A HANDBOOK TO START YOUR STUDIES RIGHT

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WELCOME TO CBU!

Congratulations on your acceptance to Cape Breton University, and welcome to the Caper Family!

We are so excited to welcome you to CBU. Whether you’re studying here in Canada or abroad, we’re here to make sure you have the best experience possible while receiving the quality education CBU is known for. You’re going to thrive at CBU!

Our motto at Cape Breton University is THEID DÍCHIOLL AIR THOISEACH, PERSEVERANCE WILL TRIUMPH, and we hope you will join us in demonstrating its truth this year. We promise to provide our students with the highest level of support available, including the tools and resources you’ll need to make the most of your time at CBU.

This handbook serves as a starting point and check-list to make sure you have what you need to start your post-secondary journey at CBU as successfully as possible.
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GET CONNECTED, STAY CONNECTED

In today’s ever changing environment, staying digitally connected is very important. Not only do we suggest following CBU’s official social media accounts for news and updates, but we also highly recommend joining the CBU Student Facebook Page to get to know and engage with your fellow learners.

*Here are the accounts and groups recommended to follow and join:*

**CBU Student Facebook Page:** We’ve created the CBU Student Facebook Page just for you – our students! During this time of social distancing and online learning, this group will help you connect and engage with other students and make lifelong friends along the way. It’s also a great place to stay up-to-date on virtual events, helpful resources and more. Join the CBU Student Facebook Page, and don’t forget to answer the Member Questions to be accepted!

**Official CBU Social Media Accounts:** We use Cape Breton University’s social media accounts to post news, important announcements and more. We also love to engage with our students on these channels. We encourage you to send us a message any time you have a question, comment or just want to chat. Our social media managers are CBU grads, so they know what it’s like to be in your shoes, and they’re always eager to help.
ACCESS YOUR STUDENT ACCOUNTS

Knowing where to find and access your student ID, CBU email address and Compass Student Account is a very important step in thriving during your studies at CBU. Below, we’ve highlighted some important details for each aspect of your account.

**STUDENT ID:** Each student accepted to CBU is issued a unique Student ID, which can be found on your acceptance letter. You will keep this number throughout your time at CBU, and it will be linked to your Compass Student Account, your library card and more. It helps our system keep track of your student record, from tuition payments to grades and transcripts, and more. So you’ll want to write it down in a safe place.

To request your physical Student ID card, fill out [this form](#) and attach it, along with a clear-quality photo, and email it to helpdesk@cbu.ca.

**CBU EMAIL ADDRESS:** In addition to a Student ID, all CBU students are issued a CBU email address that looks something like this: cbu12abc@cbu.ca. Our IT Help Desk will be in touch within a few days of your acceptance to give you your email address and login information. While your CBU email address will be the primary mode of communication between the University and you, you can easily forward it to a personal email account by following these steps.

Your CBU email address will also give you access to the entire Microsoft Office 365 suite, including Word, Powerpoint, Teams and more.
**COMPASS STUDENT ACCOUNT**: The Compass Student System is Cape Breton University’s new student portal. It provides students access to self-service functionalities related to admissions, registration, timetables and exam schedules, tracking financials, personal messages from CBU and much more. You can access your account by clicking “log in” at the top right-hand side of cbu.ca.

We’ve compiled a list of **Frequently Asked Questions** about the Compass Student System, as well as a **How-to-CBU Video Playlist** which we hope will help you adjust to life at CBU.

If you have further questions regarding your Compass Student Account, please feel free to send them to **compass@cbu.ca**.
GET FAMILIAR WITH THE LANGUAGE

Transitioning to university can be a learning curve on its own. This curve includes adding quite a few new words to your vocabulary, but we’re confident you’ll be speaking the university language fluently in no-time.

To help you get familiarized with university and CBU-related terms, we’ve created a ‘university lingo dictionary’. It might be helpful to bookmark this page on your device for quick-and-easy access.

APPLY FOR TRANSFER CREDITS (If applicable)

Speaking of learning new terminology, transfer credit is one that you will want to know. Students who have been admitted to CBU and have previous post-secondary education can apply for the transfer of credits and may fulfill up to 50 percent of their CBU degree requirements with applicable transfer credits.

In order to be considered for transfer credits, students must complete the Transfer Credit Assessment form and pay the $52(CAD) fee. Fees can be paid by credit card using the Credit Card Charge form or by making an online payment. Forms, when completed, can be sent to enrolment@cbu.ca.

Transfer Credit Assessments can take 2-8 weeks to process. To see what transfer credits were awarded to your account, watch the How-to-CBU: Transfer Credit video on CBU’s YouTube channel.
BOOK YOUR ACADEMIC ADVISING APPOINTMENT

All new-to-CBU students must be advised before registering for courses, including students transferring from another post-secondary institution.

CBU’s **First-Year Advising Centre (FYAC)** is available to all new-to-CBU students and aims to help define your academic goals, choose your courses, create a schedule and everything else that’s needed in order to prepare for and transition to university.

To book your appointment, visit [CBU.ca/FYAC](http://CBU.ca/FYAC).

REGISTER FOR COURSES

Registering for courses is the final step in your journey before you’re officially an enrolled CBU student, and it can be one of the most fun things to do! We’re here to help guide you through the process with helpful resources such as this [How-to-CBU Registration Video](#). After meeting with your **First-Year Advisor**, you’ll select your courses, plan your schedule and then you’ll be ready to register.

Registration is done through the **Compass Student System** where you can [add or drop courses](#), add yourself to a [waitlist](#) if a course is full and view the courses you are currently registered for.
GET TO KNOW YOUR STUDENT FINANCES

We understand that you may have questions and concerns when it comes to financing your education. To better understand these finances, we have several resources available to you.

Visit the Compass Student System to view your account balance and statement as well as payments applied to your account. If you are having trouble navigating the student system check out this How-to-CBU: Account Balance Video. Afterwards, if questions or concerns remain, we encourage you to reach out to an Enrolment Services Financial Specialist who can provide clarity.

There are several different payment options available to CBU students, including online banking and Student Loan. Keep in mind there are deadlines when it comes to paying your tuition, as well as important dates to review and remember.

Please note: When making an online payment, it can take up to three business days to process.
MARK YOUR CALENDAR: IMPORTANT DATES AT CBU

CBU’s Important Dates Calendar is a tool you’ll want to familiarize yourself with. The calendar is where you will find deadlines and dates such as when classes begin and end, as well as information about payment deadlines, holidays and closures.

We encourage you to make a note of the deadlines that apply to you in your own calendar or agenda.

Please review the calendar for upcoming important dates.

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PREPARE FOR ONLINE LEARNING

Online learning can be a very engaging learning experience, and we’re going to provide the tools and resources you need to thrive at CBU, beginning with Start Smart!. This mini-course launched in August 2020, prior to our very first online semester. We built this course to help build students build their digital confidence by providing an introduction to the digital tools they would be using during their online courses. These digital tools are still used today, so they are just as helpful now as they were then!

You’ll also gain a deeper understanding of the main features, benefits and challenges of online learning, and pick up some best practices and tips for being successful in an online environment.

Start Smart! Is for both new and returning students from all programs and focuses on:

• Digital Know-How,
• Getting Organized,
• Academic Essentials, and
• Knowing Your University.

Each topic takes approximately one hour to complete and you can work through the program at your own pace.

Register and learn more about Start Smart! at CBU.ca/startsmart
BOOKS AND SWAG

CBU’s Bookstore and merchandise can be accessed and ordered online. If you have a special request or are unable to place an order online, please email 2955mgr@follett.com and the Bookstore will be happy to work with you to make sure you get exactly what you need. Free shipping is offered on all Canadian orders over $100.

Place an order from and learn more about the CBU Bookstore here.

Technical Requirements

Although some courses/programs (ie. Nursing/Engineering) may have more specific technical requirements, the requirements for all students are as follows:

**COMPUTER**: Online courses are designed for computers, and in some cases, a tablet will not suffice. The best option would be a PC or MAC no older than 2-3 years. More technical courses may have a higher requirement. Please contact your instructor if you have specific questions about the technology (computer, audio, video, software, etc) you will use in your course.

**INTERNET CONNECTION**: CBU highly recommends high-speed internet, particularly for courses with synchronous (group) meeting requirements. Access to web browsers including Chrome, Firefox, and Explorer is also needed, as different educational technologies may be optimized for specific browsers.
KNOW CBU’S POLICIES

Cape Breton University is committed to creating a safe and healthy living and learning environment, free of discrimination, harassment and bullying. We are dedicated to the highest standards of human equality and academic freedom. The University actively endorses these standards at every level of the institution and in all aspects of student, faculty and staff life while individuals or groups are acting in a capacity defined by their relationship with the University.

To uphold these standards, it is asked that each student reviews CBU’s policies. While the entire database of policies can be accessed at the link above, here are a few that should be read before starting your studies:

- Respectful Campus Policy
- Academic Integrity
- Code of Student Conduct
- Dealing with Cyberbullying
- Sexual Violence Policy & Guidelines

Any questions or concerns about CBU’s policies, guidelines or your overall safety should be directed toward Scott Thomas, Human Rights and Diversity Officer, or Sonya Spencer, Manager of Security Services.

Scott Thomas  Sonya Spencer
UTILIZE YOUR STUDENT SERVICES

Student Services is all about you. We understand your needs can vary from simple to complex and having helpful staff in place to assist, guide, encourage and direct you, if needed, is important to your overall campus life experience. And that doesn’t change just because we’ve moved online!

As a CBU student, you have access to:

THE WRITING CENTRE
CBU’s Writing Centre offers free one-on-one appointments, now being held virtually or by email. The Writing Centre helps students understand assignments, make writing plans, learn formatting styles, incorporate citations and more. You can book an appointment online or email questions to writing_centre@cbu.ca.

THE MATH AND SCIENCE CENTRE
CBU’s Math and Science Centre offers free tutoring services for current CBU students who require help in introductory-level math, science and business courses. The Centre is now using a digital platform called Discord for virtual tutoring. Set up an account and connect with tutors as you need to.

ACCESSIBILITY SERVICES
The Jennifer Keeping Centre works to provide the necessary supports and accessibility accommodations for students with a medically documented disability. To find out if you are eligible for services related to your disability email jkc@cbu.ca.
CBU ALERT

CBU Alert is CBU’s emergency mass notification system. This important feature is used to notify staff, faculty and students of campus closures, power outages and other emergency scenarios.

All students will be invited to create an account within the system via their CBU email address. If you have not received this invitation or have questions or concerns, please contact Sonya Spencer, Manager of Security Services.

LIBRARY

The CBU library is a students primary course for research resources and support. We encourage you to register with the CBU Library so resources are readily accessible to you when you need them.

Online services and supports include:

- **Online LiveHelp Chat, Email and AskUs**
- **Databases, Ebooks and Online Sources**
  (Remember to use the ‘Off-Campus Access button under the popular tasks menu)
- **Curbside Pick Up Form**
  If you are too far away from campus to use this service, we are excited to let you know that we are now offering a mailing service as well.

To speak with a library staff member, call 902-563-1320 or email circ_desk@cbu.ca.

Students can stay up-to-date on all library related information by following:

- @CBU_library
- @cbulibrary
- @cbu_library
THE MAX BELL HEALTH AND COUNSELLING CENTRE

The Max Bell Health and Counselling Centre is a collaborative health care centre with nurses (including a mental health nurse), physicians and counsellors on site. The Max Bell Health and Counselling Centre is located in the Canada Games Complex (near Subway) and is open Monday to Friday from 8:30am - 4:30pm.

The Max Bell Health and Counselling Centre is now seeing patients in-person, by appointment only. To make an inquiry or appointment, please call 902-563-1359 or email healthservices@cbu.ca.

International students can also access health services through Guard.me insurance, by using the mobile doctor app. Please be sure to have your Guard.me insurance number ready as you will need it to access these services.

INTERNATIONAL STUDENT SERVICES

International students who require more information or have questions about immigration, student work permit eligibility or medical coverage can connect virtually with one of our International Student Advisors, including a Certified Immigration Consultant via email.

IT HELP DESK

CBU’s IT Help Desk is the first point of contact for IT Services and offers a variety of technical services, such as login access and troubleshooting, email support and more.

Learn more about the Student Support Services offered to you as a CBU student here.
A NOTE TO RESIDENCE APPLICANTS

Due to COVID-19, Residence is currently operating at a lower than normal capacity in order to ensure all public health guidelines are met. We are currently working with students who have already applied for on-campus housing and will offer any remaining availability to students on a first-come first-serve basis.

For more information contact doug_connors@cbu.ca.