

NEWS AND VIEWS FROM COLLEGE OF THE NORTH ATLANTIC

CURRENTS

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Linda White, Dean of the School of Business and Information Technology at College of the North Atlantic, was awarded the Award of Excellence for Leadership.

Dean Linda White retires, receives award

Congratulations to Linda White, former Dean of the School of Business and Information Technology at College of the North Atlantic (CNA), who retired in August after serving 29 years in the vocational/technical college system in this province.

"It has been a wonderful career," says White. "All of the positions I've had have been interesting as well as challenging. The people of this institution make it a marvellous place to work."

This comes after White recently received the CNA Leadership Excellence Award, a recognition given each year to a CNA employee who makes an outstanding contribution, playing a leadership role in their college and community.

"Being selected for the Leadership Excellence Award is like 'icing on the cake,'" says White. "I leave with a great sense of satisfaction that I have had the opportunity to contribute to the growth and progress of our college. Furthermore, the fact that my efforts were recognized through this award is a priceless gift."

Nomination criteria for the award include

the impact an employee has made on the community, and his or her community involvement, ability to work in teams, creativity, dynamism, and sustained leadership.

White, originally from Point Leamington, began her career teaching in a stenography program in Baie Verte in 1976. From there she went on to teach various business programs at a number of campuses in the province including Baie Verte, Springdale, and Gander.

Several years later, she went into management as Supervisor of Instruction at what was then known as the Central Newfoundland Regional College in Lewisporte. In 1996, the college in Lewisporte closed and White moved to Happy Valley-Goose Bay to begin working as an industrial training officer.

In 1997, White landed a job as Associate District Administrator at Grand Falls-Windsor campus where she was responsible for the province's entire cluster of business programs.

In 2001, she was designated Chair of the School of Applied Arts and Business. Later that year she was relocated to Headquarters in Stephenville where she was named Dean of the School of Business and Information

Technology, the title she held until her retirement.

White has been involved with the Association of College Business Schools and Programs (ACBPS) since CNA became a member in 2003, and has provided leadership for the accreditation of the Business Administration, Business Management, and Office Administration programs which are currently in the self-study phase of accreditation at four CNA campuses.

Over the course of her career, White has had the opportunity to travel to various places. Aside from travelling throughout the country, she has visited India for an exchange with another institution, as well as Qatar for business regarding CNA's campus there.

With knowledge of dozens of other institutions in both Canada and around the world, White says that she is convinced that CNA is top-notch.

"In all of my travels, I have always come away with the assurance that our college is second-to-none."

ACE director visits CNA



James Dyke, Campus Development Director at ACE, visited with College of the North Atlantic.

College of the North Atlantic's (CNA) headquarters was recently visited by a representative of the national office of Advancing Canadian Entrepreneurship (ACE).

James Dyke, Atlantic Canadian Campus Development Director, wants to entice the college to become more involved with the national entrepreneurial association.

"We'd like to drum up even more interest at CNA," says Dyke. "We want to encourage students and faculty to get involved."

ACE is a national, not-for-profit organization that motivates teams of university and college students to develop and execute entrepreneurial initiatives. There are approximately 50 dedicated teams across the country, six of which come from Newfoundland and Labrador alone. Five of those six teams are from College of the North Atlantic – ACE Cabot (Prince Philip Drive campus), ACE Clarenville, ACE Grand Falls-Windsor, ACE Corner Brook, and ACE Stephenville. The remaining team is from Memorial University of Newfoundland (MUN).

Newfoundland has the most ACE Teams per capita, says Dyke. The oldest team in the province is MUN – it's about 12 years old, and ACE Cabot has been in existence since the mid 90s.

In early March, ACE held its first regional

competition – in Moncton, New Brunswick, featuring categories such as the Micro-business competition, the Fair Enterprise competition, and the Students In Free Enterprise (SIFE) competition.

Three Newfoundland ACE Teams from CNA – Cabot, Clarenville and Corner Brook – attended the event, with ACE Cabot advancing to the finals in both the Micro-Business and Fair Enterprise categories.

Students from the ACE Clarenville campus travelled to Toronto in May for the 2005 Advancing Canadian Entrepreneurship (ACE) National Exposition. Thirty-five universities and colleges were represented in the event for a total of 500 students, business leaders, special guests, and recruiters. While the team was not selected to proceed to the second round, the students were proud of what they had accomplished.

Megan Tucker, president of ACE Cabot, says the experience is not only educational, but inspirational.

"ACE is all about teaching the benefits of entrepreneurship. It is beneficial to anyone who takes part in any event, whether as a volunteer or as a participant," said Tucker.

Tucker, along with Steve Thorne, president of ACE Corner Brook, recently travelled to CNA's Qatar campus to deliver a presentation.

"It takes a special kind of student to get motivated, but there needs to be faculty and student leaders who are supported by the administration of each institution."

According to their website, ACE recognizes that students have a desire to learn beyond the classroom environment, to teach others what they have learned, and to impact their community and country in a powerful way.

ACE participants have the opportunity to attain excellence through their actions and teamwork, and in turn showcase their achievements in competition against other Canadian universities and colleges for the opportunity to become national champions.

The end result? A group of confident, entrepreneurial and community minded youth, poised to make a difference on the Canadian business landscape and create a brighter future for Canada.

Dyke continues on to other post-secondary institutions in Nova Scotia, Ottawa, Kingston,



Megan Tucker, President of ACE Cabot, gave a presentation to the international campus in Qatar on the benefits of the association to students.

and Toronto to encourage the growth of more ACE Teams. He hopes that support from the top will trickle down to faculty, then to students.

"It takes a special kind of student to get motivated, but there needs to be faculty and student leaders who are supported by the administration of each institution," says Dyke.

"At ACE we believe that successful businesses are those that positively impact the broader community by improving the quality of life and the standard of living for all. And these students are the future of business and ambassadors for their institutions."

Professional Development: Library Services staff assist in developing learning college



Library Services staff attended professional development sessions at Bay St. George campus in June. Session facilitator John King, back left, chair of distributed learning, challenged participants to a web search. Winners of the challenge - Karen Pottle, and Lenora Furey, both front left, received a Distributed Learning Services t-shirt.

College of the North Atlantic (CNA) Library Services staff attended professional development sessions this past June at the college's Bay St. George campus in Stephenville. Twenty-two librarians and library technicians participated in sessions with topics ranging from Distributed Learning Services to the enhancement of new student orientation.

Sheldon Brown, CNA professional development co-ordinator, facilitated a session on the role that library services will play in establishing a learning college - an initiative that came out of the Atlantic Colleges' Development Institute when CNA staff attended this past April.

Barb King, library technician at Bay St. George campus, made a presentation based on her findings from the workshop on Instruction in Library Use, a conference she attended in Guelph, Ontario this past spring. Andy Spilioe, from the non-profit group Online Computer Library Centre, presented a session on services provided by the centre. A key outcome of this session was the possibility of using the centre's services to digitize the libraries' archives collection. Participants also explored the possibility of developing an e-books collection for the college's trades programs.

In addition to the sessions, par-

ticipants approved a revised Collection Development policy as well as a revised Circulation Development policy. Both policies were revised to meet the needs of new programs and advanced technologies.

While at the conference, the group also had the opportunity to tour the historic Our Lady of Mercy Church and Museum Complex, hike the Gravels Trail, and enjoy a traditional meal of baked beans, touts and fish cakes.

College receives IT equipment donation

Sun Microsystems and Aliant have made a substantial donation of information technology equipment to the college after a series of server upgrades and consolidation at Aliant in August.

The equipment, worth an estimated half-million dollars, was given to eight colleges and universities across Atlantic Canada. CNA will use the equipment it received to deliver academic programs and conduct research that is separate from other funded research.

"We are delighted to accept this generous donation of SUN servers from Aliant Inc.," says Glenn Payne, a research coordinator at CNA. "These servers are currently deployed in our research operations at the Geospatial Research Facility for Terrestrial Ecosystems at Corner Brook campus."

Over 65 servers were donated amongst the schools, which

included Nova Scotia Community College, Université de Moncton, Acadia, University of New Brunswick - Saint John, Mount Allison University, University of New Brunswick, and Cape Breton University, in addition to CNA.

"Atlantic Canada's continued success depends on investments in our colleges and universities. They are producing our next generation of thought leaders," said Gary Lund, Chief Technology Officer at Aliant. "Our company relies on research to bring new products and services to our customers - we're proud to support research in our own backyard."

College awarded for Access for Success

College of the North Atlantic is one of only three post-secondary institutions in North America to receive the Noel-Levitz Retention Excellence Award for 2005. Brian Tobin, VP Academic and Student Services, and Shirley Woodward, Manager, Student Recruitment/Enrollment went to Washington, D.C. in July to accept the award for the Access for Success initiative.

"We are delighted to receive this recognition from Noel-Levitz," says Tobin. "We knew when we were developing Access for Success that it would be of great benefit to our students and result in greater retention rates. The results from our pilot projects, and this award are an affirmation of that."

Access for Success involves the assessment of students' strengths and needs, the development of personal career plans, and the use of a student success tracking computer program and structured academic advising to ensure students are well suited to their program of choice, even prior to attending the college. The school developed pre-enrollment inventories to identify at-risk students early, as well as a Student Success Tracking System, a Web-enabled software package that tracks and monitors a student's progress from pre-entry to post-graduation. During the program's pilot, the retention rate on one pilot campus improved from 89 percent to 95 percent and from 83 percent to 88 percent at another campus.

CNA is the only Canadian educational institution to receive the Noel-Levitz award this year. The other two recipients are both US universities – Oklahoma State and Utah State.



Tim Culver (Associate Vice-President, Retention Consulting, Noel-Levitz), Glen Howell, Brian Tobin, Shirley Woodward, and Kevin Crockett (President and CEO, Noel-Levitz).

Noel-Levitz (www.noellevitz.com) is a nationally recognized consulting firm specializing in higher education student recruitment and retention. The Retention Excellence Awards Program was established by Noel-Levitz in 1989 to honor outstanding achievements in student retention by colleges and universities throughout the United States and Canada.

Needing to be Second-to-None

guest article By Cluny Way, AET instructor

The Architectural Engineering Technology (AET) program at Ridge Road campus continues to be dynamic and continues to find its niche in industry.

The forerunner of the current AET program produced its first graduates in 1982. For the past 23 years employment statistics and direct comparisons to similar programs throughout North America have been extremely impressive.

Many have been puzzled as to how such a program can flourish within the limited Newfoundland and Labrador market. The fact is that the competencies of AET graduates have proven to extend well beyond their singularly perceived role as a member of an architectural design team. And for this program's graduates, the perception of a limited local market is no longer reality.

Graduates of the AET program have found themselves at home in a number of very diverse workplaces both locally and internationally. These have included the Hibernia design office, structural engineering, mechanical engineering, electrical engineering, and civil engineering design firms, and of course, architectural design firms. Others have

become entrepreneurs offering a wide range of products and services within the design and construction industry. Some have been involved in the technical design aspects of various types of manufacturing and processing plants throughout the world. AET graduates hold positions ranging from CADD operators to project managers with major international developers.

Still this program does not rest on its success. Students recently began partnering with other students at Purdue University in Indianapolis and Gadjah Mada University in Indonesia to work on joint projects. This has allowed the AET program to establish the international culture so important to its graduates' success in the new global economy.

The AET program is also preparing itself to respond to the new demands of the international Kyoto Accord on greenhouse gas emissions, to which Canada is a signatory. Energy efficient building design has always been a major component of the program. The added emphasis now being placed on lowering greenhouse gas emissions, to which buildings contribute approximately 30%, means that the

program expects to add even greater environmental design content in the near future.

More than ever before, AET graduates find themselves working on diverse projects throughout the world. With rapid technological advances, and the new global marketplace, more and more of this work is being done from local business and home offices throughout the province. These new work opportunities, available to graduates of the Architectural Engineering Technology program, will help to ensure future prosperity from our largest urban centres to our smallest outposts.

Key to Newfoundland and Labrador's future will be the continued improvement and growth of programs geared to the new reality. The attitude and substance of being second-to-none will continue to be a key ingredient. After all, whether we like it or not, in the new global economy all sectors of business will eventually seek out, find, and use the best human resources and technology available at the most reasonable cost, regardless of location.

Employee nationally recognized

Bessie Merrigan, Student Success Coordinator at Corner Brook campus, was one of 75 individuals and groups nominated this summer for the 13th Annual Canada Post Literacy Award, and one of 34 honoured with the award on September 1, 2005.

Trish Lake, a colleague who nominated her for this award, says the recognition is well-deserved.

"Bessie has an undying dedication to the cause of increasing literacy in the old and young alike. She is a "trooper" for literacy," says Lake.

"She puts her money where her mouth is and has tried to do something about the literacy problem in our city and province. I nominated her for the Educator Award because I felt that after many years of dedication she deserved some recognition for her efforts and commitment."

Merrigan, a graduate of Memorial University of Newfoundland and Labrador, [BA, BA(ED.), M.ED] has been involved in the promotion of literacy in Newfoundland and Labrador for approximately 30 years. Her involvement began when, as a schoolteacher, she became aware of the low literacy levels of many of her students' parents. In an attempt to try to help, Bessie began teaching adults to read on her own time. Since then she has voluntarily devoted much of her time and energy to promoting literacy on a local, provincial and national level.

Bessie served on the provincial executive of Newfoundland and Labrador Laubach Literacy Council (LLC) for six years, two of these as president. She has been involved with the Humber Literacy Council since 1989 as a tutor and trainer, and served as president of the local council from 1994-1999.

She travelled throughout Newfoundland and Labrador for the last 17 years on weekends and holidays, training tutors in the Laubach Way to Reading program. She has been involved



with LLC's Summer Reading for Fun program for 15 years as a trainer in the three-day provincial training sessions and has been actively involved on the local committee.

Bessie also served on LLC's national board for five years (1994-1999) in various roles, and in June 2003, she returned to the national board as president and has been leading the recent restructuring of the organization.

Books for Babies®

Bessie was the driving force behind the formation of the Books for Babies® program in 1994 and in the expansion of that program to other areas of Newfoundland and Labrador. Books for Babies® is a preschool literacy program whose purpose it is to make parents/caregivers aware of the importance of reading to children from birth. Bessie has chaired the Books for Babies® program, served as a hospital volunteer, and remained as a member of the Advisory committee until 2003. She is now working as a local volunteer with the program.

Bessie served on the Literacy Development Council of Newfoundland and Labrador for two years. She was on the editorial committee of First Time Readers, and Literacy Notepad.

Although her greatest passion is literacy, Bessie has also been involved in many other organizations on a voluntary basis over the past year. She has been a member/executive member of the Long Range Quilters Guild, a member of numerous church organizations and committees, and a member/chair of numerous committees at College of the North Atlantic. In earlier years, she devoted time to the Buchans Minor Hockey Association and the Buchans Figure Skating Association. Her life has been devoted to volunteerism.

Bessie has received several awards in recognition for her work in this area. In June 2005, Laubach Literacy of Canada's board of directors established the Bessie Merrigan Fund for Students. The wording on the certificate reads, "In acknowledgement of, and thanks to Bessie Merrigan for her commitment to Laubach Literacy of Canada as President of the Board of Directors during the transition years 2003-2005, this fund is established as a continuous source for student activities."

She also received the Queen's Golden Jubilee Medal in 2003, The Newfoundland and Labrador Volunteer Medal for Humber West in 2001, and Canada's Literacy Volunteer Award in 1990.

Finalists for the Canada Post Literacy Award come from every region in Canada and are chosen for the incredible courage, determination and compassion, says Canada Post.

"Their stories are compelling, their dedication unparalleled, the results amazing – they are the winners of the 2005 Canada Post Literacy Awards. [These] 34 individuals and groups honoured with this year's awards showcase the importance of literacy skills for all Canadians."

Congratulations Bessie!

New human resources certificate

College of the North Atlantic (CNA) recently announced the signing of a block transfer agreement with the Human Resource Professionals of Newfoundland & Labrador (HRPNL).

The agreement will allow students of CNA's Business Administration program to receive significant credit towards a certificate in Skill Development in Human Resource Management from HRPNL.

To maximize student access, many of the prescribed courses for this

certificate will be available to students at Clarenville campus. A portion of the courses will be offered live at Clarenville campus, while others will be available online through Distributed Learning.

Joe Bouzanne, Business Instructional Co-ordinator at CNA's Grand Falls-Windsor campus, is the President of HRPNL. CNA will work with HRPNL to promote this offering to their members.



New faculty receive orientation

Twenty-three new instructional staff were hired and given an orientation to the college this summer. Orientation facilitators shared information with the diverse cross-section of faculty on how to assist learning in our college's culture, including utilizing specific services such as Access for Success and Distributed Learning. The group also had an opportunity to meet the college Executive.

The session was co-facilitated by Sheldon Brown and Jim Marsden, as well as by guest facilitators Gary Elliott, Susan Fowlow and Maisie Caines.

"The dialogue throughout the week was

lively and provocative," says Brown. "This group adds great value to the college's commitment to deliver high quality instruction."

From left, Hussien Zughaer – Engineering Technology Centre in St. John's (ETC); Jasson Rowbottom – ABE, St. Anthony; Dennis Lilly – Chemistry, Gander; Gary Burgess – Business Management, Grand Falls-Windsor (GFW); Gerry Ryall – First Year Eng. Tech., St. Anthony; Ginger Bennett – Music Industry & Performance, Bay St. George; Roxanne Rowsell – Office Administration, Corner Brook; Rocio Rangel – Arch. Eng. Tech., ETC; Gerard Lahey – Elec. Eng. Tech., ETC; Angela Laing

– Fish and Wildlife Tech., Corner Brook; Carol Morrison – Bus. Admin., Port aux Basques; Denise Avery – Community Studies, Bay St. George; Anna Kiefte – Physics, GFW; Darlene Spracklin-Reid – Civil Eng. Tech., ETC; Deidre Pollard – Sociology, GFW; Tom Eastman – Ind. Instrumentation, Burin; Tony O'Grady – Elec. Eng. Tech., ETC; Jacob Aremu – Petrol. Eng. Tech., ETC; Morgan Austin – Steam Pipe Plumbing Apprentice, Clarenville; Jonathon Walsh – EET, Burin; Steve Heut – Multi Skills, Baie Verte; Terry Highden – Elec. Eng. Tech., ETC; Paul Cole – CAS, GFW.

CNA recognized for research

CNA has been recognized as a formal research institution following approval by the Natural Sciences and Engineering Research Council of Canada (NSERC) in June.

The college will now be eligible to receive appropriate research grants from NSERC, a major funding agency of the federal government. NSERC has traditionally been a university focused research council. With the recent introduction of its College and Community Innovation program, it has been reaching out to eligible colleges as well.

"Technically, we were a teaching-only institution prior to this," says Dr. Mohammad Iqbal, Chair of CNA's Office of Applied Research.

"With the eligibility notification from NSERC, we are now a recognized research institution authorized to do research just as all Canadian universities do."

The announcement came as recognition of

the college's research achievements from the past few years. These achievements include the establishment of the Office of Applied Research just last year, as well as the application for two new provisional patents, a significant accomplishment given that CNA's research is still in the infancy stage.

The office had to go through an extensive application process, including assurance of quality and standards, workforce competency, adequate infrastructure, proper policies and procedures, adherence to research ethics and a commitment to social benefit.

"We have an ambitious plan in light of the approval," says Dr. Iqbal. "We plan to interact with NSERC on a number of avenues, both through the Community and College Innovation program, and through routine collaborative research with universities. We are excited about this and are eager to get started on new projects."

"With the eligibility notification from NSERC, we are now a recognized research institution authorized to do research just as all Canadian universities do."

- Dr. Mohammad Iqbal, Chair of CNA's Office of Applied Research

Libyans study in Bay St. George



Automotive Service Technician students test a truck's electrical system. From left: Tariq Taha, Hussin Swead, Farag Salme, and Fakri Shafy.

Seven students from Libya came to College of the North Atlantic (CNA) in February as part of a skills upgrade program sponsored by their employer, Sirte Oil Company.

The students began their studies at Bay St. George campus' Martin Gallant Building under the supervision of instructors Marty Madore and Greg Cutler, with the intention of completing custom components of the college's Automotive Service Technician and Heavy Equipment Operation programs.

Four students completed the 32-week Automotive Service Technician program in mid-September, while the other three will complete the 36-week Heavy Equipment Operation program in October.

Most of the students have eight to 10 years

experience already, but say their previous training is specialized and very specific.

"Each of us has training in specific systems such as transmission or electrical," says Hussin Swead of the Automotive Service Technician program. "But now we're getting training in all of a vehicle's systems."

The program also gives them exposure to something they've never seen until now: North American vehicles. Up until a year ago, Libya had an embargo on all North American vehicles. The students have only ever worked on cars made by European and Asian manufacturers.

Some of the students brought their families with them. One student's wife even gave birth to a child here in the province.

Abdulset Omar and wife Mabroka Monsor

became the proud parents of a baby boy, Zararia, on March 24.

"It is very exciting to have a son born in this country," says Omar. "We hope that he will eventually obtain dual citizenship."

The students enjoyed their stay in the province and had the opportunity to enjoy Newfoundland's great outdoors.

"We have gone camping, fishing, and hiking," says Fakri Shafy. "It's a very beautiful place."

While they admit they weren't fond of the snow that greeted them in February, they say they've thoroughly enjoyed being in the province.

"We feel like we are at home here," says Farag Salme. "The people are very friendly. I hope to come back to visit someday."

CNA plans to continue this relationship with Sirte Oil in the fall.

"We are hoping to have five more students from Libya travel to Stephenville Crossing campus to do the Heavy Equipment Operation program in September," says Lorne King, Campus Administrator at Bay St. George campus.

CNA offers timely and relevant contract training through a variety of programs on both a national and international level. It serves clients from Argentina, Barbados, Chile, China, Egypt, Gaza/West Bank, India, Jamaica, Jordan, Latvia, Lebanon, Lithuania, Malaysia, Pakistan, Peru, Qatar, Russia, and Tanzania, Thailand, Vietnam, Yemen, and of course, Libya.

Five others will attend Placentia campus to do Heavy Equipment training.

North Atlantic Refining offers scholarships

North Atlantic Refining has donated \$15,000 in scholarship funding to CNA.

The college will award 15 North Atlantic Refining Entrance Scholarships, valued at \$1,000 each, to one first-year student from each of 15 campus regions.

To be eligible, students must have entered CNA directly from high school and be enrolled in the program areas of Business, Engineering Technology, Industrial Trades, or Information Technology. Students in the Environmental Technology program will also be eligible. Prince

Philip Drive, Ridge Road, and Seal Cove campuses will be considered under one region.

The awards, given based on academic achievement and financial need, have been made possible through a donation by North Atlantic Refining Ltd. and are aptly titled the *North Atlantic Refining Entrance Scholarship*.

CNA will begin awarding the scholarships this year.

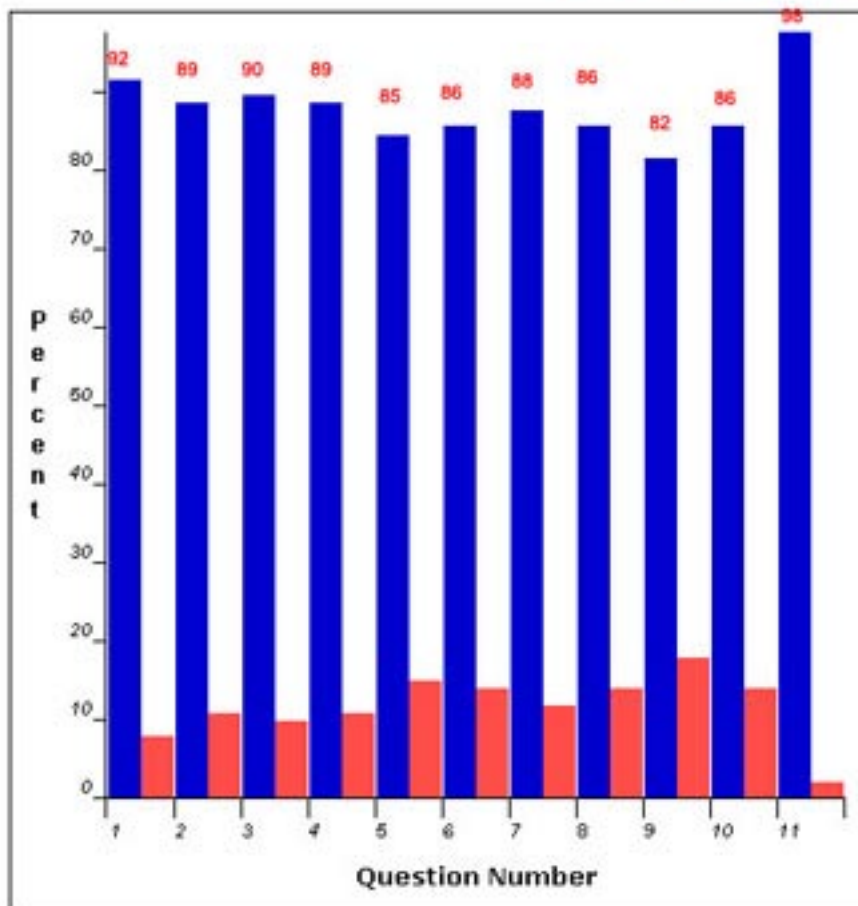
The results are in!

Results from the Winter 2005 Distributed Learning Service (DLS) Satisfaction Survey prove that CNA continues to be an institution that provides education to meet students' needs.

Over 80 percent of the students surveyed said they were satisfied with their DLS program of choice. In addition, there was a 34 percent increase in the number of respondents compared to the winter semester of 2004. The overall results were within the one percent range of last year's results.

The survey is made possible with an online form students can complete and submit anonymously, providing CNA with valuable student feedback on program satisfaction.

Student Satisfaction Survey Overall Response By Semester Winter Semester 2005



■ Agreed or Strongly Agreed (Satisfied)
■ Disagreed or Strongly Disagreed (Dissatisfied)

Question List

1. My course allowed me to interact with my instructor AND with other students.
2. Directions for completing the course were clearly stated.
3. The grading criteria for this course were clear.
4. The topics in the course outline were well-covered by the course materials.
5. There were sufficient practice exercises.
6. The Instructor created an environment conducive to effective learning.
7. The amount of course material was appropriate.
8. The course met my expectations.
9. I would recommend this course to a friend.
10. Overall, I was satisfied with my experience in this Distributed Learning course.
11. I was able to gain access to my course easily.

Results based on 374 responses.

New features of website

Our new re-designed website includes some additional features! Located on the home page, Featured Links allows users to follow the adventures of Kevin Lewis, a second-year Electrical Engineering Technology Power and Control student at Ridge Road campus.

Kevin worked aboard a Canadian Coast Guard icebreaker as part of his first work-term and provided us with weekly updates about his working and living experiences as he travelled across the Arctic Circle, allowing us to follow his progress throughout the summer. We now have a slide show pictorial of his experiences on our website: <http://www.cna.nl.ca/FStudents/test9.asp>

We hope to include more of these personal accounts from our work-term students and interns on our site.

In addition, the college has acquired a new service desk product called *FootPrints* to manage the provision of provincial IT support for provincial services such as PeopleSoft, email, Wide Area Network access, etc. At present it will not be used for campus support services.

This product is to be used to submit, track, and report on all requests for service to the provincial IT group. Details on this product and how it is used are found in the two attachments to this message. The first attachment would be of use to the IT group and functional leaders in the PeopleSoft student, finance, and HR functional areas. The second attachment will be of concern to people who require service of this group or of the provincial IT group.

<http://www.cna.nl.ca/employees/IT/footprints.asp>

<http://www.cna.nl.ca/employees/IT/sharepoint.asp>

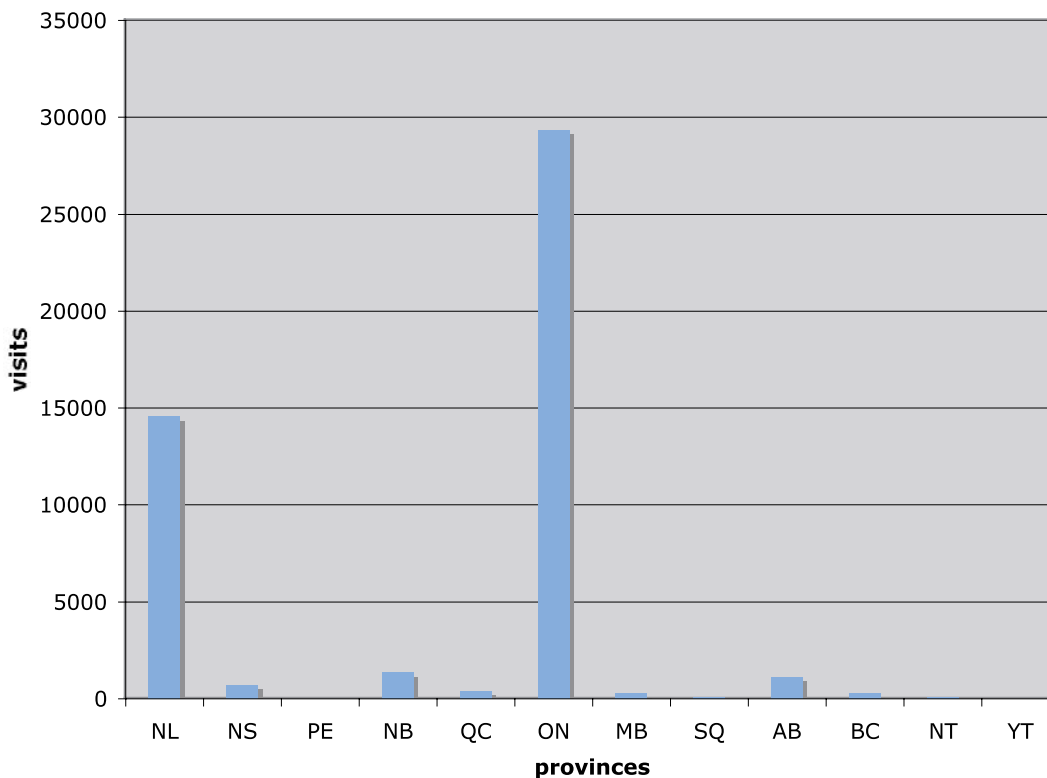
This system was operational as of Monday, August 29. At that time, the Sharepoint PCC Issues Database and the Student Administration Outlook help desk were retired. From that point on, FootPrints has been used for that purpose and all Sharepoint PCC items were migrated to FootPrints.

All requests for service to the provincial IT support group are to be submitted via this mechanism. Information on its use can be found through the FootPrints link above.

SharePoint enables information to be organized and aggregated in one central, web-based application. SharePoint has been used by college employees to facilitate project management on projects such as the PeopleSoft integration and by instructors posting class material for students.

CNA site proves popular with Ontario

CNA Website Visits for August 2005



DeepMetrix LiveStats has been installed by the college to monitor our website traffic. For the month of August visits from Ontario accounted for 60.89% of all visits (by province). To accommodate these visitors we have added an "Out of Province Students" page to the Future Students section of the website. (<http://www.cna.nl.ca/FStudents/outofprovince/default.asp>).

Notable Statistics

The total number of visits during the selected month is 119,658.

The average number of visits during a month was 115,207.

On average, the smallest number of visits occurs on Saturday with 2,466 visits.

The largest number of visits occurs on Tuesday with 6,315 visits.

(A visit refers to a series of requests from a uniquely identified client.)

Project ICE Q&A

There are many positives coming out of our new ERP solution, PeopleSoft, but we are also experiencing some difficulties as people adapt and adjust to the new system. We recently spoke with Project ICE (Integrated College Environment) leader Wayne Hann about the current status of PeopleSoft, the problems and successes, and what we can expect in the future.

Q: What is Project ICE?

A: Project ICE is the college's name for the project that has resulted in the acquisition, development and implementation of the PeopleSoft suite of software products. This suite of products has replaced the legacy SIS, SRB, and HRIS business systems in the college.

Q: How will Project ICE benefit the college and its students?

A: Project ICE will bring significant long-term benefit to the college and its students. It will ultimately improve the quality of service to students and other stakeholders. For example, it will provide for services such as web-based application for admission, registration, course drop and add, and grade reporting. It will also improve service to students by providing the capability for college employees to more effectively serve students.

Q: What is the current status of Project ICE?

A: All core modules in Student, Finance, and HR have been developed and deployed.

Q: What is the next phase of Project ICE?

A: Although the college purchased a significant suite of PeopleSoft products, Deloitte Consulting was recruited to implement only the core functionality. The college intends to deploy many of the non-core PeopleSoft modules over the next couple of years. Plans are now underway to begin the development and deployment of these non-core modules. They include but are not limited to Alumni Contributor Relations, Finance Budgeting, Finance Fixed Assets, Human Resources E-Recruit, HR Time and Labor, etc.

Q: PeopleSoft Corporation was recently purchased by Oracle Corporation. What is the college's view and plan regarding this acquisition?

A: The sale of PeopleSoft to Oracle is complete. Oracle has committed to support particular versions of PeopleSoft until 2013. Oracle is currently developing a best-of-breed product suite that includes best features of PeopleSoft, J. D. Edwards, and Oracle's own products. Oracle is committed to providing PeopleSoft customers with a migration path to this product set. Availability of this product set is targeted for 2008. The college is currently developing a strategy regarding this migration.

Q: What is the current status of staffing regarding Project ICE?

A: Software developers within the college who worked on the legacy business systems (SRB, HRIS, SIS) have been reclassified as business analysts and are part of the Peoplesoft support team. Competitions are currently ongoing for senior business analysts. These senior business analysts will lead the development and deployment of non-core Peoplesoft modules.

Q: The college has deployed EPAY that enables employees to view their pay advice statements on line. Are other web self-services planned?

A: There are a number of other self-service modules planned for the short, medium, and long-term. These web-based self-service components are considered to be important for the college. Although they were not part of the core deployment, they will be deployed as soon as possible. Emphasis will be given to student-based self-service.

Q: I have heard it said that there are problems with PeopleSoft. What is the nature of these problems?

A: ERP deployments are very complex. Replacing all student, finance, and HR systems in the college has been very challenging. Many employees have worked long and hard hours and days over the last year or so to

get this work done. It is widely recognized in the industry that systems of this nature take a while to settle in organizations. Many of the so-called 'problems' are really related to change and communication within the college. Changing core business functionality inevitably results in some uncertainty and new ways of doing things. Stakeholders are sometimes affected by this change. As time progresses, and this change is accepted, business of the college is expected to stabilize. It is anticipated that deployment of Peoplesoft will stabilize significantly by the end of the current 2005-2006 academic year.

Q: People's jobs within the college have changed considerably. Why is that?

A: The underlying premise of the PeopleSoft deployment in the college centered around business process. Organizations who deploy ERP systems like PeopleSoft are strongly encouraged to change business process rather than change delivered ERP functionality. PeopleSoft was delivered with existing functionality in Student, Finance, and HR. This functionality was developed based on input from enterprise PeopleSoft customers in higher-education throughout the world.

Organizations deploying PeopleSoft have a choice of either changing this delivered functionality or changing the organization's business processes to suit this delivered functionality. Industry best practice has shown that it is more cost-effective and efficient to change business process rather than change delivered business functionality. The college has chosen to take this route as well. This has resulted in changes in administrative processes at the college and therefore changes in people's roles within these offices. Every effort is being made to manage this significant change and to redeploy resources that may have been displaced.

Q: I'm using PeopleSoft and I need help. How do I go about getting help?

A: Requests for service can be submitted via the web at <http://fp.cna.nl.ca>. Employees would use their full email address and their email password to access this sys-

2005 Ride for Sight



Members of the Central Motorcycle Riders Group at Ride for Sight in Gander.



The college supported the Ride for Sight this year by providing a CNA bandana to each rider. They were a huge hit!

Labrador West Regatta



College of the North Atlantic took part in the Labrador West Regatta on July 29. The Intermediate Ladies, Team #35 rowed with the boat *Our Dream*, and gave a valiant effort.

ALUMNI UPDATE

Alumni Chapter Handbook

CNA's Alumni Association has recently completed a CNA Alumni Chapter Handbook to help guide the building of a chapter. If you are interested in helping to start an alumni chapter in your area contact us: cna.alumni@cna.nl.ca.

Gander is launching a chapter in November and Burin, Placentia, and Corner Brook campuses will soon launch their chapters.

Visit the alumni website, www.cna.nl.ca/alumni, for more information.

New Scholarships for CNA Students

The Alumni and Advancement Office and Student Services are happy to report several new scholarships for CNA students, including the latest from Crape Geomatics and North Atlantic Refining (story on page 7). We thank our partners for their commitment to students of College of the North Atlantic.

The Crape Geomatics Scholarship is \$2,500 and designed to award a second year geomatics student on the basis of financial need and academic merit.

Crape Geomatics Corporation is located in Alberta and specializes in geomatics systems and solutions. They also provide work-term opportunities for students within the Geomatics Engineering Technology program.

Survey says...

We asked you last spring to fill out our online survey for Currents, to give us feedback on the distribution and content of this internal employee newsletter.

The survey asked some brief questions relating to your knowledge of Currents and the stories and information within.

Approximately 20 percent of CNA employees answered the survey - about 250 people. Thank you! Your thoughts on how to make Currents better are welcome at any time, and appreciated.

The results? Overall, employees have a very positive view of Currents and the vast majority want to continue with the topics and sections usually highlighted in the quarterly newsletter. Some of you would prefer a professionally printed copy... and we're taking that under advisement.

Thank you again, for participating and helping to make your newsletter a better one for all.

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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