



**National Aviation**  
**ACADEMY**

# **STUDENT RESOURCE GUIDE**



## **TAMPA BAY CAMPUS**

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NAA.EDU | Social @naaedu

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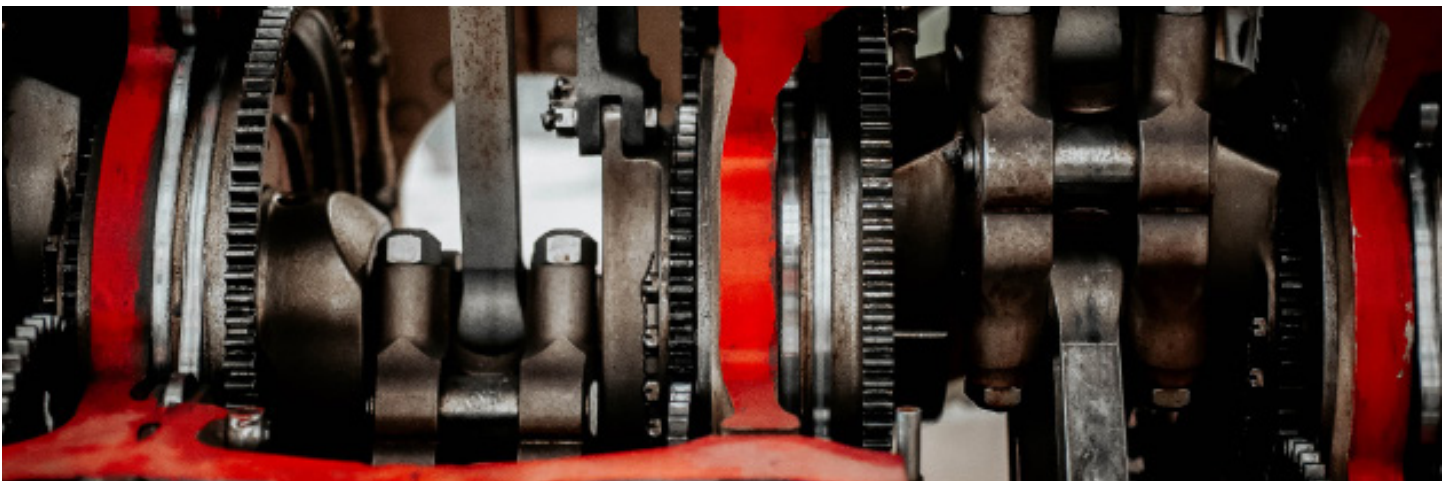


# WELCOME TO NAA

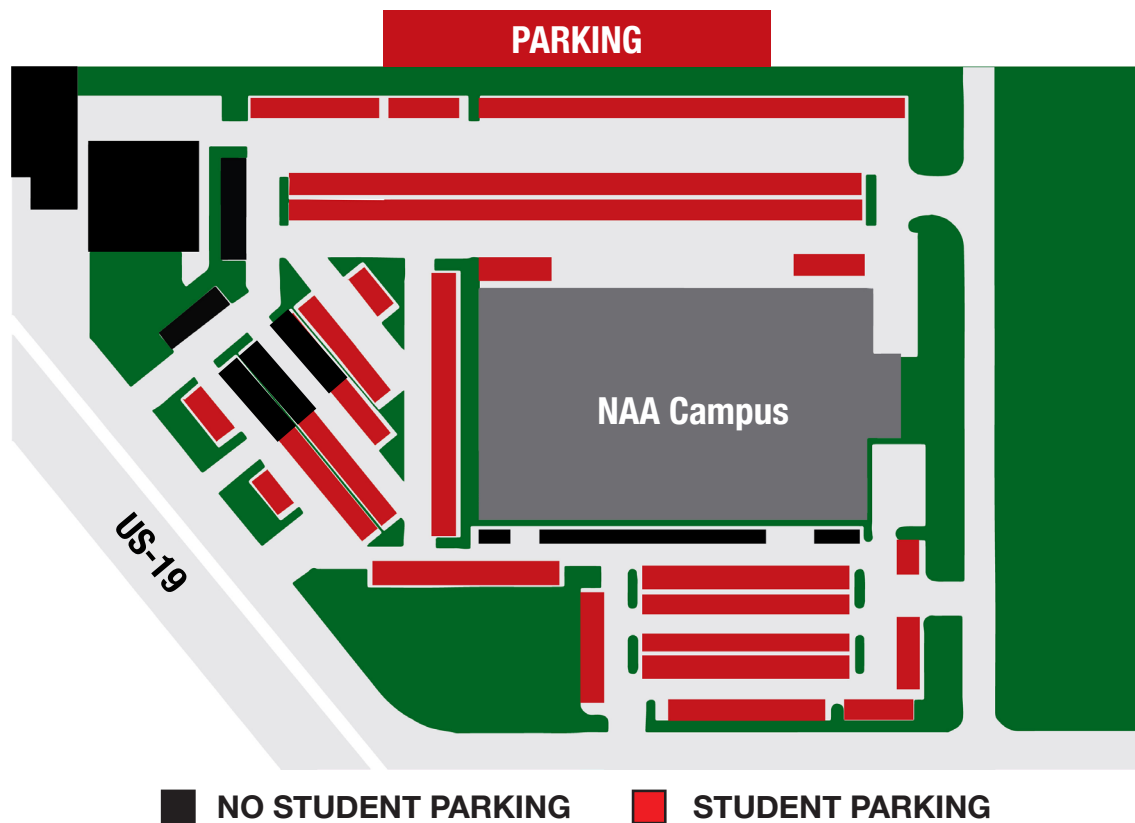
National Aviation Academy (NAA) is a globally-recognized aviation maintenance training school. Our mission is to educate students in a learning environment conducive to excellence in meeting the aviation global marketplace's needs and challenges.

As a constantly evolving institution, we continuously strive to develop our team members, facilities, and other resources. We foster effective lines of communication and build relationships to enhance NAA's visibility with various local, state, national, and international constituents. We cultivate opportunities for team members and students to participate in community and professional activities that will enhance all of our quality of life.

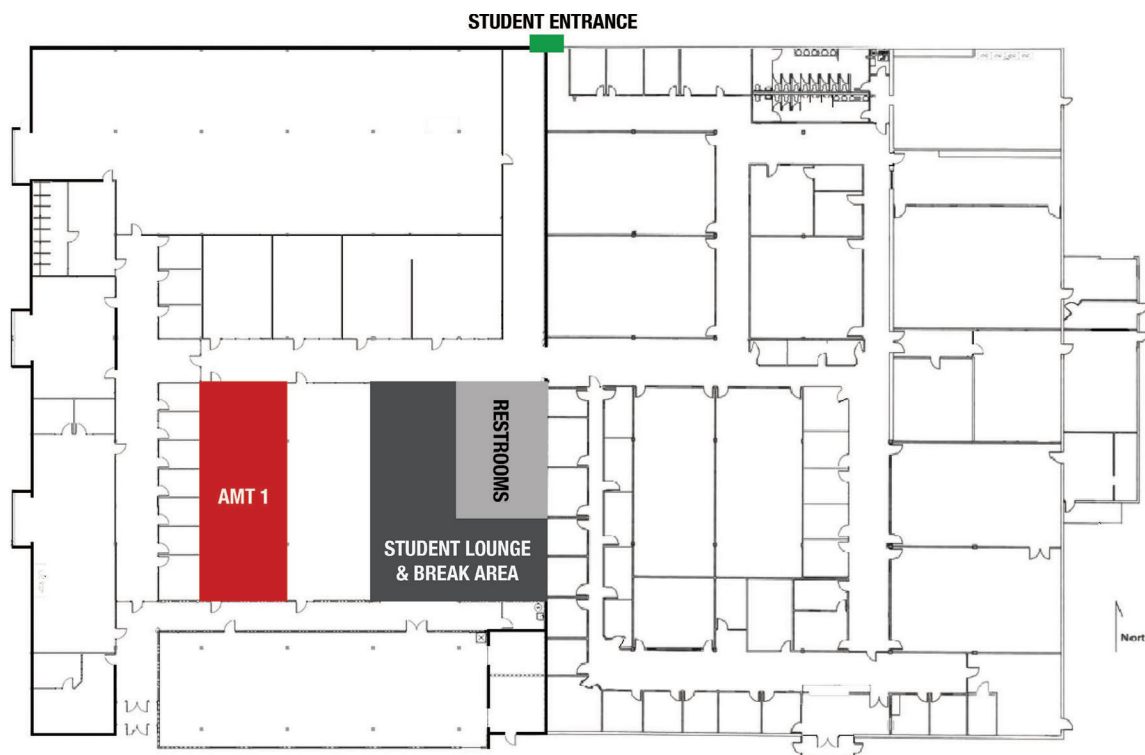
We are thrilled to welcome you as the newest members of the NAA community and cannot wait to see all that you will accomplish as aviation maintenance professionals!



# Let's get acquainted.



## WHERE TO GO - DAY 1



## STUDENT CATALOG

The Student Catalog is the best resource to reference everything NAA! Find it online at [naa.edu/catalog](http://naa.edu/catalog)

## ACCESS/ID BADGES

Your Student ID provides access to NAA's campus facilities. You will receive your badge on the first day of class. Should you need a replacement badge, all requests must go through NAA's Front Desk located behind the Guest Entrance (see map on page 13). Please note that a \$15 fee will be charged for replacement badges.

## STUDENT EMAIL

Your NAA student email will be ready for you on your first of class. Your email is a Microsoft Outlook account. You will have received an email to the personal email we have on file with your username and a temporary password. You can access your email on your iOS or Android device, or via **office.com**. Check your email often for info from NAA! If you have any questions or need assistance with setup, email **support@naa.edu**.

## NAA CLASS SCHEDULE

One of the most important things to familiarize yourself with is your class schedule. Remember that hours missed will need to be made up, so make it to class on time and ready to go!

**AM Classes:** Monday - Friday, 7:30 AM - 3:00 PM, Lunch: 50 minutes

**PM Classes:** Monday - Friday, 4:30 PM - 11:40 PM, Lunch: 30 minutes

**Class Breaks:** 10 minutes/hour of instruction

## HOLIDAYS/VACATION

Observed Holidays and NAA Vacation Breaks are the only exceptions to your required class schedule. Please note the below:

### Observed Holidays

Memorial Day - May 26, 2025

4th of July - July 4, 2025

Labor Day - September 1, 2025

Thanksgiving Holiday - November 27-28, 2025

New Year's Day - January 1, 2026

### NAA Student Vacation Breaks

Spring Break - March 31 - April 4, 2025

(Classes Resume 4/7/2025)

Summer Break - July 21 - July 25, 2025

(Classes Resume 7/28/2025)

Winter Break - December 24, 2025 - January 1, 2026

(Classes Resume 1/5/2026)

## MISSED TIME/MAKE-UP

Though the importance of missed time cannot be overstated (completing your training hours is the only way to get certified!), we understand that *life happens*. If you know you have to miss time, be sure to report it to NAA's Education Services department.

Sick? Family emergency? Unexpected absence? All you have to do is call Education Services and leave a voicemail.

**Call the Voicemail Attendance Line at 727.499.4000**

Hours can be made up as soon as 24 hours after class has been missed. Just head to the Hour Recovery Lab, where a make-up sheet will be waiting for you, and get started!



# Get the Look.

## PERSONAL APPEARANCE & UNIFORM POLICIES

NAA's Personal Appearance and Uniform Policies have been developed to maintain an attitude of professionalism and safety, as well as prepare students for expectations in the aviation maintenance industry. The below policies **MUST** be followed whenever on campus, including the make-up room, Saturday make-up days, and during spring, summer and winter breaks.

***Professionalism and safety is of the utmost importance and paramount at ALL times.***

### Personal Appearance

- For safety reasons, no hoop or hanging earrings are permitted.
- Hair length must never present a safety hazard and will be subject to instructor discretion.
- Facial hair must present a professional appearance.
- Jewelry such as rings, watches and bracelets are **NEVER** to be worn when working in lab or hangar environments.
- Sunglasses, NAA baseball-style caps, and NAA winter caps are authorized in the Hangar and on the flight line. NAA logo hats may be worn in the classroom with the permission of the instructor. NAA baseball-style cap bills must face forward.

### NAA Uniform Shirts (polo/t-shirt) may not be altered.

- It is highly recommended that student uniform shirts be tucked in at all times.

### Dark Solid Color Pants/Shorts (black/charcoal/navy) are required and obtained by the student.

- Pants will NOT be worn below the waistline at any time; undergarments will never be visible. Acceptable styles to be worn include work pants or cargo pants. (i.e., Dickies, Carhartt, Wrangler, Craftsman and Red Cap are popular brands of these acceptable styles).
- The Hangar Shorts Policy is outlined in detail in your student catalog.

**All uniforms must be kept clean and in good condition and free of any stains, holes or wrinkles.**

### Footwear

- Acceptable footwear: work shoes, work boots, and tennis shoes. Closed toe shoes are required.
- Slippers, 'Crocs', loafers or other such type of shoe are **not** permitted.

**No loose items (necklaces, bracelets, scarves, other accessories) may be exposed outside of the shirt or jacket.**

**IDs must be in plain sight at/above the waist at all times at all campus locations.**

# Campus Departments & Staff

## Lean on us! It's why we're here.

### ADMISSIONS

**Hours:** 9:30 AM - 6:30 PM

**Department Email:** [admis-fl@naa.edu](mailto:admis-fl@naa.edu)

Admissions works directly with each student to provide information about NAA programming and the student experience. Representatives give campus tours, assist with the registration process, and answer questions specific to students attending locally or from out-of-state, with designated services for international, transfer, transitioning military, and high school students.

You're already familiar with Admissions – but remember that they are an available resource beyond your class start! Reach out with questions you have. Or have a friend that wants to join a class? Send them their way!



**Ayiende Smith**  
Vice President  
[asmith@naa.edu](mailto:asmith@naa.edu)



**Ken Costantino**  
Corporate Enrollment  
Director  
[kcostantino@naa.edu](mailto:kcostantino@naa.edu)



**Rachel Ellingson**  
Manager  
Student Retention  
[rellingson@naa.edu](mailto:rellingson@naa.edu)



**Roy Edwards**  
Manager  
[redwards@naa.edu](mailto:redwards@naa.edu)



**Dawn Tuomi**  
Senior Representative  
[dtoumi@naa.edu](mailto:dtoumi@naa.edu)



**Mitchell Perez**  
Senior Representative  
[mperez@naa.edu](mailto:mperez@naa.edu)



**Phil Cusimano**  
Representative  
Community Engagements  
[pcusimano@naa.edu](mailto:pcusimano@naa.edu)



**Bill Grueninger**  
Representative  
[wgrueninger@naa.edu](mailto:wgrueninger@naa.edu)



**Luis Cosme**  
Representative  
[lcosme@naa.edu](mailto:lcosme@naa.edu)



**Tony Jones**  
Representative  
[tjones@naa.edu](mailto:tjones@naa.edu)



**Chantz Coplin**  
Representative  
[ccoplin@naa.edu](mailto:ccoplin@naa.edu)

## FRONT DESK OPERATIONS

**Hours:** Mon-Thurs 7 AM - 7 PM, Fri 7 AM - 5:30 PM

**Department Email:** FLFrontDesk@naa.edu

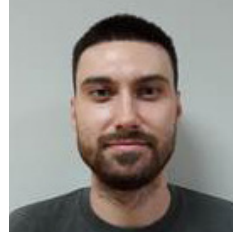
Our Operations team is here to serve you! Visit them for assistance with badges, parking, connecting with NAA team members, and campus operations, among other services!



**Markus Weatherwax**  
VP Building Services  
mweatherwax@naa.edu



**Megan Woodard**  
Manager  
mwoodard@naa.edu



**Taylor Cardwell**  
Assistant  
tcardwell@naa.edu



**Rizelle Rendon**  
Assistant  
rrendon@naa.edu

## STUDENT SERVICES

**Hours:** Mon-Thurs 8 AM - 6 PM, Fri 8 AM - 4 PM

**Department Email:** StudentServices@naa.edu

**Facebook Group:** facebook.com/groups/NAAStudentServices

Student Services assists those in need of housing, roommates, part-time job opportunities, and transportation. Student uniforms, student discounts, and a variety of other campus initiatives are also provided.

Connect with them in person during office hours or anytime in the Student Services Facebook group!



**Janice Reyes**  
Vice President  
jreyes@naa.edu



## INTERNAL AUDIT

**Hours:** Mon-Thurs 8 AM - 6:30 PM, Fri 8 AM - 4 PM  
**Department Email:** studentsupport@campusivy.com

In addition to auditing some internal processes, Internal Audit is responsible for acting as a liaison between students and our external Financial Aid team. The liaisons guide students through the initial steps required for obtaining financial aid which includes assisting with completion of the FAFSA (Free Application for Federal Student Aid) and other necessary federal forms and documentation.



**Nicola Powell**  
Vice President  
npowell@naa.edu



**Joana Diaz**  
Director  
jdiaz@naa.edu



**Benjamin Cheaney**  
Student Liaison  
bcheaney@naa.edu



**Sarah Anderson**  
Student Liaison  
sanderson@naa.edu

## COMPLIANCE & TITLE IX

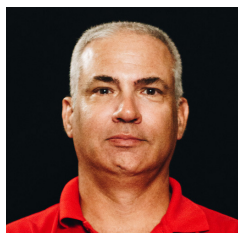
Compliance ensures that all local, state, and federal guidelines are adhered to in accordance with the law and professional standards. Maintaining industry, regulatory and educational benchmarks, as well as the coordination of Title IX protections, are of primary importance.



**Nannette Worlinsky**  
Senior Vice President  
nworlinsky@naa.edu

## EDUCATION LEADERSHIP

Education is responsible for all curriculum and hands-on training, as well as the safety of students and staff. This department provides a learning experience conducive to excellence, enforces all student policies and procedures, and offers assistance regarding shift/schedule changes, leave of absence (LOA), or withdrawal requests.



**Greg Rhoden**  
Executive VP/DOE  
grhoden@naa.edu



**Ralph Maritato**  
Director  
rmaritato@naa.edu



**Kent Webster**  
Director  
kwebster@naa.edu



**Robert Ryerson**  
Director  
rryerson@naa.edu



**Richard Herbert**  
Director  
rherbert@naa.edu

## TEST CENTER

**Hours:** Mon-Fri 8 AM - 4:30 PM, Test Times are 9 AM, 12 PM and 3 PM

**Department Email:** TestCenter@naa.edu    **Test Center Phone Number:** 727.499.4109

NAA's Test Center provides information relative to the testing certification process, prerequisites, and the scheduling of Federal Aviation Administration FCC and NCATT examinations. All testing is administered on campus.



**Gregg O'Brien**  
PSI Testing Center  
gobrien@naa.edu

## EDUCATION SERVICES

**Hours:** Mon-Fri 7:30 AM - 7:00 PM  
**Department Email:** EdSvc@naa.edu

Education Services provides academic progress reports, attendance records, missed time records, makeup time records, and student transcripts. This department verifies attendance requests, testing eligibility, certification records, and distributes certificates. They are also your point of contact for missed time and makeup hours.



**Darryl Grosso**  
Vice President  
dgrosso@naa.edu



**Michael Rydzik**  
Director  
mrydzik@naa.edu



**Henry Duke**  
Manager  
hduke@naa.edu



**Danielle McIntyre**  
Registrar  
dmcintyre@naa.edu



**Todd Bailey**  
Specialist  
tbailey@naa.edu



**Tammy Bruner**  
Specialist  
tbruner@naa.edu



**Alice Armstrong**  
Education Support  
aarmstrong@naa.edu

## CAREER SERVICES

**Hours:** Mon 7:30 AM - 6 PM, Tues 8 AM - 7 PM, Weds 7:30 AM - 5 PM, Thurs 9 AM - 7 PM, Fri 7:30 AM - 4 PM  
**Department Email:** CareerServices@naa.edu

Career Services organizes all Career Fairs and onsite recruitment initiatives and offers employment preparation such as resume development. As the gateway to industry relationships, this department provides career services assistance to students nearing graduation and NAA alumni.



**Hilary Vincent**  
Director  
hvincent@naa.edu



**Nicole Milligan**  
Assistant Director  
nmilligan@naa.edu

## BUSINESS OFFICE

**Department Email:** BusinessOffice@naa.edu

NAA's Business Office handles current student accounts, missed time account balancing, monthly payment scheduling, invoicing for external student aid, and distributing stipend checks.



**Maria McDonald**  
Senior Vice President  
mmcdonald@naa.edu



**Amy Sanders**  
Director  
asanders@naa.edu



**Gayle Hendley**  
Manager  
ghendley@naa.edu



**Ellie Civello**  
Specialist  
ecivello@naa.edu

## EXECUTIVE LEADERSHIP / MANAGEMENT COUNCIL

NAA's Management Council ensures that our campuses operate at the highest level, providing world-class maintenance training each and every day. They maintain an open-door policy and encourage feedback from students and staff alike.



**Pamela Van Sant**  
President/COO  
pvansant@naa.edu



**Holli Hudson**  
Senior Executive VP / CSO  
hhudson@naa.edu



**Greg Rhoden**  
Executive VP/DOE  
grhoden@naa.edu



**Christine Gibson**  
Senior Executive VP/CFO  
cgibson@naa.edu

Pam Van Sant is NAA's President and Chief Operating Officer.

Holli Hudson oversees Admissions, Marketing, and Student Services.

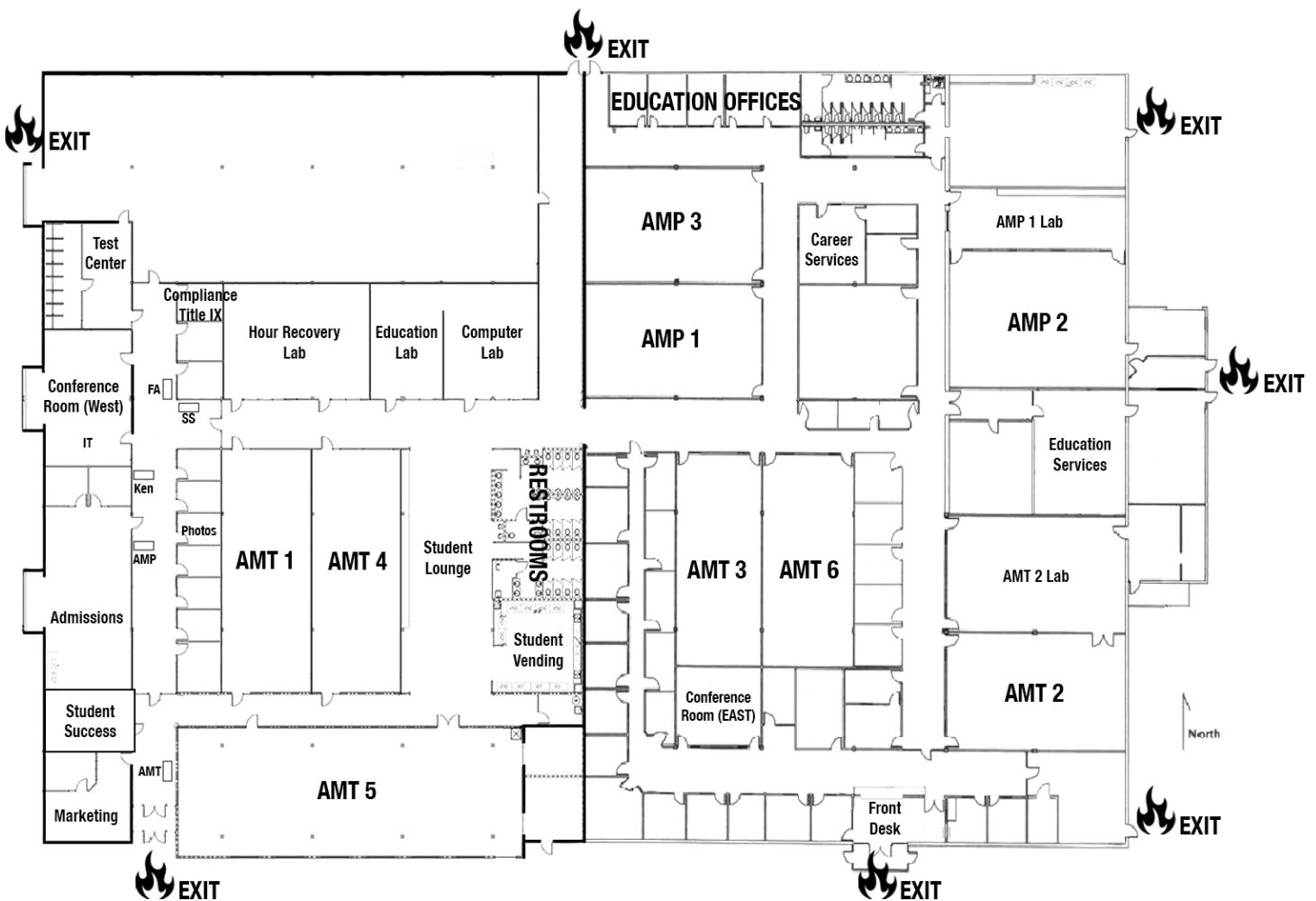
Greg Rhoden oversees Curriculum, Education, Education Services, and the Test Center.

Christine Gibson oversees Business Office, Finance, and Information Technology.

# Find Your Way From the Start

## CAMPUS MAP

It's never too soon to introduce yourself to our support departments. Why not say hello on day one? At a minimum, we recommend you find Career Services, Education Services, and Student Services. Knowing where they are makes it that much easier when you need their assistance throughout your time at NAA. Remember, we are here to help and look forward to getting to know you! Find a detailed map of the campus below to help you seek them out!





# Information Technology Resources and Usage Policy

## VISION AND MISSION STATEMENT

National Aviation Academy's Information Technology department will be recognized as a high-performance and dynamic team providing technological excellence that identifies and supports future educational needs and requirements of our students and staff. Strives to facilitate communications, promoting student engagement, transforms data into information, while protecting and safeguarding student and institutional information in alignment with NAA's missions and goals.

Information Technology Services provides secure, reliable, and integrated technology solutions in alignment with educational and administrative goals, while delivering excellence in customer service.

In support of this mission, we will:

- Understand the information technology needs of management, staff, faculty, and students.
- Provide leadership and planning for the effective and strategic use of emerging technologies to increase productivity and efficiencies in the classroom and across departments.
- Demonstrate technical and operational excellence through a commitment to professionalism and continuous improvement.

## DEPARTMENT OF INFORMATION TECHNOLOGY - HOURS OF OPERATION

The Department of Information Technology is available **Monday through Friday from 8:00 AM to 6:30 PM.**

**Have a technical issue?** Send an email to [support@naa.edu](mailto:support@naa.edu) with a brief description of the question or issue, and include your full name and student ID number.

You can also create and check on the status of any open incident by going to **[helpdesk.naa.edu](https://helpdesk.naa.edu)** and logging in with your student email and password.

**If urgent, please call the front desk:**

Clearwater Campus: (800) 659-2080

Concord Campus: (800) 292-3228

## Wireless Network Access - WiFi

National Aviation Academy provides all students with free internet access.  
Scan the QR code and click "Join NAAStudent Network"!



## STUDENT RESOURCES

### Student Email and Office 365 Access

Upon registration, you will receive an email that includes your new student email address with instructions on how to login and create your password. Follow the instructions on creating a password as well as configuring Multi-Factor Authentication.

Once completed, students gain access to the Student Portal ([my.naa.edu](http://my.naa.edu)), Microsoft Office 365, and several other useful resources!

### Student Research Center and Computer Lab

NAA has a library that provides reference materials and study guides for the student to broaden their skills and knowledge. The library is equipped with computers that allow students to do research and practice-testing for school and FAA exams.

### Student Handbook

A copy of the student handbook "Current School Catalog" can be found at [naa.edu/catalog](http://naa.edu/catalog)

## VIRUSES AND MALWARE

There are measures that can be taken to help protect your electronic devices from viruses and malware. It is your responsibility to ensure that you are properly protected. We recommend the following:

- Use MFA (Multi Factor Authentication) wherever possible.
- Regularly update your computers and devices. Buy tech that auto-updates.
- Use a password manager, create hard and unique passwords for your online accounts.
- Monitor messages. Be wary of downloads, links and attachments. If you are unsure, contact the person that sent the email directly using publicly available phone numbers.
- Switch to e-Billing, reduce the paper trail.
- Shred your documents containing your PII (Personal Identifiable Information)
- Purchase a credit monitoring service.
- Leave unnecessary credit cards, SSN cards, documents in a lock box.

NAA enforces a strict policy against malware. In efforts to assist the NAA Community in becoming aware of threats, we invite you to contact the Helpdesk for all questions regarding your protection and safeguard against malicious threats. Please consider these threats against you as seriously as we do.

## RECOMMENDATIONS REGARDING YOUR CREDIT

- Place a credit freeze on you and your loved ones' accounts.
- Check your credit annually, it's free!
- Visit each credit bureau's site to get more information about placing a security freeze on your credit report.

### If your identity is compromised:

- Place a fraud alert on your credit reports, TransUnion, Experian, and Equifax.
- Contact financial institutions immediately.
- File a complaint with the Federal Trade Commission.
- File a report with the police.

# Connect With Clubs and Classmates

Student Clubs and Organizations are a fantastic way to get involved, meet new people, and make the most of your time at NAA. PS, these activities are not only fun, they're resume boosters! Get in on the action and, ultimately, get an edge on the job you want.



## **ALPHA ETA RHO - AVIATION FRATERNITY**

Tau Beta Chi is NAA-Tampa Bay's chapter of the Alpha Eta Rho international, co-ed, professional aviation fraternity. Founded to promote a passion for aviation and professionalism among students, this is an excellent opportunity to gain leadership skills and connect with other aviation enthusiasts on campus and around the nation! See Student Council or connect with a current Tau Beta Chi member for information on how to join!

## **WOMEN OF NAA**

The success of women and girls is essential the future of aviation! Women of NAA has been founded to encourage, uplift, and connect our female population on campus. Lookout for posters around campus that detail upcoming meetings and how to join!

## **VETERANS FORUM**

Founded as an open forum for NAA student and staff Veterans, this organization promotes camaraderie and mutual support for our military community. Thank you for your service!

# NAA EDU

## IMPORTANT LINKS

**Campus Closures - [naa.edu/campus-status](http://naa.edu/campus-status)**

**Student Catalog - [naa.edu/catalog](http://naa.edu/catalog)**

**Campus Directory - [naa.edu/directory](http://naa.edu/directory)**



**@naaedu**

## GET SOCIAL!

**Keep updated on all of the latest NAA info, industry news, and campus highlights on our social channels!**