



College
of New
Caledonia

CNC

Welcome

Employee Handbook

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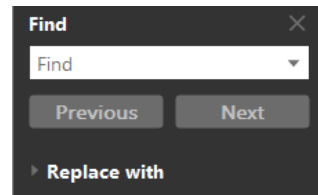
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Note: An electronic copy (PDF) of this document can be found in the Shared 'R' drive, within the *Human Resources Forms* folder, and finally within the *Employee Handbook* subfolder.

Instructions RE: How to Search PDF documents

- Open PDF document
- Press the 'CTRL' and 'F' buttons on your keyboard
- The 'Find' box should load at the top right-hand corner of the screen
- Type the word(s) you are looking for and click the 'Next' button



Welcome

Congratulations and welcome to the College of New Caledonia! We are excited to have you join our team and welcome your fresh perspectives, knowing that we all grow together to reach our individual and collective potential. Please always feel free to ask for help and share ideas. We're here for you!

At the College of New Caledonia (CNC) we care about providing our employees with everything they need to perform their best. One of our tools is this handbook which we have created as a resource for all new employees. The following pages will highlight some important information to get you underway. Once you have started work, we highly recommend you also check out our [internally facing CNC website](#) (for employees) for additional information and resources. Individual departments, schools, or campuses will also provide their specific orientation. Please inquire with your hiring manager as to what this will entail.

With more than 600 employees spread across six campuses, CNC is an excellent place to work. CNC prides itself on being a caring and sharing environment where you will thrive in your new job.

Welcome to the CNC Team!

[Acknowledgement of First Nations Territories & Indigenous Partner Groups:](#)

We acknowledge the graciousness of the First Nations peoples in welcoming those who are seeking knowledge on their traditional unceded territories. CNC has campuses in six communities, serving 22 First Nations communities. CNC is honoured to work with the Aboriginal people in this region, inclusive of the First Nations, Métis, and Inuit peoples.

It is important to acknowledge the participation of other Aboriginal groups whose contribution and commitment to Aboriginal communities also make the Aboriginal Service Plan a success: Carrier Sekani Tribal Council, PG Nechako Aboriginal Employment & Training Association, Métis Nation of BC, Prince George Native Friendship Centre, North Cariboo Family Program, Cariboo Chilcotin Aboriginal Training Centre, Tillicum Friendship Centre, and Aboriginal representatives from the University of Northern British Columbia (UNBC), the School Districts of Nechako-Lakes (91), Prince George (57), and Quesnel (28).

CNC Brief [History:](#)

British Columbia (BC) is a fantastic province to live and work in, and many of BC's diverse and supportive communities offer spectacular sceneries, affordable homes, and extraordinary outdoor recreation opportunities.

Located in the center of the province are our six campuses. Prince George (PG) as our main location and outlying regional campuses in Burns Lake, Fort St. James, Mackenzie, Quesnel, and Vanderhoof. The College of New Caledonia has played an important role in training and educating residents of northern BC and abroad since 1969. The College offers a variety of programs in health sciences, trades and technologies, social services, business, and university studies. Click this [link](#) to access additional historical highlights for our college.

Policies & Procedures for Employees:

CNC provides numerous policies pertaining to governance, education, and administration. These active policies have been approved by Education Council, Executive Committee, or the CNC Board of Governors. All related procedures, forms, guides, or other documents are also available as web links.

Visit our [Policies](#) webpage for up-to-date policies and procedures. Please carefully review all our policies/procedure documents; however, below are a small sample of existing policies/procedures to help guide your work experience and decision making at CNC:

- Standards of Ethical Conduct
- Respectful Workplace
- Hybrid Workplace
- Professional & Career Development for CNC Employees
- Freedom of Information & Protection of Privacy
- Employment of a Relative
- First Aid Attendant Coverage
- Safety
- Acceptable use of CNC Information Technology
- Workplace Accommodation

Note: Employee may access or create personal and confidential information during their employment with CNC. To comply with British Columbia's Freedom of Information and Protection of Privacy Act (FIPPA), employees cannot directly or indirectly disclose any personal and confidential information they have access to, or create, at any time during or after their employment. Employees' obligations to protect personal and confidential information accessed or created at CNC extends beyond the conclusion of their employment at CNC.

If you have any questions, concerns, or need further information review the [Frequently Asked Questions](#) (FAQs), contact policy@cnc.bc.ca, or phone 250 562 2131 local 5848.

Strategic Plan: [lhulh whuts'odutel'eh – Learning Together 2021-2026](#)

In 2020, CNC engaged in an extensive research process to better understand how well the institution was doing, what our community wants from the College in the future, and how the world around us is changing. Hundreds of hours were spent researching, collaborating, and envisioning our future. This work has resulted in CNC's current Strategic Plan entitled lhulh whuts'odutel'eh – Learning Together 2021-2026.

Commitment to Indigenous Education from CNC Strategic Plan:

The College acknowledges that Indigenous student success and meaningful connections with Indigenous communities is integral to all roles at CNC.

Indigenization can only be achieved by working collaboratively with Indigenous communities in the spirit of reconciliation. For these reasons, the CNC Board decided to integrate specific Indigenization objectives across all four of our new strategic goals. In doing so, we made sure the Aboriginal Education Strategy goals informed and aligned with CNC's Strategic Plan.

We will continue to work closely with First Nations and Indigenous partner groups to achieve objectives that will benefit students, communities, and our college community.

Academic Plan: [nus 'uzteleh – We Will Create the Future 2022-2027](#)

The aspiration for this plan is CNC exists to serve students – those who are here now, and those in the years to come – and to work with them to create a better future for all of us in north-central BC. The world has not simply changed, it is going to keep on changing and CNC will need to change too. We must prepare and be ready to work with all our students for whatever comes next.

Strategic Enrolment Management (SEM):

SEM is a CNC institutional priority. This priority enables CNC to develop a Strategic Enrolment Management Culture which is a key objective in Goal #1 of CNC's Strategic Plan.

SEM is a proven systemic, organized approach in determining, reaching, and sustaining optimal enrolments, as focusing on what is best for students during their academic journey is the outcome of all the SEM work at CNC. SEM enables us to set institutional, school, and program enrolment goals supported by recruitment, retention, and student success strategies with relevant, quality academic programming and delivery.

CNC is currently in the process of developing a Strategic Enrolment Plan which will help guide enrolment projections. Check out the [SEM website](#) for regular SEM accomplishments and updates.

Our Vision: *(see page 7 of electronic document)*

Learning together, changing lives, creating futures

- **Ihulh whuts'odutel'eh** (we will learn together),
- **Ihk'enazdulkat** (we change ourselves),
- **nus 'uzteleh** (we will create the future).

Our Mission: *(see page 7 of electronic document)*

Provide access to lifelong learning and to facilitate the achievement of educational and personal goals. We are responsive to the diverse needs of our students, our employees, and the communities in our region. In a dynamic, consultative environment, we deliver quality programs and promote the success of every student.

Our Values: *(see page 7 of electronic document)*

- | | |
|-----------------------|---|
| Respect | <i>We respect and value each individual by being inclusive and embracing the diversity of our learners and college communities.</i> |
| Accountability | <i>We are accountable to each other and to the college community for our actions and for achieving our commitments.</i> |
| Integrity | <i>We act with integrity, fulfilling promises and ensuring open, respectful relationships.</i> |
| Transparency | <i>We conduct ourselves in an open, honest, and transparent manner.</i> |
| Relationships | <i>We work together to advance CNC in its academic mission and in fostering respectful relationships.</i> |

Commitment to Equity, Diversity, Inclusion and Belonging:

Working to improve equity, diversity, inclusion and belonging at CNC is about respect. The Ihulh whuts'odutel'eh - Learning Together Strategic Plan seeks to ensure people of different races, abilities, ages, genders, religion, sexual orientation, and other diverse backgrounds are welcome and included at the college.

Statement of Mutual Respect:

The College of New Caledonia is a partnership of the Operational Staff, the Faculty, the Administration, and the College Board. We recognize that all members of the College community play important roles in the overall success of students at the institution. As members of this community, we respect the needs of others and recognize that we all have jobs to perform, work under pressure, have timelines to meet, and restrictions to endure. We pledge to treat each other with respect, courtesy, and dignity in the conduct of our duties.

Hours of Operation & Locations

Prince George Campus

Below are the regular operating hours, from September-April to some of our departments/schools at the Prince George campus. However, hours may change without notice. For current hours of operation and additional information, click the appropriate departmental link(s).

Most Prince George departments/schools are closed between 12:00 pm – 1:00 pm for lunch and all departments, schools, and regional campuses will be closed on observed statutory holidays. Please refer to the appropriate CNC [academic schedule](#) for a complete list of the statutory holidays.

Aboriginal Resource Centre (ARC)	Monday – Friday	8:00 am – 4:00 pm	Room 1-773
Centre for Teaching & Learning (CTL)	Monday – Friday	8:00 am – 4:00 pm	900 Block
College Store (i.e. Book Store)	Monday – Friday	9:00 am – 4:00 pm	Room 1-715
Facilities Services	Monday - Friday	8:00 am – 4:00 pm	Room 2-922
Financial Services	Monday – Friday	8:00 am – 4:00 pm	Room 3-335
Food Services (i.e. Cafeteria)	Monday – Thursday Friday	8:00 am – 3:00 pm* 8:00 am – 2:00 pm*	Room 1-202
Human Resources (HR)	Monday – Friday	8:00 am – 4:00 pm	Room 3-366
Information Technology Services (IT)	Monday - Friday	8:00 am – 4:00 pm	Room 2-710
International Education (IE)	Monday – Friday	8:00 am – 4:00 pm	Room 1-785
Learning Commons			
<ul style="list-style-type: none"> • Academic Success Centre • Accessibility Services 	Monday – Friday Monday, Wed - Fri Tuesday	8:30 am – 4:00 pm 8:30 am – 4:00 pm 10:00 am – 4:00 pm	Room 1-725 Room 1-753
<ul style="list-style-type: none"> • Library 	Monday – Friday Saturday & Sunday	8:00 am – 8:00 pm* 12:00 pm – 4:00 pm*	Room 2-724
Mailroom	Monday – Friday	8:00 am – 4:00 pm	Room 1-305
Communications Services	Monday – Friday	8:00 am – 4:00 pm	Room 2-380
Office of the Registrar	Monday – Thursday Friday	9:00 am – 4:00 pm 9:30 am – 4:00 pm	Room 1-738
Print Shop	Monday – Friday	8:00 am – 4:00 pm	Room 1-717
Procurement & Ancillary Services	Monday – Friday	8:00 am – 4:00 pm	Room 1-339
Recreation Services	Monday – Friday Saturday & Sunday	8:00 am – 6:00 pm* 10:00 am – 2:00 pm*	Room 1-508
School of Access & Continuing Education (ACE)	Monday - Friday	8:00 am – 4:00 pm	Room 2-360
School of Health Sciences (HS)	Monday – Friday	8:00 am – 4:00 pm	Room 2-360
School of Human Services, UT & Business Studies (HUB)	Monday – Friday	8:00 am – 4:00 pm	Room 2-360
School of Trades & Technologies	Monday – Friday	8:00 pm – 4:00 pm	Room 2-1003
Shipping/Receiving	Monday – Friday	8:00 am – 4:00 pm	Room 1-338

Student Services			
• Academic Advising	Monday, Wed - Fri Tuesday	8:30 am – 4:00 pm 10:00 am – 4:00 pm	Room 1-753
• Financial Aid & Awards	Monday, Wed - Fri Tuesday	8:30 am – 4:00 pm 10:00 am – 4:00 pm	Room 1-753
• Health & Wellness Centre			Room 1-460 (access via the dental wing)
▪ Counselling Services	Monday - Thursday Friday	9:00 am – 4:00 pm** 9:00 am – 12:00 pm**	
▪ Medical Services	Monday - Friday	Appointment(s) only**	

(*) Hours may change during fall/spring semesters and intersession (i.e. extended/reduced hours and/or closures).

(**) Scheduled appointments required.

CNC Campus Maps: click this [link](#) for the appropriate webpage and information.

Regional Campuses [Hours of Operation & Contact Information](#)

Parking

Prince George Campus

P: 1 778 371 0401

P: 1 888 586 5511 (Disputing a ticket)

Pay parking is in effect, at the Prince George campus, 24 hours a day 7 days a week and is operated by Reef Parking (aka Impark). Meters are located in the following buildings/areas:

- Under the stairs through the main entrance off 22nd Ave.
- By the gym and dental/daycare building
- In Canfor Technical Centre main entrance
- Inside the main entrance of the Brink Building
- In the Finning Heavy Duty Mechanical Building's main entrance

All vehicles parked within the Prince George college parking areas must display a valid parking permit, have an e-permit or have registered their license plates with the meters. The only exceptions are vehicles with valid [accessibility permits](#) in designated areas and/or veteran plates.

To purchase a parking permit, you will need your license plate #. You can purchase either by the hour(s), by the day(s), by the week(s), or by the month(s). The meters accept both exact change and credit card. Receipts are optionally printed for your records, but **you are NOT required to put them on your dash.** Parking passes are also available for purchase [online](#) by credit card.

The Prince George parking lots are monitored on a regular basis to ensure compliance. Vehicles that are not registered online or do not display a valid pass or ticket may receive a violation notice. Vehicles with two or more outstanding violation notices will be towed, at the vehicle owner's expense. Please contact Black Sheep Towing directly at 778 349 1111 to schedule a convenient time to pick up your vehicle (4665 Quartz Crescent).

Parking Support: If you are a paid Reef Parking customer, please call 1 877 771 PETE (7383) for free assistance with the following problems:

- Locked your keys in the car
- Tire changed due to a flat
- Dead battery and need a boost



Off-campus parking is also available along 18th and 22nd Avenues at the Prince George campus; however, be aware of municipal parking restrictions. **CNC and Reef Parking are not responsible for vehicles parked off-campus.**

Regional Campuses [Parking Information](#)

Bike storage at the Prince George Campus:

A secured bike storage compound is also available for use at the Prince George campus. The compound is fenced, locked, and monitored; however, the use of this compound is at your own risk. Visit Facilities Services ([Room 2-920](#)), to pay a refundable \$5.00 cash deposit to be issued an access card to the compound.

Employee Safety

Occupational Health & Safety:

CNC is committed to the safety and protection of our workers and other persons present at workplaces from work-related risks to their health, safety, and well-being.

Emergency Evacuation Procedures: Please take time to study the evacuation floor plan maps posted throughout the various college campuses and become familiar with the exits available. Please review the appropriate map(s) to ensure you know where to go in the event of an emergency. Remember to also ask your supervisor and/or department about where your 'designated' muster station is located. Please help anyone who may require assistance exiting the building. In the event of an evacuation **do not** use an elevator, **always** use the stairs.

Roles, Rights & Responsibilities:

When it comes to health and safety, everyone in the workplace has distinct responsibilities. Whether you're an owner, employer, supervisor, prime contractor, or worker, you have a role to play in keeping the workplace safe. As a worker, you have rights to a safe and healthy workplace, which includes the right to refuse unsafe work.

- **Your rights**

- The right to know about hazards in the workplace.
- The right to participate in health and safety activities in the workplace.
- The right to refuse unsafe work.

- **Your responsibilities**

As a worker, you play an important role in making sure you, and your fellow workers, stay healthy and safe on the job. As a worker, you must:

- Be alert to hazards. Report them immediately to your supervisor or employer.
- Follow safe work procedures and act safely in the workplace at all times.
- Use the protective clothing, devices, and equipment provided. Be sure to wear/use them as directed.
- Co-operate with the Joint Health and Safety Committees, worker health and safety representatives, WorkSafeBC prevention officers, and anybody with health and safety duties.
- Get treatment quickly should an injury happen on the job and tell the health care provider that the injury is work-related.
- Follow the treatment advice of health care providers.
- Return to work safely following healthcare provider's advice and the workplace agreement.
- Never work under the influence of alcohol, drugs, or any other substance, or if you're overly tired.

The Right to Refuse Unsafe Work:

Workers in B.C. have the right to refuse unsafe work. Section 3.12 of the Occupational Health and Safety Regulation spells out the right of a worker to refuse work if there is reasonable cause to believe it would create an undue hazard to their health and safety. An "undue hazard" would include a condition at the workplace that may expose a worker to an excessive or unwarranted risk of injury or occupational disease.

A worker who refuses to carry out work must immediately report the circumstances to their supervisor at CNC, and the supervisor must immediately investigate the matter.

While investigating CNC may temporarily assign a worker a new task, at no loss in pay, until the issue is resolved. Workers cannot be disciplined for refusing unsafe work.

At the conclusion of an investigation, CNC must either remedy the unsafe circumstance immediately, or inform the worker that they do not accept their concern as being valid.

Employers are required to notify workers in writing of any unresolved work refusal due to safety concerns. It also requires employees to tell the subsequent worker the specific reasons the first worker felt the task was unsafe. The employer must also explain why the task would not create an undue hazard to their health and safety.

Working Alone Procedures: In case of an emergency Security needs to know where employees are located in order to evacuate them. If you are working outside of the usual working hours, please contact Security directly to let them know.

Incident/Accident Reporting: Incidents can involve a near miss, where someone narrowly avoided injury or illness. Regardless of the severity of the outcome, please seek assistance and report all safety incidents and hazards to Security, using the following safety incident [link](#).

Prince George Campus

Monday – Sunday (24 hours a day)

P: Local 200 | 250 961 0786

Location: [Room 1-302](#) (end of the hall from the main entrance)

Security: There is a security presence 24 hours a day, 7 days a week at the Prince George campus. If needed, call either Local 200 or 250.961.0786; however, you can also get direct access by using either the red emergency phones, located throughout the Prince George campus, or the emergency phones located in the parking lots.

First Aid: All of our security staff are trained in First Aid and they should be your first point of contact when needed. To request assistance, at the Prince George campus, contact Security directly using the phone number above, or use any of the emergency phones. To complete a First Aid report please use the following safety incident [link](#).

Safewalk: Security at the Prince George campus is available to accompany you safely to your vehicle or anywhere else on campus. This service is available year-round at any time of the day. To request a 'Safewalk' please contact Security or use the emergency phones to set up a mutual 'departing' time.

Fire Alarms: The alarms at the Prince George campus are operated in two stages, and you will be given instructions via the intercom. A slow intermittent ring signals a fire occurring in another area, while a fast ring indicates a fire is in the immediate area, and everyone must evacuate, via the nearest exit and gather at the designated Muster Station. Regardless, always assume any alarm is real and evacuate as instructed.

Regional Campuses [Security & First Aid Information](#)

Campuses Evacuation Maps: [Burns Lake Campus](#) / [Fort St. James Campus](#) / [Mackenzie Campus](#) / [Prince George](#) / [Quesnel Campus](#) / [Vanderhoof Campus](#)

Human Resources (HR) Information

Monday – Friday (8:00 am – 4:00 pm)
P: 250 561 5828 | 250 562 2131 Local 5828

Location: [Room 3-366](#)
E: hr@cnc.bc.ca

CNC Human Resources (HR) is dedicated to providing support and services to all employees. If you have questions and are not sure who to contact, please refer to the internally facing [Contact HR](#) webpage for the names of HR staff members, a summarized list of their duties and their contact information.

All records of your employment at CNC will be held in confidence within the HR department. With advance notice to HR, you may request to view/copy your personnel file and/or other related personal paperwork.

Eligibility to Work in Canada

As part of the application process all candidates are asked if they are eligible to work in Canada. To work or continue to work in Canada the Social Insurance Number (SIN) and supporting documents must be valid. **While employed it is the responsibility of the individual to maintain a valid SIN and supporting documents at all times as well as providing the most current document(s) to HR.**

Every person working in Canada must have a SIN. This number is used to administer government benefits under the Income Tax Act, the Canada Pension Plan and the Employment Insurance Act.

As an employer, we are required to ensure that employees with a SIN beginning with the number "9" have a valid expiry date and are authorized to work in Canada, and that their immigration document has not expired. SINs beginning with the number "9" are issued to temporary foreign workers who are neither Canadian citizens nor permanent residents.

Canadian citizens and permanent residents of Canada do not require a work permit or visa to work in Canada regardless of their country of residence.

Hiring Package

Prior to your first day of work, you would have received an email from HR with your appointment letter and applicable new hire paperwork. **Your hiring package must be completed and submitted to the HR department ([Room 3-366](#) or hr@cnc.bc.ca) by the date indicated in the email.** Hiring packages will not be provided by HR for 'casual' employees and 'part-time' faculty members as their hiring paperwork/contract will be provided to them by their hiring department(s). The HR department must also have your new hire paperwork before your computer account can be created/activated.

Payroll and Timesheets

You must provide a void cheque or direct deposit authorization from your bank to activate direct depositing. This information is included in the new hire paperwork.

Full-time employees:

- Paid twice a month (i.e. 15th of the month & last day of the month) using direct deposit.

Part-time employees:

- Timesheets must be submitted to the Payroll department twice a month (i.e. 16th of the month & 1st of the month). Please refer to the 'Payroll Cutoff Calendar' for additional information.
- Paid, using direct deposit, 2 weeks in arrears because part-time employees must complete a timesheet for hours worked (Ex. for work done June 1-15, you will be paid on June 30th).

Note: If either of these dates (i.e. 15th of the month & last day of the month) fall on a weekend or statutory holiday, pay will be deposited into the employee's bank account on the last business day before.

Earning Statements, Tax Information & Leave Plans

Your electronic earning statements, tax information (i.e. T4s) and leave plans are all accessed using [CNC Connect](#).

- i. Log into your employee account using the Single Sign On (SSO) authentication method.
- ii. Click on the "Employee" box and once the "Employee Overview" page opens:
 - For **earning statements** click the 'Earnings Statements' option. The current year and the previous seven years are available for you to access and print for information.
 - For **tax information** (i.e. T4s) click the 'Tax Information' option. Eight years' worth of statements are available for you to access and print for information.
 - For **leave plans** click the 'Leave' option. Vacation/sick information will only be provided if you/your position are eligible. Please keep in mind that both vacation and sick-time accruals are in hours and not days.

Required Training

To meet work safe regulations, all college employees are expected to complete several required training courses. Instructions/information are included within the new hire paperwork in addition to this internally facing HR department [link](#).

Professional Development (PD) & Tuition Exemption

Further information can be found within the internally facing Employee Resources webpage for the appropriate employee group ([Operational \(CUPE\) Employees](#) / [Faculty](#) / [Administrative Staff](#)).

Benefits & Pension

Additional information and the Group Benefits [FAQs](#) can be found within the internally facing Employee Resources webpage for the applicable employee group ([Operational \(CUPE\) Employees](#) / [Administrative Staff](#) / [Faculty](#)). The Employee & Family Assistance Program ([EFAP](#)) is also available to all employees and their eligible dependents.

- **Operational (CUPE) employees' Joint Early Intervention Program (JEIP) - JEIP** is a completely confidential program that is fully supported by CNC and the Operational Union (CUPE) to provide a proactive service that facilitates a return to work in a caring, safe, and timely manner.

Miscellaneous HR Information

- Forms and additional information can be found within the internally facing webpage for the appropriate employee group ([Operational \(CUPE\) Employees](#) / [Administrative Staff](#) / [Faculty](#)). Below are some samples of commonly used forms at CNC:
 - Leave forms (i.e. [vacation](#), [leave without pay](#), [compensatory time off](#) / [sick](#) / etc.)
 - Payroll documents (i.e. [time sheets](#) / [employee information & change form](#) / [municipal pension declaration form](#))
 - Health & Dental Benefit forms
 - Optional Life Insurance
 - Overage Dependent Health & Dental Benefits
 - Workplace Accommodation request forms (i.e. [medical](#) / [non-medical](#))
 - Administrative Forms (i.e. [seasonal break & recall notification](#) / [variable hours](#) / [recruitment & advertise options](#) / [HRSP designation of position](#))
 - Faculty Employee [PD forms](#)
 - Training Assistance & Tuition Exemption application forms
- Please also refer to the "Human Resources Forms" folder in the [Global Share R drive](#) for additional HR information and the above forms. Access to the shared drives (see page 17) is granted once employment starts.

Careers at CNC

Our operations are diverse, requiring a variety of positions as well as various levels of skill and education. We value diversity and are committed to an inclusive work environment where collaboration, understanding, and mutual respect provides a safe workplace.

Employees who wish to [apply](#) for another CNC position should not use their current CNC credentials (i.e. CNC Username and email address) to create their PeopleAdmin application account. You should always use your personal PeopleAdmin applicant username/password to apply. If you forget your applicant username/password please email hr@cnc.bc.ca to have them recover.

Operational (CUPE) employees should review their [Collective Agreement](#) and specifically Article 9.01 D regarding postings within four (4) calendar months in their current position. If Operational staff are applying internally for a position(s) outside of the bargaining unit they should refer to Article 10.05.

Faculty employees should review their [Collective Agreement](#) and specifically the Letter of Agreement regarding *Dean Appointments and Re-Establishment of Seniority* if they are applying internally for an administrative staff position.

Union Membership

- **Operational (CUPE) and/or Faculty** union membership form is included in the new employee hire package. If not done so already, please complete and submit it to HR as soon as possible.
- **Operational employees** will automatically become members of [CUPE](#), Local 4951.
- **Faculty members** will automatically become members of the [Faculty Association of CNC](#), Local 3.
- **Administrative staff** are “excluded” employees and therefore are not unionized.

Collective Agreements/Administrative Personnel Policy are available online and can be accessed using the following links [Operational \(CUPE\) Employees](#), [Faculty](#), and [Administrative staff](#).

Employee ID Card, Library Card (i.e. Learning Commons) & Recreation Passes

To obtain an **Employee ID Card**, go to the Office of the Registrar, located next to the main entrance ([Room 1-738](#)) and ask for one. This card will also act as your **Library Card** if you choose this option. Please ensure you follow up with the Learning Commons to activate your library card. There are two **Recreation Passes** available for purchase at the Recreation Services office ([Room 1-508](#)). The Weight Room Access Card requires a \$20 refundable deposit, while the CNC FitPass costs \$45. Please check out Recreation, on page 23, for additional information.

Mailbox, Key(s) & Office Assignment

Mailboxes are assigned depending on which school/department/campus the Operational and Administrative employees work for. However, faculty members will be provided with their own individual mailboxes. **Keys** are usually requested by the hiring managers or designate(s), for new staff members. To pick up your key(s) you will need to go to the Facilities Services department ([Room 2-923](#)). Faculty will have an **office** assigned to them. If you have not been provided with an office, please follow up with the appropriate administrator (i.e. Dean/Associate Dean/Director/etc.).

Email Signature, Business Cards & Name Tag

Once you start your position and have access to your email click on the internally facing [link](#) to request an official CNC **email signature**. Follow up with your hiring managers or designate(s) to find out whether your position will require business cards and a name tag. The above link will also allow you to order **business cards**, in addition to a **name tag**. Scroll either up or down the screen to find the appropriate choice alphabetically.

Information Technology (IT) Services

Monday – Friday (8:00 am – 4:00 pm)

E: helpdesk@cnc.bc.ca or [Request Support](#)

Location: [Room 2-710](#)

P: 250 561 5812

CNC Single Sign-On (SSO) & Multi-Factor Authentication (MFA)

CNC operates a synchronized **single sign-on** authentication system. You must first activate your main computer account, which will automatically create the same username and password for all your CNC accounts (i.e. computer, email, CNC Connect, PeopleAdmin, etc.). Your password can be [changed](#) at any time; however, once a password is changed it will affect all your CNC accounts.

To better secure log-in identity and ensure data safety, all CNC employees are also required to use a **Multi-Factor Authentication** system. MFA is a process by which your log-in identity is verified by two or more sources to ensure that you are who you say you are.

Prior to your first day of work, you will be sent a 'Welcome' email from IT asking whether you would prefer a physical token or will be using your mobile device for the MFA feature.

- Physical tokens will provide a rotating code that allows you to authenticate your identity. Tokens will be provided to new employees, by the appropriate hiring managers or their designate, on their first day of work. Please ensure you carry this token with you anywhere you need to sign into your computer/email accounts.
 - **Note:** If you forgot your token elsewhere then go to [Room 2-710](#) to ask for an emergency 24-hour passcode which can be created and provided to you for use.
- Directions regarding how to configure the Microsoft Authenticator to your personal account will also be provided within the 'Welcome' email.

Below are accesses to short tutorials regarding the MFA system:

- [MFA Token Request](#)
- [How to setup MFA](#)
- [Number matching in MFA](#)
- [Microsoft Authenticator](#)
- [How to sign in after MFA is setup](#)
- [CNC FAQ regarding MFA](#)

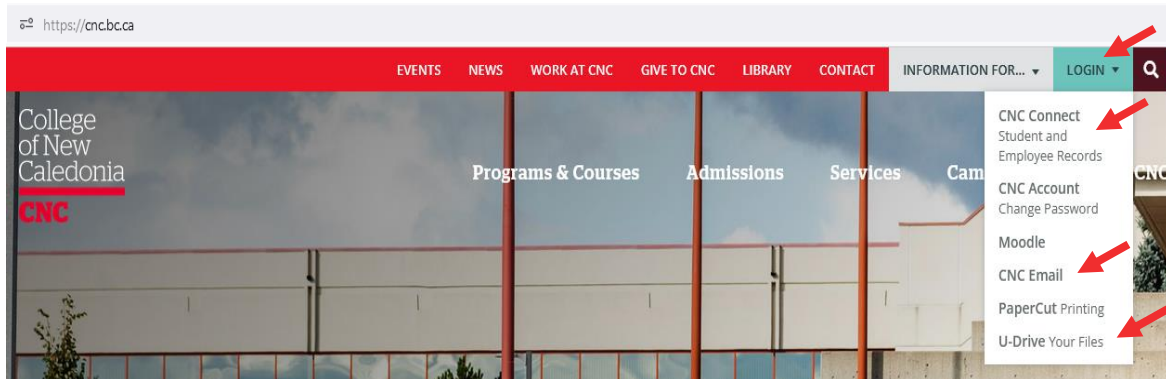
CNC Connect & Email Account

CNC Connect is used by staff and faculty for various purposes. As previously mentioned, you will be given a CNC Connect account which enables you to view your payroll-related information including T4's, earning statements, vacation, and/or sick-time accruals. This is also where faculty go to access their class information (ex. class lists, grading, class schedules, etc.).

You will need to acquire a standardized email signature by completing this [online form](#). Please check your **email account** on a regular basis by using either your [Webmail](#) (i.e. CNC Email) or the desktop version of Outlook. Your login will be the same as your CNC Connect login.

- **Outlook desktop app** - Initially you will need to set up your specific Outlook program, on your computer, to get access to your CNC emails. In order to navigate around and use Outlook efficiently please review the [Outlook Training Materials Online](#).
- **Webmail (i.e. CNC Email)** – Will allow you to access your college emails, off-site, from any computer with a reliable internet connection.

You can locate both “[CNC Connect](#)” and “[CNC Email](#)” on the [CNC website](#), once you click the “Login” button.



Global Share ‘R’, ‘Campus’ Drives, ‘U’ Drive and Microsoft OneDrive on Your Computer

The **Global Share ‘R’ Drive** is a non-campus specific area for cross-campus collaboration. Per the hiring managers’ requests, employees will be provided with appropriate access by Information Technologies Services.

The **‘Campus’ Drives** are where collaborative files are stored. Depending on your department and responsibility you will have access to certain folders. Per the hiring managers’ requests, employees will be provided with appropriate access by the Information Technologies Services.

The **‘U’ Drive** is a place to store files which do not need to be shared with others at the College. Each employee is provided with their own ‘U’ drive which no one else can access.

Microsoft [OneDrive](#) is a place to store files which do not need to be continuously shared with others at the College. Each employee is provided with access to Microsoft OneDrive which no one else can access without being provided with a link by you. [Get familiar with Microsoft OneDrive](#).

Please make use of your OneDrive and the Shared drives to save any important files as these files have full backup protection and recovery.

Accessing Shared Network Drives and/or Documents Off Campus

If you want to access a file(s) located on the shared network drives (e.g. “R” and “S”) off-site, from a computer with an internet connection, navigate to the front page of the CNC website, click the [‘U’ Drive](#) option, available on the ‘Login’ list. To access and work on the file(s) you will need to download the document(s) onto your computer, edit, and then re-upload them again into the proper drive(s) & folder(s).

IT Services Related Issues & Technical Support

If an issue/problem occurs you can either look for an answer in the IT Services’ [“Knowledge Base”](#) website, create a ticket by using the [IT Service Portal](#), email helpdesk@cnc.bc.ca, or call 250 561 5812. Using the IT ticketing portal will be the fastest way to access help. Choose the *‘Something’s Broken’* option if you have computer problems, and the *‘Request Service’* option if you want a service. If you are experiencing technical difficulties creating a ticket, visit the Media Technology Services (MTS) window ([Room 2-710](#)) to receive assistance.

Phone & Voicemail

Microsoft Teams app has a dialer, so it also functions as a general use **phone** with abilities to call forward, transfer calls and check **voicemails**. For internal dialing, either select or input the contact information of the employee you want to talk to. For external dialing, please type the appropriate phone number and click the call button.

Users of the MS Teams phone system will need a headset to communicate with callers. Please complete the appropriate [IT Equipment Orders form](#) if you need a headset or any other laptop/desktop/PC accessories.

Below are some videos about Microsoft Teams phone, in addition to the FAQs webpage:

[Make & Receive Teams Calls](#)

[Call Transfer with Ring Back](#)

[Configure & Access Voice Mail](#)

[Call Forwarding](#)

[Transfer Calls to Another Device](#)

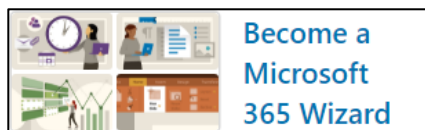
[FAQs](#)

Microsoft 365

[Microsoft 365 ProPlus](#) is also available free of charge to all employees. Each CNC user will be able to download the Microsoft Office 365 Apps to five devices. A [learning suite](#) has been created by IT Services for those who want to improve their skillsets. If you have any questions, please email helpdesk@cnc.bc.ca.

Technology Training by LinkedIn Learning

Anyone with a CNC user account can access the training resources at linkedin.com/learning to discover and learn about thousands of subjects. We have created a few learning plans to get you started on your way to technical fluency.



CNC Wireless Internet

CNC has free wireless internet for current employees. There are two networks available:

1. **CNC AD** (recommended): This network remembers your login and automatically logs you in when you enter the CNC Wi-Fi zone.
2. **CNC Secure**: This network requires you to log in when you enter the CNC Wi-Fi zone.

Accesses to your CNC Accounts After you are no Longer an Employee

CNC accounts will be created by IT for all valid employees; however, once you are no longer an employee your access to the following CNC accounts will be modified accordingly:

1. **CNC Connect** (for T4s) – User access for seven (7) years past the end of employment.
2. **Outlook email** – Employee access until the end of employment.
3. **Computer and network drives** – Employee access until the end of employment.

Resources You Might Need Once You Start Work

1. [Internally facing website](#) for Employees
 - The link to the 'Employees' section of the website is located within the "Information For...." dropdown menu. You will be asked to sign in using your CNC Account details (i.e. SSO Authentication).
2. Learn the [Acronyms](#), Initialisms and Definitions of CNC
3. Find a Room at CNC (i.e. [Campuses Maps](#))
 - **Note:** For the main PG building complex, rooms are numbered by the floor and then the actual room number. (**Example:** Room 3-366 means "Third floor, room number 366").
4. CNC [Contact List](#)
 - Lists showing all methods of contact & locations of departments, programs, and people.
 - Users can search by employee name (first & last), job title, department, and campus.
5. Miscellaneous Requisition Forms & Work Orders for CNC Departments
 - [Financial Services](#)
 - [Facilities Services](#)
 - [Information Technology Services](#) (for requesting Colleague account)
 - [Print Room](#) (use for larger quantity print jobs – anything over 50 pages)
 - [Procurement Services](#)
6. CNC [Policies & Procedures](#) and [Freedom of Information & Protection of Privacy](#)
 - Updated CNC policies & procedures that are currently available for both employees and students.
 - Principles and definitions of Freedom of Information & Protection of Privacy and FAQs regarding protection of privacy and access to personal information.
7. CNC [News / Events](#) and Internal Communications
 - Internal communication is shared in various forms; verbal, written, digitally and within MS Teams as well as college wide. To facilitate information sharing to all employees please watch out for:
 - News & Events notices (i.e. Important Dates)
 - Communication Digest
 - Department Newsletters
 - Food specials from Food Services (i.e. Cafeteria)
8. [Governance & Committees](#)
 - President's Office
 - College Board
 - Education Council (EdCo)
 - Executive Committee
 - Occupational Health & Safety Committee
9. [Organizational Chart](#)

The College of New Caledonia's organizational chart illustrates how the institution's leadership is structured.

10. Room Bookings for Events & Meetings

- To book a CNC room, use this [link](#) to get to the Room Booking Portal.
- Dedicated meeting rooms can also be found within your Microsoft Outlook calendar. Access by hovering over the 'Other Calendars' option and clicking the 'right' button on your mouse. Choose the 'Add Calendar' and 'From Room List' options for all the room choices.
 - Alternatively, you can also access meeting room availability by using the 'Scheduling Assistant' within the 'Appointments' functionality of Outlook.

11. PeopleAdmin Applicant Tracking System (ATS)

- Selected employees who need to use the ATS system will be notified electronically, via email, when appropriate.
- ATS is an electronic system CNC uses for position requests, posting jobs, and hiring processes.
- This system is internet based and may experience occasional instability on the preferred web browsers (*Ex. Google Chrome, Mozilla Firefox, and Microsoft Edge*).
- Instruction manuals can be accessed by clicking this internally facing [link](#).
- Contact HR for additional assistance at either 250.561.5828 or email hr@cnc.bc.ca.

12. Faculty Staff Instructional Support & Resources

- The Centre for Teaching and Learning (CTL) supports faculty in developing their teaching skills and implementing educational technologies.
- Click this internally facing CTL [link](#) to access the '[Faculty Orientation & Resources](#)', in addition to other instructional resources.

College Services & Contact Info

Note: To browse ALL college services click [here](#) (externally) & [here](#) (internally).

Centre for Teaching & Learning

E-mail: ctl@cnc.bc.ca

Location: 900 Block

Webpage: <https://cnc.bc.ca/employees/departments-services/centre-for-teaching-and-learning>

- Moodle administration / training / support
- Teaching seminars & informational workshops
- In-house training of educational technologies
- Interactive media and video production
- Provincial Instructor's Diploma Courses and support
- [New Faculty Orientation & Services](#) online training

College Store (i.e. Book Store)

Phone: 250 561 5808

E-mail: ebookstore@cnc.bc.ca

Location: Room 1-715

Webpage: <https://bookstore.cnc.bc.ca> (web order available)

- Textbooks & Ebooks
- Stationery & office supplies
- CNC branded giftware & apparel
- Program supplies, lab coats, scrubs, chef supplies, art supplies
- Confectionary items

Facilities Services

Phone: 250 561 5821

E-mail: facilities@cnc.bc.ca

Location: Room 2-922

Creating Work Order(s): https://dlweb.megamation.com/cnc/DLWEB.php/O4W_LOGIN_DLWEB

- Operation and maintenance of campus infrastructure including building repairs, building automation systems, renovations & construction, landscaping, and capital projects.

Financial Services

Location: Room 3-335

Webpage: <https://cnc.bc.ca/employees/departments-services/financial>

- Send approved invoices for payment, cheque requisitions, and general accounts payable inquiries to ap@cnc.bc.ca
- Requests for billings to arbillings@cnc.bc.ca
- General accounts receivable inquiries to ar@cnc.bc.ca
- General service/instruction on contracts for approval and log # assignment to contracts@cnc.bc.ca
- Approved time sheets, leave forms, general payroll inquiries to payroll@cnc.bc.ca

Food Services* (i.e. Cafeteria)

* Prince George Campus only

Phone: 250 561 5807

Location: Room 1-202

Webpage: <https://cnc.bc.ca/services/prince-george/food-services/cafeteria>

- The cafeteria offers a wide variety of breakfast and lunch including fresh baked goods, grill items, grab and go items, large variety of hot and cold beverages, and dietary restrictive items.
- Kodiaks Restaurant is run by students from the Professional Cook program. This student-run restaurant offers fine dining, for both lunch and dinner, and attracts local clientele every season. Click [here](#) to check out the menu or to book a reservation.

- Internal catering is also available for corporate functions, conferences, private parties, and special events. Click [here](#) to check out the catering menu, in addition to ordering food.
- Services are available to all students, employees, and their guests.

Human Resources Department

Phone: 250 561 5828 / 250 562 2131 local 5828

E-mail: hr@cnc.bc.ca

Location: Room 3-366

- Please see pages 14-16 of this manual, for additional information.
- Miscellaneous employees' information & forms ([Operational \(CUPE\)](#) / [Administrative](#) / [Faculty](#))

Information Technology (IT)

Phone: 250 561 5812

E-mail helpdesk@cnc.bc.ca

Location: Room 2-710

- Requesting IT services submission assistant & support: <https://cnc.bc.ca/it-support>
 - See pages 17-19 of this manual, for additional information.
- Requesting IT equipment/peripheral orders: <https://cnc.teamdynamix.com/TDClient/56/Portal/Requests/ServiceDet?ID=1413>
- Requesting Media Technology Services & Support: <https://cnc.bc.ca/employees/departments-services/multimedia>

Print Shop

E-mail printroom@cnc.bc.ca

Location: 1-717

Webpage: <https://cnc.bc.ca/employees/departments-services/printing>

- Printing/copying (i.e. colour, single/double sided, etc.) for larger quantity jobs – anything over 50 pages
- Binding (i.e. coil, etc.) & hole punching (i.e. 2 or 3)
- Transparencies & folding

Procurement Services

Phone: 250 561 5809

E-mail purchasing@cnc.bc.ca

Location: Room 1-339

Webpage: <https://cnc.bc.ca/employees/departments-services/procurement>

- Provides centralized procurement services for all CNC departments, in addition to supporting the purchases of goods and services while ensuring regulatory requirements are met.

Student Services

As an employee it is important to know about Student Services and the amenities available to both students and employees from the following departments:

- | | | |
|------------------------------------|------------------------------|---------------------------|
| • Aboriginal Resource Centre (ARC) | • Deanery & Faculty | • Moodle |
| • Academic Advising | • Early Alert & Thrive | • Office of the Registrar |
| • Academic Success Centre | • Financial Aide & Awards | • Peer Connections |
| • Accessibility | • Health & Wellness Centre | • Recreation |
| • Cafeteria & Food | • International Office | • Student Policies |
| • Campus Housing | • Library – Learning Commons | • Wellness Coaching |
| • Career Readiness | • Mental Health Counselling | |


In order to take full advantage the online [Faculty & Staff Student Services Resource Guide](#), has been created and provides CNC staff and faculty with a list of available student support services so that employees:

- ❖ Know all the student services that are available at CNC.
- ❖ Know why these services are important for students.

- ❖ Know when to refer a student for assistance.
- ❖ Know how to get in touch with a service provider, on campus, when required.

An electronic copy of CNC's *Student Resource Guide* is also available on the [Current Students website](#). Please refer students to this document to ensure that they can carefully plan their courses and receive appropriate support when needed.

Identifying and Responding to Students in Distress:

 College of New Caledonia

A reference for employees

Identifying and Responding to Students in Distress

EMERGENCY:	NON-EMERGENCY:	ADDITIONAL SITUATIONS REQUIRING SUPPORT:
<p>Immediate danger to the safety or health of a person or persons.</p> <p>Call 911 and state your location.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Possession of weapons on campus • Suicidal actions or threats • Acts or threats of violence to themselves or others <p>If on campus, after calling 911, call CNC Security Services at 250 561 2131 ext 200 or use one of the red phones around campus to connect to Security.</p>	<p>Use the information inside this folder to respond to situations such as:</p> <ul style="list-style-type: none"> • Expression of suicidal thoughts • Erratic behaviour that disrupts the normal proceedings of students, faculty, or staff • Any pattern of odd behaviours that may pose a (non-emergency) threat to safety of that person and/or others <p>Call the CNC Wellness Coach at 250 562 2131 ext 5231; or Call the CNC Health and Wellness Centre at 250 562 2131 ext 5377; or Call CNC Security 24 hours a day 7 days a week at 250 561 2131 ext 200 or pick up one of the red phones around campus to connect to Security.</p> <p>Wellness Coach hours: 8:00am-4:00pm Monday-Friday.</p> <p>Health and Wellness Centre hours: Monday-Thursday 9:00am-11:00am & 1:30-3:30pm Fridays 9:00am-11:00am</p>	<p>Some situations may require the support of different types of services offered by CNC, including concerns around safety, issues that may require counselling, issues that may require medical follow-up with Health and Wellness Centre staff, or academic concerns that may involve Academic Advising, Accessibility Services, or support from the Testing and Tutoring Centre.</p> <p>For more information on additional situations requiring attention, signs of distress, tips of how to support students, and information on both campus and community resources, please see the inside of this folder.</p> <p>Not sure? Something doesn't feel right? When in doubt, reach out.</p> <p>Resources are here to assist and it's better to ask than not. Call the Wellness Coach at 250 562 2131 ext 5231 or Health and Wellness Centre at 250 562 2131 ext 5377.</p>
After hours contacts for students with urgent support needs:		
Here2Talk- 24 Hour Counselling Line/Free App		Northern BC Crisis Centre 24 Hour Crisis Line
Call 1 877 857 3397 Chat available via free app and at here2talk.ca		Call 1 888 562 1214

Students' Union (for students)

Phone: 250 561 5852

E-mail info@cncsu.ca (Prince George Campus) | infoquesnel@cncsu.ca (Quesnel Campus)

Location: Room 1-303

Webpage: <http://www.cncsu.ca/>

- The Students' Union is the first point of contact for all students regarding any questions they may have while at the College of New Caledonia (CNC).
- This is a democratic organization, made up of students attending the College, with student representatives voted into their positions from major college programs.
- Students' Union provides the following services:
 - **Food bank** – community food bank that serves all college students, when needed.
 - **Advocacy support** – assists college students in understanding CNC's policies around grade appeals, academic and non-academic misconduct, and other issues students may face.
 - **General support** – bus pass (U-PASS), locker rentals, extended health and dental.
 - **Campaigning** – College of New Caledonia Students' Union (CNC SU) lobbies all levels of governments to advocate for better student experiences, in addition to fair costs of education.