work through the rest together. Scan the QR code for Accessibility Services to learn more.

We can help if you:

- You need help getting access to equipment
- You need course materials in other formats, such as large print, audio, or PDF
- Need sign language interpreting
- Need information about financial support for students with disabilities
- Need help with connections to other campus and community resources

Contact

- ✉ asc@cnc.bc.ca
- ✉ access@cnc.bc.ca
- 📞 250 561 5837
- 📍 Room 1-725

Reach out to Accessibility Services if you

- Have a disability, learning difficulty, or learning difference
- Have a temporary condition or injury that may affect your studies
- Need extra test time, an extension, or another adjustment
- Think you may have an accessibility need



Academic
Success Centre



Accessibility
Services

Did you know?

- The campus cafeteria offers a wide range of dining options, including:
 - Made-to-order meals from the grill
 - Freshly baked goods, soups, and salads
 - A variety of grab-and-go items such as sandwiches, confectionery items, protein bars, and snacks
- A broad selection of beverages is also available, including:
 - Canned and bottled drinks (Coke, Pepsi, Red Bull, juices, and other popular beverages)
 - Starbucks products
 - A fully stocked coffee bar featuring cappuccinos and a variety of organic teas
- Additional dining and food services on campus include:
 - The Pro-Cook Program, which provides culinary offerings throughout the cafeteria
 - Multiple vending machines located across campus for convenient access to snacks and beverages
 - A Touch Coffee Machine offering a selection of beverages such as Americano, Lattes, Cappuccinos, and Mochas
 - The Kodiaks Restaurant, offering a fine dining experience on campus
 - Kodiaks is operated by the Pro-Cook Program at select times throughout the academic year

We can help if you:

- Are looking for quick and convenient food options on campus
- Require cafeteria gift certificates
- Are interested in planning an affordable fine dining experience



Campus Housing

Contact

- ✉ campushousing@cnc.bc.ca
- ☎ 250 561 5849
- 📍 Intersection of 22nd avenue and Nicholson street

Did you know?

- Campus Housing is available on the Prince George campus in two buildings:
 - The original building was developed in 1993 and as of 2021, the majority of the building accommodates local students as well as students from all over the world.
 - Nagoonai-a was named by Lheidli T'enneh First Nation Elder Josie Paul, and it means "to find" or "to rediscover". This 12-bed building is the first of its kind in BC. Designed like a house, this building accommodates Indigenous students from across the region, in a supportive, culturally safe, and traditional manner.
- To apply for a room in Campus Housing, it is recommended that you submit your application as soon as application submission periods open. Please see webpage for deadlines. Rooms are assigned:
 - June-July for September intake.
 - October-November for January intake.
 - February-March for May intake or as term vacancy permits.
- Community Advisors (CAs) are student leaders living on campus who help connect you to the community via social events and activities. They also offer peer support and guidance to show you how to maintain campus housing standards.

We can help if you:

- Want to know about Campus Housing applications, rates, bookings, or parking.
- Are searching for affordable and centrally located housing with ease of transportation, close to the shopping mall, recreational facilities, and forest trails.
- Need or want to extend your stay on Campus Housing.
- Want to apply to become a Campus Housing Advisor.



REES (Respect, Educate, Empower Survivors) is a simple, secure online platform for reporting campus sexual violence. REES provides access to critical information about available resources and supports.



Career Readiness

Contact

✉ careerreadiness@cnc.bc.ca
☎ 250 561 5818
📍 Room 1-753

Did you know?

- Student Services provides tools & resources to help you find career options best suited to your own skills, values, abilities, and interests. For example:
 - NorthWorks Career Fair is an annual event where you can connect with top employers in BC.
- CNC also has a job board where you can search and apply to numerous student employment opportunities posted by reputable employers.

We can help if you:

- Are looking to create or improve your resume or cover letter.
- Would like to prepare for a job interview.
- Are looking to kick start your career in the Canadian workforce.
- Are a new student looking for a job in the community to support your income.
- Need help identifying the best career choice(s) for you.



Did you know?

- You can shop online at bookstore.cnc.bc.ca or in store on campus.
- Your order can be shipped to your home starting from \$20 or to a Community Campus at no charge (weekly shipments).
- You will find course supplies such as textbooks, stationery, scrubs, professional cook supplies, calculators, and stethoscopes, along with giftware, apparel, and snacks available for purchase.
- You can request Printing Services for a variety of print jobs.
- Add funds to your Papercut printing account at the Bookstore.
- The Bookstore is open Monday - Friday excluding statutory holidays.

We can help if you:

- Need help with finding your books or class supplies.
 - Make sure to have your course ID and selection number.
- Are wanting to purchase CNC branded clothing or other items.
- Are organizing a group order for program branded clothing.
- Are needing additional supplies for class.
- Need to add funds to your Papercut printing account.



College of New Caledonia Students' Union (CNCSU)

Contact

- ✉ info@cncsu.ca
- ☎ 250 562 2131 ext 5852
- 🏠 Room 1-303
- 🏠 Student Lounge Room 1-717

Did you know?

- The Students' Union is a democratic, non-profit organization that delivers services and advocates for a better student experience through federal, provincial, municipal, and campus level campaigns.
- The CNCSU is a separate organization from CNC, here to ensure you always have representation and assistance for issues that are both big and small.
- CNCSU manages all lockers on campus, give out the UPass (Bus, Aquatic Centre access, and Canfor Leisure Pool access), run the college food bank, provide yearly extended health and dental coverage for all full-time students, as well as offers advocacy services.
- They host fun events throughout the year to improve your student life.
- They offer a volunteer program if you are looking to get work and leadership experience. You will receive training and get to participate in events and CNC committees.
- They manage the Unity Lounge Room 1-725, a dedicated safe space for women-identifying and/or 2SLGBTQIA+ students.

We can help if you:

- Need a UPass, locker, or information about health and dental benefits.
- Are experiencing issues in your classes and may require advocacy services. Connect with us earlier in the semester rather than later.
- Have a passion for service and leadership and want to play an active role in the community.
- Are having issues settling into campus or need guidance on how to improve as a student.
- Are looking to connect with your peers within or outside classes in a student-centered environment.
- Wish to talk to your program student representative.
- Want to join a student club on campus.
- Want to be featured in the student magazine. Send your submission to editor@cncsu.ca





Did you know?

You can connect with faculty for:

- Anything relating to the course:
 - Questions on anything found in the syllabus;
 - Questions on lecture material;
 - Questions on assignments or other evaluation methods;
 - Review of tests/exams that are not handed back;
 - Questions on grading;
 - Incident reporting
- Issues that may prevent you from meeting deadlines or scheduled evaluation methods.
 - Illness;
 - Personal issue;
 - Conflicts with other courses;
- Waivers (these waivers need to be added before you register, please see Student Services for assistance):
 - Pre-requisite;
 - Course conflict (both instructors need to sign);
 - Connect permission to join a class;
- Advice on CNC services i.e., how/who to access or contact.
- Reference letters.
- To connect when faculty is unavailable.
- For program or department specific information.
- For issues with the program or department.
 - Depending on the problem, the Program Coordinator will refer you to the Associate Dean.
- For grade appeals.

Contact



Room 2-360



Technologies, Applied Arts
and Trades - Brink Building
Room 2-1003

You can see your Associate Dean:

- For concerns about Faculty or staff remarks or conduct, Respectful Workplace Policy, program/department/course issues – the Students' Union can help you navigate your concerns to the appropriate person and support you through the process.
- For approval signature, including, but not limited to – waivers.
- For academic conduct issues.
- For programs without coordinators.

Before you seek out the Associate Dean, please make sure you have discussed your issues with your instructor first. CNC Students' Union can help you with this process and inform you on when to escalate your issue to the Associate Dean.

The Associate Dean may escalate your concern to the Dean, if necessary. Additionally, if you are not satisfied with the response from the Associate Dean you may go to the Dean. If that is unsatisfactory you can launch an official student complaint as per the student complaint policy.

Early Alert & Thrive

Contact

✉ thrive@cnc.bc.ca
📞 250 561 5890
📍 Room 1-753
💻 cnc.bc.ca/thrive

Early Alert & Thrive

Did you know?

- Early Alert & Thrive is for students who are experiencing academic or personal challenges.
- You can be referred to Early Alert & Thrive by an instructor, staff member, student union rep, or yourself.
- The program helps connect you to the services and supports you may need, as early as possible.
- Early Alert & Thrive is a voluntary, confidential program.

We can help if you:

- Are having trouble with classes online or in-person.
- Often struggle with personal challenges.
- Are experiencing personal or academic stress.
- Find you are having a difficult semester.



Financial Aid & Awards

Contact

✉ finaid@cnc.bc.ca
☎ 250 561 5838
📍 Room 1-724

Did you know?

- CNC offers over 300 scholarships and bursaries to new and returning students, ranging from \$200 to \$5,000. Unlike loans, these awards don't need to be repaid.
- We can help you apply for external awards available from other organizations, not-for-profits, industry & community associations, and more.
- There are multiple funding resources available for Former Youth in Care students, including the Provincial Tuition Waiver and the Learning for Future Grant.
- If you are in Adult Upgrading or Adult Special Education programs, you may be able to have your tuition, fees, and supplies paid for through the Adult Upgrading Grant.

We can help if you:

- Need help applying for awards.
- Have questions about applying for student loans and grants.
- Want more information about what funding options may be available to you.
- Experience unexpected financial hardship during your studies and need emergency funding.



Health & Wellness Centre

Contact

✉ health@cnc.bc.ca
☎ 250 561 5875
📍 Room 1-460

Did you know?

- CNC's Health & Wellness Centre offers a range of medical services for you, including:
 - Prescription refills
 - Health assessments and diagnosis
 - Ongoing care and referrals
 - Chronic disease management
 - Minor procedures – ear flushes, suture removal, wart removal
 - Sexual Health – pregnancy, STI, HIV, and PAP testing
 - Birth Control counselling, IUD insertions
- The Centre operates as a partnership between CNC and the Northern Health Authority.

We can help if you:

- Would like to see a doctor or nurse practitioner.
- Do not have a family doctor.
- Require non-urgent care.
- Are experiencing anxiety, depression, addiction, grief, or any mental health concerns.



REES (Respect, Educate, Empower Survivors) is a simple, secure online platform for reporting campus sexual violence. REES provides access to critical information about available resources and supports.



Information Technology Services

Contact

📞 250 561 5812
✉️ helpdesk@cnc.bc.ca
📍 Room 2-710

Did you know?

- ITS Service is available at the Helpdesk window beside the library in Prince George (2-710).
- The Self-Service Portal is where you can find troubleshooting for basic account questions, and more.
- Microsoft Office Suite is available for use via your CNC login credentials.
- We are unable to assist with issues related to your personal device that are unrelated to your CNC login.

We can help if you:

- Need assistance setting up Multi-Factor Authentication (also known as 2-Factor Authentication).
- Need assistance with your CNC email.
- Would like to reset your password visit tools.cnc.bc.ca/cncaccount.
- Have any issues with the campus WiFi.
- Experience any challenges relating to the computer labs.
- Want to use CNC's print service (Papercut).
- Need assistance with CNC-offered Microsoft services.



Microsoft Office



Self-service Portal

International Services

Contact

✉ intl_edu@cnc.bc.ca

📞 250 561 5857

📍 Room 1-753

International Services

Did you know?

- International Services, part of Student Services, can provide you with the latest information about study and work permit applications, documentation, processes, and timelines.
- International Services offer webinars to assist you in settling into the college and community before you arrive.
- International Services can connect you to other students of the same nationality to help you feel less lonely or isolated being thousands of miles away from home.
- The International Student Success Advisor offers advising that meets your specific needs.
- Our team can help connect you with other services and supports if you are dealing with stress, home sickness, or just need to chat.

We can help if you:

- Are looking for the latest information on study or work permits.
- Need Student Success Advising.
- Are feeling isolated or in need of extra support.
- Want information on inviting your parents and family members to visit you.
- Need info regarding your money issues such as fee payments, refunds, or planning your finances.
- Have questions about temporary medical insurance or MSP.



Library & Learning Commons

Contact

✉ cnclibrary@cnc.bc.ca
☎ 250 561 5811
📍 Room 2-722

Did you know?

- The Learning Commons is more than a quiet study space. It is a place to come together, talk through ideas, and work with information as a group.
- You can book a study room online, including pods with televisions that mirror content from your own device, so your group can review material on a bigger screen.
- Most of our collection is available online, 24/7. That includes ebooks, journal articles, and streaming content you can reach anytime, alongside our physical books and resources.
- You can chat online with library and research experts through AskAway.
 - Citation and style guides
 - Copyright basics
 - Plagiarism
 - How to write a research paper
 - Using databases to find journal articles with advanced search

We can help if you:

- Want a space to collaborate, or a quiet spot to focus
- Need to find a book or access online resources anytime, day or night
- Want to borrow, renew, hold, or recall books
- Need material from other libraries through interlibrary loans
- Are looking for course-specific resources in the Learning Commons
- Want to learn how to navigate Moodle (for login, email, or course access issues, contact IT or the Office of the Registrar)



Mental Health Counselling

Counselling – Mental Health provides you with support for mental health concerns from our caring staff who are licensed professionals.

Did you know?

- You can refer yourself.
- Our counselling team can help you address concerns related to:
 - Stress, anxiety, and depression management
 - Loss and grief support
 - Crisis support and impacts of trauma
 - Addiction recovery work
 - Gender, identity, and sexuality concerns
 - Relationship difficulties
 - Other mental wellness concerns

We can help if you:

- Suspect a friend or classmate may need help.
- Need strategies on how to talk to and support a friend or classmate who is struggling with mental health concerns.
- Are experiencing mental health concerns and need support.
- Are struggling personally or academically due to emotional distress.
- Are experiencing psychological distress.



Contact

✉ counselling@cnc.bc.ca
☎ 250 561 5890
📍 Room 1-753

EMERGENCY AFTER HOURS CONTACTS

**University Hospital of
Northern British Columbia
(UHNBC)**

P 250 565 2000

**Prince George Urgent &
Primary Care Centre**

P 250 645 6900 or to book a
virtual appointment only, call
250 645 6912

Salveo Medical Clinic

P 250 614 0005

Suicide Crisis Helpline

Phone or text 988

Northern BC Crisis Line

P 250 563 1214 or 1 888 562
1214

Here2Talk

P 604 642 5212 or 1 877 857
3397

KUU-US Indigenous Crisis Line

P 1 800 588 8717

24/7 Metis Crisis Line

1 833 METIS BC (1 833 638
4722)

Northern Health Virtual Clinic

P 1 844 645 7811 substance
use and counselling support
available

**For immediate safety
concerns call 911**

✉ asc@cnc.bc.ca

☎ 250 562 2131 ext 5676

🏢 Room 1-725

Did you know?

- Moodle is the Learning Management System supported by CNC.
- You can use it for online and face-to-face course delivery.
- The Moodle grade book is not the official record of your grades.

Learning how to use Moodle

- If you want to learn how to find your way around the Moodle interface, the Learning Commons can help. This is for going beyond the basics, such as understanding how to navigate the platform and make the most of its features. Visit the Learning Commons and ask to connect with a librarian. You may need to set up an appointment so we can better understand what you need.
- For login, email, or username issues
 - Please contact Information Technology at helpdesk@cnc.bc.ca
- For name changes, confirmation of registration, or adding or dropping a course
 - Please contact the Office of the Registrar at regoffice@cnc.bc.ca



Office of the Registrar

Contact

📞 250 561 5800

✉️ regoffice@cnc.bc.ca

Office of the Registrar

Did you know?

- The Office of the Registrar is here to help you through your entire student journey from application to graduation.
- We have video guides/instructions for myCNC and Student Planner available on our website.
- The Office of the Registrar is available in person, by phone, or by email for any questions or support required.

We can help if you:

- Need a student ID.
- Need help ordering transcripts and enrollment letters through CNC connectNeed to make a payment or help with PayMyTuition.
- Need help navigating myCNC.
- Need assistance with your application or course registration.
- Want to transfer your credits from another college to CNC.



Recreation

Contact

✉ gym@cnc.bc.ca
☎ 250 562 2131 ext 5803
📍 Room 1-508

Did you know?

- Recreation offers multiple services such as:
 - Gymnasium with scheduled activities
 - Fitness and recreation classes
 - Weight room
 - Equipment sign out
- Recreation helps to facilitate fitness challenges throughout the school year.

We can help if you:

- Want a great workout session to de-stress.
- Are looking to try new fitness and recreation classes.
- Would like to obtain a Weight Room Access Card.



Did you know?

- CNC Security is available 24 hours a day, seven days a week for assistance.
- You can have CNC security staff safely walk you to your destination on campus, or to your vehicle. This is called Safe Walk.
- If an incident is an emergency, requires police, ambulance, or fire department then call 911 immediately.
- The Red Phones located on campus can be used when assistance is required. A dispatcher is available 24/7. You can use a Red Phone to:
 - ☐ Report an incident.
 - ☐ Report violence and harassment.
 - ☐ Request a Safe Walk.
 - ☐ Call for first aid.
 - ☐ Report unsafe activity.
 - ☐ Request directions.
- You can help stop serious incidents and hazards from happening by immediately contacting security if you see or experience any form of violence, misconduct, or safety concern on campus, or any other reason where help is required.

We can help if you:

- Want to report an emergency.
- Want to report any safety incident or an act of violence.
- Want to request a Safe Walk.
- Are feeling unsafe on campus.
- Are lost on campus and need directions.



Student Policies

Contact

- ✉ complaints@cnc.bc.ca
- ✉ conduct@cnc.bc.ca

Did you know?

- CNC has policies in place to keep you safe and protected on campus:
 - Student Non-Academic Conduct
 - Student Sexual Misconduct
 - Respectful Workplace
 - Withdrawal for Extenuating Circumstances
- There are policies that can help make sure you succeed in your studies:
 - Academic Standing
 - Grade Appeal
 - Accommodations for Students with Disabilities
- The College is committed to an open, responsive, and collaborative approach to address student complaints:
 - Student Complaint Resolution
- You may need a permission letter to take or attend courses outside of CNC. Please contact the Office of the Registrar for more information at regoffice@cnc.bc.ca

We can help if you:

- Are looking to transfer credit to or from CNC.
- Have grounds to appeal your final grade, clinical, or lab/shop placement.
- Would like to lodge a complaint of unfair treatment.
- Need authorization for a leave of absence from studies due to significant, unforeseen circumstances.
- Want to submit a complaint or share concerns about academic program delivery or delivery of any CNC service(s).



Prince George Campus

