



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) 3	■ Health & Wellness Centre..... 16
■ Academic Advising..... 4	■ Information Technology Services. 17
■ Academic Success Centre 5	■ International Office..... 18
■ Accessibility..... 6	■ Library - Learning Commons..... 19
■ Cafeteria & Food..... 7	■ Mental Health Counselling 20
■ Campus Housing..... 8	■ Moodle 21
■ Career Readiness 9	■ Office of the Registrar..... 22
■ CNC Book Store..... 10	■ Peer Connections..... 23
■ College of New Caledonia Students' Union (CNCSU) 11	■ Recreation 24
■ Deanery & Faculty 12	■ Safety and Security..... 25
■ Early Alert & Thrive..... 14	■ Student Policies 26
■ Financial Aid & Awards 15	■ Wellness Coaching..... 27

Aboriginal Resource Centre (ARC)

Contact

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

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 Cultural Advisor, 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 Aboriginal Student Success 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 Nahoona-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.
- The ARC offers designated tutor times for math and English, sign up times are available by their stations in the ARC.

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
- ✉ nursing@cnc.bc.ca
- 📞 250 561 5818
- 📍 Room 1-753

Academic Advising

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.
- Nursing Student Success Advisors provide information and support related to students in the Nursing program.

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

Contact

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

Did you know?

- The Academic Success Centre offers tutoring services:
 - Face-to-face
 - By video conferencing
 - Or over the phone
- You can book up to two 30-minute appointments per week for each subject area.
- You can get helpful feedback on your writing assignments from qualified tutors on WriteAway, which is free for all CNC students.
- With your instructor's permission, you can write tests and exams at the Academic Success Center if you are unable to write them in class.
- We hold virtual study labs and workshops during the semester with valuable tips to help you stay motivated and succeed in online learning
- We can help you to better understand your learning style and provide tips to improve study habits related to your learning style.

We can help if you:

- Are looking for learning strategies and study skills to help you excel academically.
- Want to book a tutoring session.
- Are struggling to understand basic concepts from your course material.
- Would like to improve your writing skills or academic performance.
- Are learning English as an additional language.
- Want to improve your study techniques.



Did you know?

- Accessibility services are committed to helping students with disabilities succeed in their studies.
- Accommodations and accessibility services are designed for your needs based on documentation provided by your health care professional.
- Services may include, but are not limited to:
 - Helping you get access to equipment
 - Providing alternative format course materials (e.g. Large print texts, audio texts, pdf, etc.)
 - Sign language interpreting
 - Information about financial support for students with disabilities
 - Other campus and community resources

We can help if you:

- Identify as having a disability, learning difficulty, or learning difference.
- Need additional test time, an extension, or another adjustment related to a disability or learning difficulty.
- Have a temporary condition or an injury that may limit academic activities.
- Believe that you have a potential accessibility need.



Cafeteria & Food

Contact

📞 250 561 5807

Did you know?

- The cafeteria offers a variety of made to order food from the grill as well as fresh baked goods, soups, salads, and more.
- The cafeteria stocks a wide variety of canned and bottled beverages including Coke and Pepsi products, Red Bull, juices, Starbucks, and kombucha to name a few options.
- The cafeteria has a fully stocked coffee bar with a variety of organic teas and cappuccinos.
- The cafeteria offers a variety of grab & go items including sandwiches, confectionery items, protein bars, and snacks.
- The Pro-Cook Program provides culinary delights throughout the cafeteria.
- The CNC campus has several vending machines across the campus offering a variety of products.
- The Kodiaks Restaurant provides you with a fine dining experience on campus.
- Kodiaks is fully operated by the Pro-Cook Program at various times throughout the school year.

We can help if you:

- Are seeking quick food options while on campus.
- Are requiring cafeteria gift certificates.
- Are planning a fine dining experience at a reasonable price. .



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.
 - Nahoonai-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 you submit your application 6-9 months ahead. Rooms are assigned:
 - June-July for September intake.
 - October-November for January intake.
 - February-March for May intake or as term vacancy permits.
- Campus Housing Advisors 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.



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:
 - Devant Online Career Portal prepares you for life after CNC with job readiness and application skills.
 - 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.
- 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.
- Beside the Bookstore you will find the Printing Centre, where you can request printing.
- 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 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
- 📞 778 890 1969 (text only)
- 📍 Room 1-303

Did you know?

- The Students' Union is a democratic, non-profit organization that delivers services for students, from students.
- 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), run the college food bank, provide yearly extended health and dental coverage for all full-time students enrolled in September, as well as 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 advocate for a better student experience on Federal, provincial, municipal and campus level through various campaigns.

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 representative.
- Want to join a student club on campus.
- Want to be featured in the student magazine. Send your submission to editor@cncsu.ca



Deanery & Faculty

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;
- 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 your 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.

You can see your Program Coordinator(s):

- To connect when faculty is unavailable.
- For program or department specific information.
- For issues with the program or department.
- Depending on the problem, the PC would refer the student to the Associate Dean or Regional Principal.

You can see your Associate Dean/Regional Principal:

- 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 and grade change.
- For grade appeals.
- For academic conduct issues.

Before you seek out the Associate Dean or the Regional Principal, 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 or Regional Principal may escalate your concern to the Dean, if necessary. Additionally, if you are not satisfied with the response from the Associate Dean / Regional Principal 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
- 📞 250 562 2131 ext 5473
- 📍 Room 1-763A
- 💻 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 1-753

Did you know?

- CNC offers over 300 individual scholarships, bursaries, and awards ranging from \$250 to \$1500, some based primarily on academic achievement and others on financial need. Unlike loans, these awards, including entrance awards, do not need to be repaid.
- We can help you apply for CNC scholarships & bursaries as well as many external awards available from organizations, not-for-profit, industry & community associations.
- We can help you apply for multiple sources of funding, including student loans, the Youth in Care Provincial Tuition Waiver, Learning for Future Grant, and the Youth Futures Education Fund.
- If you are in Adult Upgrading, English as a Second Language, and Adult Special Education programs, you may be able to have your tuition and fees paid for through the Adult Upgrading Grant.

We can help if you:

- Need hardship funds or a loan in the case of an unexpected financial emergency.
- Need help with scholarships and bursaries.
- Have questions about any awards applications.



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 a health sciences student needing up-to-date immunizations.
- Are experiencing anxiety, depression, addiction, grief, or any mental health concerns.



Information Technology Services

Contact

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

Did you know?

- ITS Service is available at the Media Services 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 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 Office

Contact

✉ intl_edu@cnc.bc.ca

📞 250 561 5857

📍 Room 1-785

International Office

Did you know?

- The International Office can provide you with the latest information about study and work permit applications, documentation, processes, and timelines.
- The International Office and Student Services offer webinars to assist you in settling into the college and community before you arrive.
- The International Office 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.
- International Student Success Advisors offer advising that meets your specific needs.
- Once every month, you can drop-in to have coffee/tea with the International Office Director and Associate Director who are always happy to listen and meet with you.

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?

- You can book a study room online to study alone or work with a group.
- You can chat online with library and research experts via AskAway.
- The library offers helpful information or tutorials on the following:
 - Citation & Style Guides
 - Copyright basics
 - Plagiarism
 - How to write a research paper
 - Database usage: finding journal articles using advanced search

We can help if you:

- Are looking for a private and quiet place to study.
- Need to find a book or access online resources.
- Want to borrow, renew, hold, or recall books.
- Need access to material from other libraries via interlibrary loans.
- Are looking for course specific resources in the Learning Commons.
- Would like to use the acronym finder.



Mental Health Counselling

Counselling provides you with support and treatment 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

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

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.
- Please contact the Academic Success Centre if you need guidance navigating Moodle and understanding how the platform works.

If you are experiencing any of the following:

- Login issues.
- Email Issues.
- Username issues.
 - Please contact, Information Technology at helpdesk@cnc.bc.ca

If you need help with:

- Name changes.
- Confirmation of registration.
- Adding or dropping a course.
 - Please contact, Office of the Registrar at regoffice@cnc.bc.ca



Office of the Registrar

Contact

📞 250 561 5800

✉ regoffice@cnc.bc.ca

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 CNC Connect 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 to complete a criminal record check.
- Want to order transcripts and/ or an enrollment verification.
- Need to make a payment or help with PayMyTuition.
- Need help navigating CNC Connect.
- Need assistance with your application or course registration.
- Want to transfer your credits from another college to CNC.



Peer Connections

Contact

- ✉ peerconnections@cnc.bc.ca
- 📞 250 561 5818
- 📍 Room 1-753

Did you know?

- Our peer mentoring program enables you to connect socially, stay motivated, and build capacity, as you settle in and progress through college life.
- First year students can easily enroll as Peer Participants – mentees. It is a good way to get settled and know you belong!
- Second year students can apply to be Peer Connectors – mentors. As a Connector, you can build your resume through volunteer mentoring hours, certification, and training.
- Peer Connections positively influences your student experience by making it fun and engaging.

We can help if you:

- Are looking for events and activities to help balance your academic and social life.
- Feel overwhelmed or are struggling with loneliness or isolation.
- Want meaningful and supportive friendships.
- Are looking to connect with students within or outside your program of study, with similar talents, hobbies, and interests, from diverse cultures and backgrounds.
- Want to build your resume or grow your leadership, social, study, or networking skills.
- Need information on all available CNC supports and resources.



Recreation

Contact

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

Recreation

Did you know?

- Recreation offers multiple services such as:
 - Gymnasium with scheduled activities
 - Fitness and recreation classes
 - Weight room
 - Equipment rentals
- 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.



Safety & Security

Contact

- 📞 250 562 2131 ext. 200
- 📞 250 961 0786 (After Hours)

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

Student Policies

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
- 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).



Wellness Coaching

Contact

✉ wellnesscoach@cnc.bc.ca

📞 250 561 5818

📍 Room 1-753

Did you know?

- Wellness coaches can support and guide you to achieve your holistic health, wellness, and success goals.
- Our wellness coaches can help you one-on-one with work, academic, or personal challenges.
- Our wellness team offers activities, workshops, and pop-up events throughout the semester to help keep your wellness on track. For example:
 - Wellness Wednesdays
 - Light Therapy Sessions
 - Stressbuster activities
 - Virtual reality mindfulness
 - College confidence workshop
 - Self-care workshops
- Details of upcoming workshops and events are posted on the CNC website under the “events” tab at the top.

ADDITIONAL RESOURCES

CNC Campus Security
P 250 561 5827

Northern BC Crisis Line
P 250 563 1214 or 1 888 562 1214

Youth Crisis Line (Ages 13-21)
TXT 250 564 8336 or P 1 888 564 8336

Here2Talk
1 877 857 3397

Suicide Crisis Helpline
Phone or text 988

24 Hour Trans Lifeline
1 877 330 6366

LGBTQ2S+ Youth Line
TXT 647 694 4275 or P 1 800 268 9688
Live chat youthline.ca

For immediate safety
concerns call 911

We can help if you:

- Would like to book an appointment with a wellness coach.
- Are looking for one to one support to effectively set goals, manage stress, emotions, money, or time.
- Are experiencing academic or work-related stress.
- Want to be more self-aware and self-accepting.



Prince George Campus

