

## STUDENT ENGAGEMENT FAQ's



### **Q1: How do I get my NAIT student ID card and what services does it provide?**

A: You can get your student ID card at the Academic Success Centre (W111PB), the NAIT Library (U310), or the NAIT Bookstore (X114). During peak intake periods there are also stations set-up in the South Lobby (O building). Students also have the option to upload their photo online through the student portal and then pick up their ID card on campus. As long as you have paid your fees or have been flagged by the Financial Aid Office you will be in the ID Card System. NAIT student ID cards identify you as a student and are needed to buy books, activate or waive health and dental care, register for intramurals, access the workout room, get free entry to the Ooks' games, use the library, and much more.

### **Q2: Where can I get a tour of campus?**

A: Campus tours will be offered during "Connect to NAIT" Orientations by Student Engagement staff. Also, campus tours are offered by some of the program areas on the first day of classes.

### **Q3: Who do I contact on campus if there is an emergency?**

A: NAIT Security is available 24 hours a day at 780-471-7477. When using phones on campus you can simply dial 7477.

### **Q4: When and where do I get my book list and textbooks?**

A: Program areas provide students with their booklist. The majority of programs also provide the NAIT bookstore with a copy. The bookstore recommends buying your books from them no earlier than two weeks before classes start. If books get changed or need to be returned there is a three week refund policy. Visit their website at [www.nait.ca/bookstore](http://www.nait.ca/bookstore) for more details. If you want to avoid lineups at the bookstore you can order books online by visiting the online store on their website.

### **Q5: What is the process for student health and dental care on campus?**

A: All full-time day students are automatically assessed a \$119.00 fee per semester for health and dental care. Students who already have coverage can opt out of this. To opt out students can go to the Student Benefits Office (E125) with proof of existing coverage and fill out a waiver form, or visit [www.mystudentplan.ca](http://www.mystudentplan.ca) to opt out online. The deadline to opt out is January 25<sup>th</sup>, 2013. Those students who want to keep the coverage are automatically activated around 6-8 weeks after their start date. To learn more about the student health plan drop by the Student Benefits Office, visit [www.mystudentplan.ca](http://www.mystudentplan.ca), or call 780-471-7730.

### **Q6: Where do I get academic or personal help on campus?**

A: The NAIT Academic Success Centre (W111PB) offers academic and personal counseling, tutoring, and services for students with disabilities. NAIT Tutorial Learning Centre (A133) also offers drop-in tutoring in math, physics, and chemistry. For help in other areas students can hire a peer tutor through the "Peer Tutor Registry" in your student portal. Student Engagement also offers free study skills workshops throughout the year. Watch for posters around campus.

### **Q7: How do I get a NAIT locker?**

A: Students in Full-Time, Apprenticeship and Continuing Education programs are able to rent lockers through the student portal under "locker rentals". All details about the rental processes are available at [www.nait.ca/lockerrental](http://www.nait.ca/lockerrental). It is \$33.60 for a full locker and \$16.80 for a half locker per semester.

**Q8: What is the U-Pass?**

A: The U-Pass stands for the Universal Transit Pass. It is a mandatory transit program for full-time post-secondary students, granting access to ETS, Strathcona County Transit, and St. Albert Transit. All full-time students are automatically charged a \$140.00 U-Pass fee each semester and are issued a U-Pass sticker for their student ID card. There is no option to opt out of the program. During peak intake times students can pick up their U-Pass sticker weekdays at the South Lobby Kiosk (O Building). They are also available at the NAITSA Office (E131) all year.

**Q9: How do I arrange parking on campus?**

A: Fill out a NAIT Student Parking Application online at [www.nait.ca/parking](http://www.nait.ca/parking) under “parking forms” or pick one up at NAIT Parking Services (O112). The parking office will start taking parking applications for new students in December, 2012. Permits will be sold on a first come, first served basis. Deliver your application to Parking Services, email a scanned copy to [parking@nait.ca](mailto:parking@nait.ca), or fax it to 780-471-8735. Call the parking office at 780-378-6989 to confirm receipt of your application or check the status on your student portal. Rates are \$63.00-\$73.00 per month (subject to change).

**Q10: How can I get technical support at NAIT?**

A: NAIT’s Student Success Contact Centre provides students with a single point of contact for technology related issues. They are available by phone at 780-471-NAIT or toll free at 1-877-333-NAIT. Support hours are Monday to Friday 7:30am-10:00pm and Saturday and Sunday 10:00am-6:00pm. Students can also email inquiries to [asknait@nait.ca](mailto:asknait@nait.ca).

**Q11: Where do I find information about Housing on main campus?**

A: The NAITSA Office (E131) provides a Shared Accommodation Bulletin Board on campus where students can advertise for a roommate. They also recommend an online housing registry with hundreds of rental options at [www.rentingspaces.ca](http://www.rentingspaces.ca). Also, MacEwan will open up their residence to NAIT students if there is room, call 780-633-8000 for details or apply at <https://residence.macewan.ca>.

**Q12: Where do I find out about employment and volunteer opportunities on campus?**

A: Visit [www.nait.ca/studentemployment](http://www.nait.ca/studentemployment) for career search information and tips. You will also see upcoming employment events. Student Engagement (O117M) also supplies a handout of the jobs available on campus. NAITSA posts job and volunteer opportunities at [www.naitsa.ca](http://www.naitsa.ca) and the Nugget newspaper advertises job and volunteer opportunities regularly.

**Q13: Do I need to have top grades to get a student award?**

A: No, not necessarily. There are four different kinds of awards at NAIT: scholarships, prizes, awards, and bursaries. These awards provide an opportunity for all students. Awards are given on the basis of academic performance or merit, community involvement, athletic ability, satisfactory academic standing and financial need, and any other conditions stated in the terms of eligibility. To apply, visit the Scholarships and Bursaries Office (O101) and pick up a Scholarships and Bursaries Handbook or visit [www.nait.ca/scholarships](http://www.nait.ca/scholarships).

**Q14: How do I get involved in athletics or intramurals?**

A: If you are interested in playing for one of the athletic teams, visit the Ooks’ website at [www.nait.ca/athletics](http://www.nait.ca/athletics) and fill out a “recruitment form”. To get involved in intramurals at NAIT visit [www.nait.ca/recreation](http://www.nait.ca/recreation) for details. Different sports have different start dates and registration deadlines, but most start in early to mid January. Students can sign-up as a team or an individual in E-134 or by emailing Trevor Turner at [trevert@nait.ca](mailto:trevert@nait.ca). Intramurals are free for students.

**Still have questions? Email [askfye@nait.ca](mailto:askfye@nait.ca) for more information.**