

CURRENTS

NEWS AND VIEWS FROM COLLEGE OF THE NORTH ATLANTIC

INSIDE THIS ISSUE

- 2 **New Campus Websites**
- 2 **Awards of Excellence**
- 3 **New Look for CNA Vehicles**
- 3 **Applied Research**
- 4 **From the Rock to the Globe**
- 5 **Appointments**
- 6 **Project Ice Update**
- 6 **Gander Goes Olympic**
- 7 **Corner Brook Alumni Association**
- 8 **Footprints IT Support**

Minister of Education Joan Burke held a press conference in Stephenville on Friday, April 7, to announce CNA's role in government's agenda for growth and prosperity for the province. Photo courtesy of *The Georgian* newspaper.



Minister delivers good news to CNA

Joan Burke, Minister of Education, visited Bay St. George campus last week to announce details of an investment of \$3.85 million for College of the North Atlantic. She revealed plans for the creation of a Program Development Unit, requiring 12 dedicated faculty and support staff – to be located at the college headquarters in Stephenville. Funding will also be used to modernize equipment, expand programming and provide advanced faculty training.

“Education is playing a key role in government’s agenda of growth and prosperity for Newfoundland and Labrador,” said Minister Burke. “The college, and each of its 17 campuses, is on the front-lines of developing the workforce that will help move our province forward. Our commitments outlined in Budget 2006 will provide a tremendous boost for the college and its ability to deliver programming that is second-to-none in the country.”

The minister provided details on the following initiatives:

- \$1 million to establish a Program Development Unit to research, review and implement new programming initiatives in

various regions;

- \$1 million for an Apprenticeship Shop Modernization program to address a gap between existing training equipment and current technology;
- \$1 million to support the development of

“The college, and each of its 17 campuses, is on the front-lines of developing the workforce that will help move our province forward.”

two new high technology programs targeted at the oil and gas sector;

- \$650,000 for the expansion of the Comprehensive Arts and Science College Transition program to five additional campuses; and
- \$200,000 for enhanced training for CNA faculty to ensure a level of technical expertise that keeps pace with business and industry requirements.

Colin Forward, dean of industrial trades at CNA says, “The interest and demand for skilled

trades in recent years has placed a greater onus on the college to ensure we are delivering programs that are relevant for our students and industry. This funding will help the college acquire state-of-the-art equipment and ensure our faculty has the technical expertise that

keeps pace with business and industry requirements.

“This opportunity for growth brings motivation for this positive and progressive time.”

These initiatives will ensure the college is responsive to the province’s skills agenda and are part of the \$8.6 million announced during Budget 2006. They also complement other Budget 2006 initiatives, such as the Skills Task Force and new skills and technology curriculum and equipment in the K-12 education system.

New campus websites

As some of you may have noticed, our campus websites have been redesigned recently (www.cna.nl.ca/campuses) to incorporate the same look and feel as the rest of the site. Each campus has a website administrator assigned specifically to their campus site. These “campus webbies” will be your point of contact for getting content posted to your campus site.

The new campus sites utilize a Content Management System that we have implemented to allow facilitation of the campus sites and eventually our entire web presence. The value of this software:



- Allows non-technical college personnel to maintain ownership of their respective areas of the website;
- Monitors content to ensure it remains current and accurate;
- Allows approval control of content published on the website.

Congratulations to “campus webbies” for mastering the new technology and for their continued efforts in representing the college through their campus sites. Your campus website administrators are:

Campus

Prince Philip Drive
Ridge Road
Seal Cove
Happy Valley-Goose Bay
Grand Falls-Windsor

Gander
Clarenville
Carbonear
Baie Verte
Bonavista
Labrador West
Port aux Basques
Placentia
St. Anthony

Burin

Bay St. George
Corner Brook

Contact Name (Webbie)

Bala Murthy
Janet Cooney
Shirley Squires
Emily Sheppard
Ruth Penton
Sheila Robinson
Kent Aitken
Sylvia Belbin
Jodie Belbin
Allison Miller
Rick Dalton
Alana Keating
Carol Morrison
Dodie Blanche
Gerry Ryall
Glen Hillier
Denise Martin
Janice Pittman
Chris Dohaney
Marian Burnett

To submit content for your campus website contact your “Campus Webbie”: www.cna.nl.ca/campus



From left, Kevin Kennett and Allana Rankin, Recruiting Advisors – Schlumberger Canada; Michael Graham, Campus Administrator; Tom Eastman, Instrumentation Instructor; and Jim Manning, Technology Programs Coordinator.

Recruiters visit Burin Campus

A recruiting session with Schlumberger Canada was held at Burin campus, College of the North Atlantic, in March. It resulted in a total of 19 students being interviewed for possible positions with that organization. Eight students were interviewed from the Electrical Engineering Technology (Industrial Controls) program, four from the Industrial instrumentation Mechanic program, and seven from the Welding Engineering Technology program.

Out of these 19 students, 10 have been selected to go to Calgary for second interviews. Schlumberger is the world’s leading supplier of technology, project management, and information solutions to the oil and gas industry.

Winners of the 2006 Awards of Excellence

Each year, CNA recognizes the contribution and dedication of its employees with an internal group of excellence awards in the categories of Staff, Program, Student, Teaching, and Leadership.

This year Marjorie Ivany, Administrative Officer at Clarenville campus, wins an iceberg plaque, \$500 cash and \$1,000 towards Professional Development (PD), for Staff Excellence. Marjorie has been with the college for more that 30 years, delivering what Campus Administrator Brenda Reid describes as “extreme dedication.”

“Dedicated, committed, thorough, and accurate can be used to describe Marjorie,” says Reid. “She is definitely a role model for other employees and a pillar of our administrative office.”

Dulcie Drodge, Business instructor, Clarenville campus, wins an iceberg plaque, \$500 cash and \$1,000 towards PD for Teaching Excellence.

continued on page 5

New look for vehicle fleet

The college has undertaken the initiative of garnishing our vehicle fleet with a unique and hip graphics package. In an attempt to increase our presence provincially, we have begun the process of adorning the fleet with a flashy new design that will catch the attention of drivers and pedestrians alike and reinforcing that *We're So Much More!*

The Marketing and Communications department has relied on the experience and expertise of our new graphic designer Barrie Noble and our webmaster Chris Yeo in creating and implementing design for the vehicles that will leave a positive lasting impression on anyone that views them.



CNA applied research profiled in publication

CNA has been profiled in the December 2005 issue of the International Energy Agency (IEA) Ocean Energy Systems newsletter.

Writer Gouri Bhuyan states:

"Since November 2003, faculty at Burin Campus of College of the North Atlantic, Newfoundland, Canada have been involved in a research project aimed at developing a wave-powered pumping system. The project is a partnership between the College, the Atlantic Canada Opportunities Agency (Atlantic Innovation Fund), and the Harbour Authority of Lord's Cove. The prototype pumping system has been designed to capture energy from ocean swells and use it to pump enough water to shore to supply a small land-based aquaculture facility. The pump consists of a semi-submersible rig similar to, but much smaller than, familiar oil production platforms. The center tower contains a float and pump cylinder. In use, the system is submerged so

that the top of the tower just breaks the water surface. Dockside trials have been started on the prototype pump."

"If I may put this in proper perspective," says Mohammad Iqbal, Chair of Applied Research at CNA, "this is very distinctive coverage and highlights the fact that we, in

"...Home-grown research projects in rural Newfoundland can command world-wide interest and respect."

Canada, are one of the world-class research groups in the ocean energy sector."

According to their website, Ocean Energy Systems' mission is to enhance international collaboration to make ocean energy technologies a significant energy option in the mid-term future. Through the promotion of research, development, demonstration and information exchange and dissemina-

tion, the objective is to lead to the deployment and commercialization of Ocean Energy Technologies. Current priorities are ocean waves and marine current systems.

This is something of note, says Mike Graham, Burin's campus administrator.

"This newsletter showcases cutting edge renewable energy research from around the world. That puts us in good company," he points out.

"It's nice to know that home-grown research projects in rural Newfoundland can command

world-wide interest and respect. It feels good personally of course, but it also places the capabilities of the college and the province in the forefront of ocean energy research."

Says Iqbal: "We can genuinely take pride in our achievement at CNA and celebrate our successes."

To view the entire piece, visit: <http://www.iea-oceans.org/newsletters/news5.pdf>.

Congratulations!

Congratulations to **John Oates**, Campus Administrator for the ETC, on his recent election to two positions with Skills Canada. This past October, John was re-elected to another two-year term as president of the provincial Board of Directors for Skills Canada (Newfoundland and Labrador). In November,

John added the position of Secretary, National Board of Directors for Skills Canada to his mantle. As secretary, John will be a member of the Executive Committee of the National Board for a two-year term.

Congratulations go out to **Danny Wong**, Director of China Projects. He has been

granted the prestigious title of Co-Founder of Jilin University-Lambton College in China. The designation is presented to Wong by the institution's president Mr. Shujia Li for his contribution in co-founding and contributing to the reputation of one of China's premier educational institutions.

From the rock to the globe

Tim Barnes has taken his talents from the island of Newfoundland to the international arena. The College of the North Atlantic (CNA) IT graduate is leading an Enterprise Integration Team for the Calgary company Devon Canada and has recently been asked to represent the company at the Annual Global Integration Summit in Boston in May, hosted by the Integration Consortium (IC).

IC is a non-profit, industry leading body responsible for influencing the direction of the integration industry. The association

He came back home to the island and invested his energy into CNA's Programmer Analyst (Business) Co-op program...

establishes standards, guidelines, best practices and research for measurable business benefits. According to the IC website, integration is "...the successful communication between data, applications, processes, people and enterprises."

Barnes has been a member of the global association for two years, and in the last year has become active in an industry leadership capacity representing himself, his employer Devon Canada, and the Integration Consortium, by speaking at events and sharing his deep knowledge of enterprise integration.

Recently, Barnes assumed the role of co-chair for the Alberta Chapter of the Integration Consortium and as an integration educator, builds and conducts integration solution tutorials.

This success story begins in Bay D'Espoir, Newfoundland and Labrador. Barnes left his home town after high school in 1988 to work in construction in Toronto. By 1991, he decided the seasonal work wasn't what he wanted – the sedentary winters just weren't his style. He came back home to the island and invested his energy into CNA's Programmer Analyst (Business) Co-op program (then known as Computer Studies Management Information Systems).

"It was a challenging program... the mix of technology and business courses gave me a good balance," says Barnes. "The instructors were great!"

"It wasn't until my second co-op term that I decided I would stay in the [three-year]

program," he reveals. "I did not think I would like an office job as I was really a blue collar guy... still feel that way today."

He says the co-op aspect of the program really appealed to his hard-working side. Experience in the field before he finished the program was invaluable, and it helped him find work.

He was an independent consultant under his own company Hard-Line Inc., and worked all across Canada.

"I was a bit of a road warrior – flying out

on Monday and back home on Friday," shares Barnes.

"It's a great life when you are young, but it is hard on the body and you don't really have a personal life."

He joined the Devon Canada team in 2005 and was asked to present at the Canadian Chief Information Officers (CIO) summit in Calgary in April. Barnes also submitted a paper for the Global Integration Summit whitepaper competition which was chosen as one of the top eight out of 50 submissions from technology professionals around the world. This led to the international opportunity to present at the Integration Summit.

In his presentation biography we learn a little more about Barnes – something he is too modest to reveal: he has successfully managed project profiles in excess of \$20 million and has lead more than 90 programmers through intense custom development projects. He has managed the technical implementation of PeopleSoft and has developed enterprise solutions that have been deployed to more than 5,000 users. Barnes has developed and executed strategies to turn around troubled projects,

and has often been called upon to solve complex problems.

Laura Forbes, Leader of Data Application Services at Devon Canada, says Barnes has brought a great deal to the company.

"He is very enthusiastic and knowledgeable in what he's brought to the table," says Forbes.

"And he's helped develop best practices for us."

Barnes is a member of the Project Management Institute, the Integration Consortium, and the Canadian Information Processing Society.

"He is driven by challenges and the desire to increase value from information technology by removing inefficiencies and streamlining processes," says Michael Kuhbock, Chairman of the Integration Consortium.

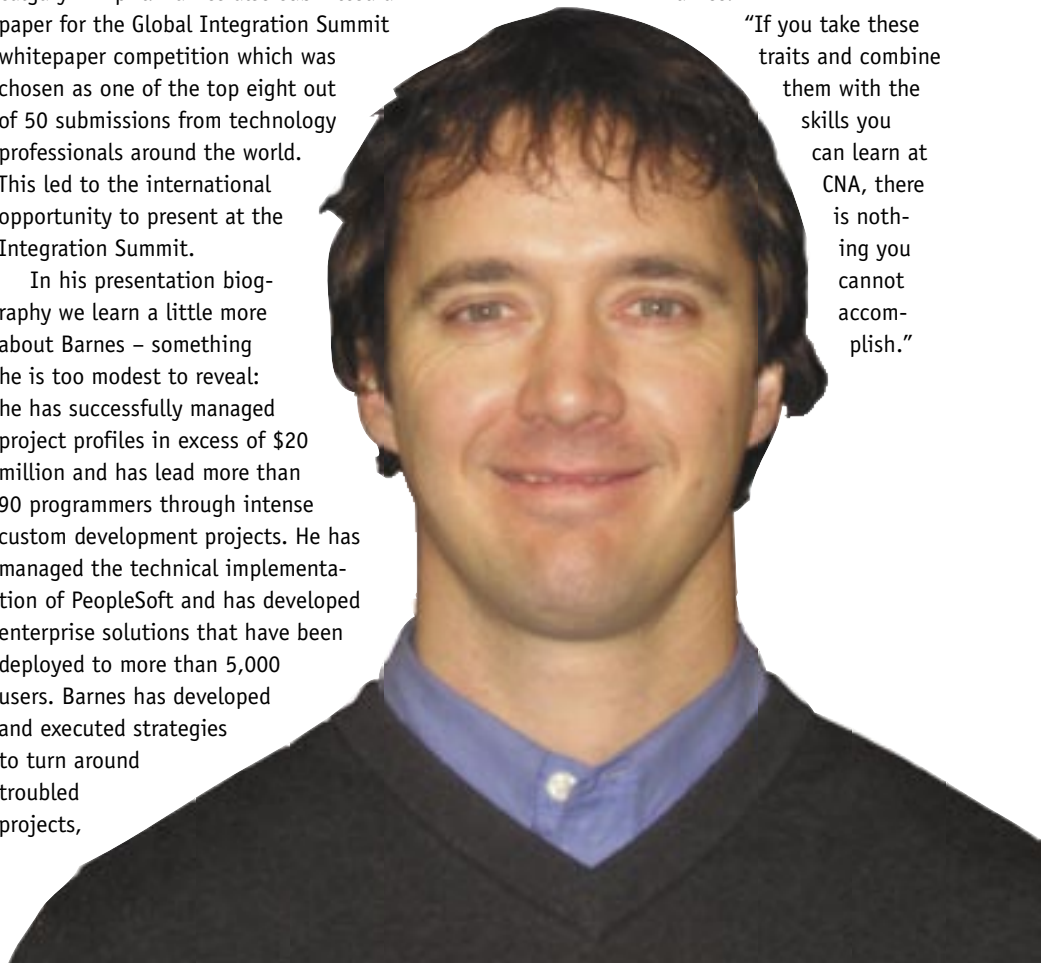
"Tim's passion and deep experience in leveraging technology to build business value is what makes him a real leader in our industry."

What does he say about his education in Newfoundland and Labrador? He says he's fortunate, as are all people of this province.

"Growing up in Newfoundland gives you three key traits: great people skills, unmatched work ethic, and determination," says

Barnes.

"If you take these traits and combine them with the skills you can learn at CNA, there is nothing you cannot accomplish."



Appointments

Accounting Manager, Headquarters

George Lee has been employed with the college since 1994 and has worked in a variety of accounting-related positions. He was Fixed Assets Clerk, Storekeeper, Payroll Clerk, Accountant, and most recently Organizational Budget Analyst. He has also helped in the Cashier and Accounts Payable functions. He played a key role in the setup of Payroll in the merger of the five college systems and has worked closely with the Director of Administration on several special projects. As well, he has been working as the Project Accountant for the Qatar Project since its beginning. George is from the Stephenville area and holds a Diploma in Business Administration (Financial Accounting) and a Certificate of Vocational Education (Clerk Accounting) from the college. He also has certificates in the Canadian Payroll Management Courses for Levels I, II, and III and has his Payroll Supervisor Certification. George has been an active volunteer at the college as an executive member of the local Staff Social Club, holding the Presidency for many years and has served as a Shop Steward. In the community, he has been involved with Scouts Canada and the Stephenville Citizens' Crime Prevention Committee.

Policy, Planning and Research Analyst, Headquarters

Tanya Lopez has replaced Ian Pye as the Policy, Planning and Research Analyst in the Office of Institutional Research and Planning

while Ian is working at CNA-Qatar. Tanya has completed an MA in Sociology at Memorial University and has a strong background in both qualitative and quantitative research, as well as discourse analysis. This is Tanya's first appointment to the college and previous to accepting this position she worked as an academic researcher with several national projects, mainly studying youth and tobacco, as well as the effect of environment changes on the health of rural Newfoundlanders. She has extensive experience in designing and analyzing surveys, as well as data from interviews and focus groups. Since moving to Stephenville, Tanya has become involved in the Bay St. George Literacy Council as a general member and tutor.

PeopleSoft Functional Specialist, Headquarters

Lilly Squires has been employed with the college since 1987 and has worked in accounting-related positions at the former Labrador College in Happy Valley-Goose Bay, Central Newfoundland Regional College in Grand Falls-Windsor, Eastern College in Clarenville and College of the North Atlantic in Stephenville, where she has held the position of Accounting Manager since 1997. Lilly also has extensive work experience with various federal government departments in St. John's. She holds certificates in both Business Administration and Public Administration from Memorial University. During the PeopleSoft implementation process, Lilly worked closely with the Financial Team Lead to bring the project to fruition and has continued to support the PeopleSoft work environment. She will now

assume responsibility for the finance functional aspects of PeopleSoft.

Campus Administrator, Carbonear

Gary Myrden has been appointed Campus Administrator for Carbonear campus. Gary joined the college team in 1990 as an Instructional Coordinator with agricultural programs at Carbonear. Since that time he has held such positions as training consultant at Prince Philip Drive, Business Development Officer at the Engineering Technology Centre and, most recently, Business Development Coordinator with Contract Training and Continuing Education. Gary's past responsibilities have included supervising the business development activities for campuses in the Eastern and Labrador regions, developing regional development strategies and facilitating campus strategic planning sessions for Contract Training and Continuing Education. He holds a Bachelor of Science Degree from McGill University, a diploma in Agricultural Science from Nova Scotia Agricultural College and an Adult Education certificate from St. Francis Xavier University. Gary has served on the college's Academic Council and has been involved with activities of the Atlantic Provinces Community Colleges Consortium (APCCC). He has achieved designations as a Professional Agrologist (PAg.), Certified Program Planner (CPP) and Certified Trainer: Achieve Global Leadership Skills program. His volunteer activities have included such roles as treasurer for the Newfoundland and Labrador Institute of Agrologists. He is currently pursuing his Masters of Educational Leadership through Memorial University.

Winners of the 2006 Awards of Excellence

...continued from page 2

Campus Administrator Brenda Reid says Dulcie "...not only provides a quality educational environment for her students, but also mentors new faculty, provides resources for her colleagues, and willingly participates in all college and campus development activities."

Michael Graham, Campus Administrator at Burin campus, is the winner of the Leadership Excellence award. He wins an iceberg plaque, \$500 cash and \$1,000 towards PD. In the nomination package put forth for Dr. Graham, a variety of coworkers, association peers, students and staff all tout his "progressive style" in running Burin campus and his dedication to the college, the campus, and the community

at large, not to mention his key role in the development and growth of the information technology and aquaculture sectors in that region.

Student Chan Wiseman, Clarenville, wins an iceberg plaque and \$500 cash for Student Excellence. Chan is the president of Advancing Canadian Entrepreneurship (ACE) Clarenville and represents his Business Administration class on Student Council. Under his leadership, ACE Clarenville has been invited to a Students in Free Enterprise business case competition in North Carolina – the only international team and the only two-year college team asked to compete. Described by Business Marketing instructor Paul Tilley as an engaged,

focused and determined young man for whom "excellence is a habit."

The Craft Council of Newfoundland and Labrador describes CNA's Textile Program at the Anna Templeton Centre in St. John's, as "...the third pillar in the supporting structure for the provincial craft industry." It provides a stepping stone into degree programs such as fine art, textiles, fashion, and costume design and art education and its instructors work as a team to ensure that graduates are creative, have high standards, and a strong work ethic. The program wins the award for Program Excellence, and receives an iceberg award and a \$1,500 grant for program specific purchases.



Project ICE update

The college is continuing to make steady progress towards the complete implementation of PeopleSoft.

Improvements continue in communications, most especially between the project team and managerial and administrative staff throughout the college, and work begins shortly to deploy system components to faculty and students. Campus administrators, deans, and chairs are taking advantage of a regular project forum to air their requirements and observations about the project. Three virtual roundtables occurred with front-line administrative staff, whereby project staff obtained valuable input on how to continue to work towards a successful implementation. Meeting notes on these roundtables were made available online to administrative staff.

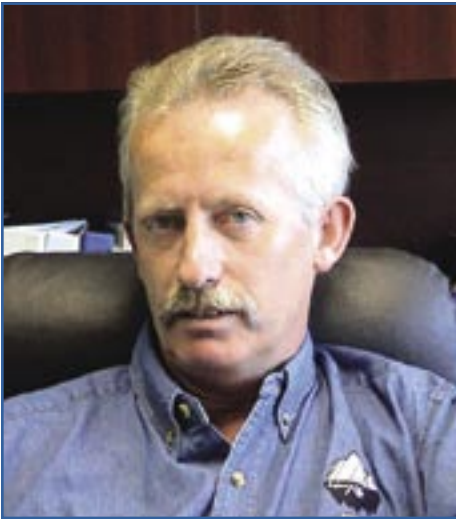
A number of consistent messages were heard during these consultations, especially

assistance of managerial and front-line staff, data accuracy in the system has increased significantly.

Refinements to the implementation continue to be made every day by functional and technical staff and these improvements are beginning to pay dividends. It is anticipated that once the current implementation settles, consideration will be given to new development, whereby PeopleSoft functionality purchased (but not currently deployed) will be deployed in order to improve service to students. Discussions are also underway around a strategy that will see the college get ready for Oracle's Fusion strategy once it is available in 2008.

"It is widely recognized in higher education that projects of this complexity necessarily take time," says Hann.

"Even with the best staff and the best



Wayne Hann, Project Manager for Project ICE

As a result of these initiatives and with the assistance of managerial and front-line staff, data accuracy in the system has increased significantly.

around access to data by administrative staff, data accuracy, and the need for additional training. As a result of these consultations, managerial staff have been granted read only access to key performance indicators such as enrollment and wait list statistics. Efforts are also under way to provide read-only access to academic data to academic groups such as instructional coordinators and guidance counsellors. New training will soon be made available to front-line administrative staff. As a result of these initiatives and with the

product, these projects inevitably take time to settle in institutions."

Notwithstanding the progress made, the college will undertake a strategy that will identify any additional mechanisms that would need to be put in place to ensure that the college reaches its goals with PeopleSoft.

"The college has made a significant investment in PeopleSoft and we need to protect that investment by ensuring that all efforts are focused towards strategies that ensure success," Hann says.

PeopleSoft®

Gander goes Olympic

During Winter Carnival at Gander campus, students built a snow sculpture in recognition of Canada's gold medal at the winter Olympics. They entered it in the Town of Gander's sculpture contest and won first place! This project was coordinated by instructor Ken Slaney and the students involved were Joe Gourd (First Year Engineering Technology student), Lorne Keating (Adult Basic Education student) and Malcolm Rutherford (Aircraft Maintenance Engineering student).



From left, Ken Slaney, Malcolm Rutherford, Lorne Keating, Rod Anstey (town councillor), and Joe Gourd. The prize was \$50 in pizza from Greco.....YUM!



Joe Gourd and the winning rock.

Corner Brook launches alumni association chapter

Graduates, staff and students of Corner Brook campus, College of the North Atlantic (CNA), gathered at the campus on Tuesday evening to mark the launch of a local chapter of the college's Alumni Association.

CNA has always maintained ties with many of its graduates; the establishment of the association will extend this contact to many more, initiating a number of activities and services throughout the province.

"We now have an alumni association that can provide you with a wide range of services and benefits, such as a free subscription to our alumni e-newsletter, support for class reunions and alumni chapter activities, career development, continuing education opportunities and more," said Laura Edwards, Manager of Alumni and College Advancement.

The association will also provide opportunities for alumni to support current students of



Graduates, staff and students of Corner Brook campus gathered on Tuesday to celebrate the launch of a new chapter of the CNA Alumni Association. From left: Laura Edwards, Manager, Alumni & College Advancement; Student Services Coordinator Marian Burnett; Judie Gushue, graduate and former instructor and administrator; Coordinator of Applied Arts and Access Programs Wayne Eastman; Elizabeth Chaulk, Campus Administrator; Bernard Cumby, graduate; Selma Pike, Board of Governors; Brent Howell, Campus Administrator; Todd Chaulk, graduate and former staff member; Carol Jones, retired instructor; instructor and graduate Larry Renouf; graduate Tina Randall; graduate Bary Grant; Corinne Dunne, Vice-President, Development and College Advancement; Coordinator of Business and Information Technology Programs and graduate Terry Hutchings.

the college through guest lectures, work term placements and mentorships, she suggested.

"We are proud of the success of our alumni, and their example allows current students to see how training at College of the North Atlantic can contribute greatly to their career success as well," said Edwards.

Graduates of CNA, current students and current and retired staff and faculty are all eligible to join the College of the North Atlantic Alumni Association. The alumni website may be viewed at: <http://www.cna.nl.ca/alumni/>.

An update from the desert campus...

By Jennifer Sheppard, Manager of Marketing and Public Relations

Since our inauguration celebrations in December, things at CNA-Q haven't slowed down. We have participated in the Qatar Petroleum Career Fair and are currently planning one of our own. It will showcase our programs and our new state-of-the-art campus. Seeing as this is the first time we have opened our doors to the public, we are anticipating a great turnout from the Qatar community.

February saw our very first Connecting Nations at Qatar (CNA-Q) global village. This week-long celebration turned part of our campus into villages representing Qatar, Canada and the countries of our students. Each night saw different forms of entertainment from around the world including bands, dance troupes and magicians. There were camel rides, henna painting and photo booths available for all to enjoy! We even had Tim Horton's coffee on hand thanks to the folks at the

Qatar Office, Prince Philip Drive campus! We introduced our very first mascot, Mahmoose, at the festival and he was a big hit. Standing over seven feet tall and wearing the traditional Arabic thobe and gutra, he was loved by young and old alike.

The end of the festival saw the inaugural Desert Cup Hockey Tournament, with teams from CNA-Q battling two teams from the Qatar International Ice Hockey League (QIHL) for Doha hockey supremacy. In the end, the QIHL Dominators reigned supreme. Next year we'll bring the cup home!

These events received recognition from both Her Highness and Sheikh Abdullah's offices. And the money raised: 31,321QR, was donated to the Qatar National Cancer Society. We also were able to make a donation to the Qatar Minor Hockey League with the assistance of CNA. Thanks to Stephen Lee, Manager of Marketing and Communications at CNA, who

donated a Hockey Day in Canada jersey autographed by Don Cherry and Ron Maclean that was raffled off. The final tally was 10,037QR for minor hockey in Doha.

The winter term is also the time of year when CNA-Q hits the road. It is exhibition/education fair time and we are quite involved in a variety of activities. We also plan to exhibit at: TESOL Arabia, Dubai; COMIT 2005, Doha; GETEX, Dubai; Security Exhibition and Workshop, Kuwait; CETME, Bahrain; Milipol, Doha; ACCC, Canada; Ta'aleem 2006, Doha; and Enjizat Qatar, Doha. All of these events will occur between March and June. We sponsored the Terry Fox Run again this year and plan to also sponsor TESOL Qatar and the Canadian Ball over the coming months.

As you can see, we are getting established and continuing to keep active. There is never a dull moment here in Doha, and that's how we like it!

Using FootPrints to submit campus IT support issues

Submitting an Issue

If you have an issue for consideration by campus IT staff, follow the steps below to submit the issue:

1. Load Internet Explorer and connect to <http://fp.cna.nl.ca> ('fp' for FootPrints)
2. Enter your email username and password. It's the same username as you use for Microsoft Outlook. Enter the username only WITHOUT the '@cna.nl.ca' part. The username is of the form 'first name.last name'. The password is the same password as you use for Outlook email.
3. Select 'Campus IT Support' from the 'Select a Project to log into' dropdown list
4. Click 'Submit Request' icon.
5. Fill out the fields on the screen one at a time. Any screenshots, attachments, etc., can be added via the 'Attachments' part of the form.
6. When complete, click 'Go'.

Your issue will then be sent to the appropriate individual for resolution. Notifications will be sent via email to you and to the person assigned the task. Email notifications will be sent through each stage of the issue resolution. Any correspondence on the issue can be accessed by viewing the status of the issue.

View Status of an Issue

To view the status of any request, follow the steps below:

1. Log in as outlined above.
2. Click on 'View My Requests'. Any outstanding requests that you have submitted can be viewed via this mechanism.
3. Click on the issue in question. All current details on the issue will be displayed.

Updating an Issue

You will receive notification when your issue has been assigned to an agent. Questions and follow-ups will be sent to you via email. When you reply to queries via email, these replies will become part of the status of the issue and can be viewed as indicated above.

Do you have a college story to tell? Do you know a student, faculty, or staff member that should be recognized for their achievements? **CURRENTS** is looking for a few good stories about our public college and the people who make it a success. Send us your photos, announcements, and alumni updates. If you have any ideas, suggestions, or criticisms, please drop us a line. Please let us know how we can make **CURRENTS** a better newsletter for you.

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