

Frequently Asked Questions **for new Douglas College students**

The Basics – College Network Access (CNA), Email, Student ID, Important Dates

- **What is College Network Access (CNA) credential? What is my Douglas email address? How to access it?**

The College Network Access (CNA) credential is the unique identifier you use to login to most Douglas College systems such as email and [myAccount](#). After you have settled your tuition fees in full, you should have received an email from the College with information on your CNA credentials and your Douglas email address. Your Douglas College email address can be accessed via Outlook of Microsoft 365 <https://outlook.office.com/mail/>.

 - [Reset CNA password](#)
 - [Logins and Passwords of different Dougals College systems](#)

- **How can I get my Student ID Card?**

Your Student ID card is issued by the Enrolment Services. You can order your card in-person with a government issued ID during [office hours of Enrolment Services](#), or order online on [myAccount](#) by clicking 'Student Records' and then 'Student ID Cards' on the left. Check the details on the [Student ID Cards webpage](#).

- **Where can I update my personal information?**

Your personal information can be updated through [myAccount](#).

- **How to connect to Douglas College Wi-Fi?**

Choose the 'Douglas College Internal' network. Login with your nine-digit student number (as username) and your CNA password. You can refer to the [step-by-step guides on Wi-Fi connection on different device types](#).

- **How can I access my Microsoft 365?**

Visit <https://login.microsoftonline.com/> and login using your Douglas College email and CNA password.

- **How can I know the semester dates and important deadlines?**

Check the details on the [Dates & Deadlines webpage](#). Important dates and deadlines such as the start day of classes, examination period, holidays and registration period for classes next semester can all be found there.

Getting to Douglas College

- **Where is Douglas College?**

New Westminster Campus

The New Westminster campus is located at 700 Royal Avenue, New Westminster. It is one block from the 'New Westminster' SkyTrain station.

The building of New Westminster Campus is divided into two sides – the 'north' and the 'south'. The first character of a room number can tell whether it is at the north (N) or the south (S). The 5th and 6th floors are only accessible on the north side from the 4th floor, while the '0' floor is only accessible on the south side from the 1st floor.

Anvil Office Tower (AOT)

Anvil Office Tower is located at 777 Columbia Street, New Westminster. It is 3-minute walking distance from the New Westminster campus.

Douglas College is located on the 6th to 9th floors of the Anvil Office Tower. The first digit of a room number can tell which floor the room is located on. Services and amenities there include Douglas College security, food and lounge area, computer labs, study spaces, gender neutral and traditional washrooms, a copy centre, etc.

Coquitlam Campus

The Coquitlam campus is located at 1250 Pinetree Way, Coquitlam. It is 6-minute walking distance from the 'Lafarge Lake-Douglas' SkyTrain station.

There are two buildings on Coquitlam campus – the 'A/B Building' and the 'C/D Building'. Each is divided into two sides – the A and B sides, and the C and D sides correspondingly. Directories can be found on each level to help students determine which side of the building they are on.

- **What's U-Pass? How can I get a Compass Card?**

The U-Pass BC program offers unlimited access to transit services across Metro Vancouver for eligible students. You can buy a Compass Card at any SkyTrain station from a Compass Card vending machine. Sign in to the [U-Pass BC website](#) to link your U-Pass to your Compass Card. You will need to activate your U-Pass each month, and it may take up to 24 hours to load. Check the details on the [U-Pass BC on Compass Card webpage](#).

- **Is parking available for students?**

Student parking is available at both the New Westminster and Coquitlam campuses. Students will need to purchase a permit or pay for daily parking. Day-of parking is \$2 an hour, up to a maximum of \$5.50 per day. You can pay at the kiosks located in the lobby of each building on Coquitlam campus and in the parkade and Concourse on New Westminster campus, or via the HangTag app. Parking permits are \$180 per semester. Check the details on the [Parking website](#).

Courses

- **How to view my class schedule? How to find where my classes are located?**

Visit [myAccount](#), click 'Registration', 'Registration and Schedule' and then 'View Your Schedule'. Information about classroom numbers is listed alongside your class information. You can also look up from the [browse classes tool](#). Classroom numbers are listed under the 'Meeting Times' column.

Here are the acronyms of the buildings:

AOT	Anvil Office Tower
DLA	Coquitlam - Building A
DLB	Coquitlam - Building B
DLC	Coquitlam - Building C
DLD	Coquitlam - Building D
NWN	New Westminster - North Building
NWS	New Westminster - South Building

- **How to add/drop a course? What should I do if I am waitlisted for a course?**

Course enrolment activities should be performed on [myAccount](#). Study the [step-by-step instructions](#). When you are on the waitlist, be sure to check your [myAccount](#) every day because if you are given an offer, you only have 23 hours to accept it. If you miss your offer, you will be removed from the waitlist. If you still find yourself on a waitlist on the first day of class, make sure you attend the first class to talk to the instructor and indicate your interest. Check the details on the [Waitlist Information webpage](#).

- **What are the books required for my courses?**

Visit [myAccount](#). Click 'Student Records' and then 'View Personal Booklist'.

- **What is Blackboard? What are the two Blackboard courses that I should complete being a new student? How to access them?**

[Blackboard](#) is Douglas College's learning management system. It provides one-stop access to online courses and academic resources. It is used by most instructors, for both in-person instruction and online learning.

All new students are automatically enrolled into these two courses on [Blackboard](#). Both courses are available under the 'Courses' section.

- **DCUE-0100 Academic Integrity:** A course helping you understand what academic integrity means at Douglas. You should complete it before your first semester begins.
- **DCUE-0200 New Student Orientation:** An orientation course which covers all the basics of how to get ready for your first semester at Douglas.

Student Services

- **Are there any fitness facilities that students can use?**

Douglas College has two fitness facilities that students have access to. One is on New Westminster campus, and one is near Coquitlam campus. Check the details on the [Fitness Facilities webpage](#). Presenting your Student ID Card is required for accessing the facilities.

- **Is there a daycare on campus?**

There are daycare facilities available on both campuses. Check the details on the [Child Care webpage](#).