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2025

**FALL ORIENTATION
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cna

College of the North Atlantic

cna.nl.ca

Online Learning - Asynchronous
Formerly Distributed Learning Service (DLS)
Semester Guide

Success in Online Learning

MY CNA

[My CNA](#) is your gateway to student supports and resources at College of the North Atlantic such as Student Self Service (course registration, access grades, student finances, etc.), Student Webmail, as well as peer tutoring, library and counselling services, policies governing student conduct, health and dental, etc.

STUDENT SELF-SERVICE

[Self-Service](#) is your portal to register for courses, opt out of health & dental coverage, check-in, request confirmation of enrollment, access your grades, check your account balance, pay outstanding fees, download your T2202A form for income tax, etc. Please note the Student Service Help Desk for this service is different than the Online Learning Help Desk. Please contact the Student Service Help Desk (SSHHelpDesk@cna.nl.ca) if you have any issues with your Self-Service account.

IMPORTANT DATES & DEADLINES

All key dates and deadlines, including midterm and final exam dates, are posted on our website under [Key Dates and Deadlines](#).

TEXTBOOKS

If you haven't already done so, purchase your textbooks! A list of required textbooks is available on our [website](#). Please confirm the ISBN number before purchasing a second-hand book. You should also verify the textbook with your instructor prior to purchasing.

COMPUTER REQUIREMENTS

Students will require an internet ready computer system with [specific requirements](#) to participate in online courses. Please refer to College of the North Atlantic's [BYOD](#) (Buy Your Own Device) document for further program specific details. General internet/computer knowledge (i.e., email, ability to save files, install programs, etc.) is an asset.

Due to compatibility and accessibility issues, we do not recommend:

- Google Chromebooks; Chromebooks operate on a system that is not compatible with CNA-required software.

- Apple/MAC computers (unless noted for specific programs). If you use an Apple/MAC, you may need to install boot camp on your device to access some programs with Windows-based software. Please reach out to our [Help Desk](#) if you have any questions on computer requirements.

SOFTWARE

As a student at the College, your Microsoft Office 365 (O365) account provides the following benefits:

- E-mail with at 50 GB limit, attachments of up to 25 MB, Mobile device support
- MS Office Web Apps
- Full copy of MS Office (Current Version) on up to 5 devices
- MS SharePoint
- MS Teams
- OneDrive with 1 TB of storage

Please see [O365 FAQ](#) for students for more information.

If you are required to install (or download) SAGE 50 for Computerized Accounting courses, or Microsoft Access for Database Application courses, you will be required to have a computer with a Windows Based Operating system. SAGE 50 will not run on Apple IOS or Google Chromebook; Microsoft Access will not run on Apple IOS. Visit [Computer Requirements](#) for more information.

ACCESSING & NAVIGATING YOUR COURSES

If you are new to online learning, we have some resources to help you access and navigate your courses. Visit [Accessing Your Online Courses](#) and [Using Brightspace](#) to learn more!

BRIGHTSPACE PULSE APP

[Brightspace Pulse](#) is an app that helps students find out what's new and what's next. You can use it to stay up to date and prepared by unifying course calendars, assignments, grades, and news during the busiest times.

STUDENT ID

You can request a CNA Student Photo ID card through the Student Self-Service portal. This service is available on a mobile device or a desktop, making it easier to submit a request. For more information visit [My CNA](#). If you experience any issues with the Student Photo ID Request process, contact the Help Desk at SSHelpReg@cna.nl.ca

HEALTH & DENTAL BENEFITS

CNA provides full-time students (Fall/Winter 4+ courses, Intersession 2+ courses) with a mandatory health and dental insurance plan. Students will have access to drug, extended medical and dental insurance coverage. Full time students are automatically charged for this coverage. If you have alternate coverage, it is your responsibility to decline the coverage through the Student Self Service before the [OPT OUT deadline](#). Family coverage is available at an additional cost. For details on all Health & Dental benefits contact Mary-Ellen Alexander (709-643-7927 / mary-ellen.alexander@cna.nl.ca.) To obtain more information, your insurance card, etc., visit [My CNA](#).

FORMS

All forms for online learning asynchronous students (i.e., application for exemption/credit transfer, course withdraw, deferred exam request, request proof of enrollment, etc.,) are available on our [website](#).

ENROLLMENT CONFIRMATION/STATEMENT OF ACCOUNT

You may request a confirmation of enrollment letter using [Student Self Service](#). If you require a verification of enrollment form completed for an education fund, line of credit, or require a statement of account, please use the [Request Form](#) and submit to dladmissions@cna.nl.ca for processing.

PROGRAM CHECKLIST

Use the [Program Checklist](#) (course plan) to track your progress throughout your program. The checklist includes the program courses, pre-requisites/co-requisites, etc.

EXEMPTIONS/CREDIT TRANSFER/PLAR

The deadline to apply for Exemption/Credit Transfer and Prior Learning Assessment is one week after semester start. A full list of submission deadlines for each semester is available on our [website](#). Students in the Early Childhood Education programs have earlier [deadlines](#). Please allow up to two weeks for processing after the start of the semester. If you do not hear from a college representative two weeks after the semester begins, please email dlservice@cna.nl.ca for follow-up. Remember to include your student number.

PAYMENT OF FEES

Deadlines for fees are available on our [Key Dates and Deadlines](#). You may pay your fees using the [Student Self Service](#).

STUDENT LOAN

Student loan assistance may be available from the provincial and federal government. More detailed information (including repayment) is available at [My CNA](#). Out-of-province students should check with the Student Aid office within your jurisdiction.

If you previously had a government sponsored loan and are registered as a full-time student, you do not have to make payments while attending post-secondary. You must register for the [National Student Loan Service Centre Online Services](#) (see below) and request a Confirmation of Enrollment via your account. **Please note that this must be requested and completed each semester individually. Students must select “Clareville Campus” for your online asynchronous program.**

We are not permitted to deduct fees for textbooks therefore you should ensure you have funds available to purchase your textbooks until you receive your loan.

Fees (i.e. academic audit, tuition, technology fees, health & dental, etc.) will be deducted from your loan which is submitted to the student loan portal by Student Aid. **Please note** that if you are awarded a student loan and you **opt out of Health and Dental coverage**, this amount will **not** be refunded to you. Instead, it will be refunded back to the National Student Loan Service Centre and be deducted off the total debt owing. Loans will be processed by our office mid-September and will take 5-10 business days to reach your bank account. When your loan is processed, a confirmation email is sent to your [CNA Student Webmail](#). If your student loan has not arrived by the [fees due deadline](#) submit the [Financial Contract Request form](#) to request an extension on your fees due date. Financial contracts will not be issued for textbooks. If you indicate you are funded by loan and do not get approved, you are liable for any fees.

The [National Student Loan Service Centre Online Services](#) provides a way for you to get information and details about your student loans. [Setting up an online account will allow you to:](#)

- **Check the status of your student loan**
- **Check the balance of your loan**
- Review details of new loans you've recently received
- Update your Mailing and Permanent Addresses and other contact information on-line
- Access your T4A tax slip in your Mailbox
- Submit a request to confirm your enrolment
- Review your loan payment and transaction history
- Receive helpful information about your loan in your Personal Message Centre
- Customize Your Repayment: Use this tool to create a request form to increase or decrease your monthly payment
- Get Repayment Assistance: If you qualify for periods of Repayment Assistance, the government will help make payments toward your loan. You could be approved to receive interest and/or principal Repayment Assistance.

SPONSORED STUDENTS

If you are sponsored by Workplace NL, we require a letter from your sponsor (for invoicing purposes) advising what costs are covered as well as the period covered.

Immigration, Population Growth and Skills students please check with your representative for information on how you will receive your funding to pay your fees. If you are being sponsored, you must provide written confirmation from your sponsor outlining which fees will be covered (confirmation fee, tuition, textbooks, etc.). Fax the authorization to Admissions (709-466-4640) or email dladmissions@cna.nl.ca prior to start of classes. If your sponsor is giving you the money to pay your fees and you have not received this money by the [fees due deadline](#) submit the [Financial Contract Request form](#) to request an extension on your fees due date. Financial contracts will not be issued for textbooks.

If you have questions for your Admissions Officer regarding sponsorship, please see the list at this link: <https://dls.cna.nl.ca/contact-us.shtml> - scroll down to find your program and Admissions Officer.

GUIDANCE COUNSELLOR

We have a team of Guidance Counsellors available to help you! Click this link and scroll down to “Meet the Team” to find a Counsellor: <https://www.cna.nl.ca/MyCna/Personal-Support/Counselling-Services.aspx>

ACADEMIC ADVISING SITE

Academic advising can support you in achieving your goals by helping you make informed decisions as you progress through your program. Also, if you face challenges along the way that impact your academic success, your advisor can explain options and connect you with both campus and community resources to help you navigate these difficulties. At CNA, academic advising is provided by a team of professionals including Instructors, Instructional Coordinators, Guidance Counsellors, Registrar’s Office/Admissions, and Student Development Officers. To connect with an academic advisor either on-campus, virtually, or through e-mail, visit [MyCNA!](#) For more information, please e-mail advising@cna.nl.ca.

ONLINE ACADEMIC HELP CENTRE

We have support available for a number of courses through our [Online Academic Help Centre](#). Using your student webmail/office 365 account credentials you can book a session with an instructor. The appointment will automatically be added to your outlook calendar as well as the instructors. If you are unable to make the appointment, please ensure you cancel your booking in your calendar, so other students can avail of that time with the instructor.

ACCESSIBILITY SERVICES

The College offers accommodations to students with disabilities. Students are responsible for notifying the College if disability services are required. Students should self-identify on the admission application. You will be required to provide documentation such as an assessment report or information documenting your disability, complete a pre-entry interview, and agree to disclose details to appropriate personnel for the purpose of implementing the accommodations. Accommodations may include quiet testing space, adaptive technologies, extra time, etc. You should arrange to connect with a [Coordinator](#) within the first two weeks of the semester and maintain communications with them throughout the term. This is especially important if you require accommodations for midterm/final exams. You must contact your Coordinator at the beginning of **each** semester to avail of accommodations for the term.

STUDENT GOVERNANCE

Student Representatives Council (SRC) members will be needed this year and are an integral part of student life. Members are elected at the beginning of each academic year. The SRC is governed by a constitution and has a responsibility for planning and organizing various online activities on behalf of the student body. The SRC also has an advisor on behalf of Student Services which, for online learning students, is the Student Development Officer. Full-time and part-time students are eligible to run. Positions include President, Vice-President, and Secretary. Also, each program may elect, or otherwise have appointed, at least one student to serve as a Class Representative.

The Council of Student Executives (CSE) is also a student governance committee which has a student representative from each of the CNASU's at the campuses. This committee is responsible for ensuring that students will sit on all major college committees including the College Board of Governors. If you are interested in running for a position on the SRC, please contact Tracy Holloway (tracy.holloway@cna.nl.ca).

COURSE/PROGRAM WITHDRAWALS AND REFUNDS

If you wish to withdraw from a course, you should first speak with a Counsellor to see how dropping might impact your program. To drop a course, or withdraw from a program, complete the [Course/Program Withdrawal form](#). If you are within the applicable [time frame for a refund](#), allow 2-3 weeks for refund to be issued from CNA Headquarters. Refunds for sponsored students/student loan recipients are returned to the sponsor/student aid. Dropping a course MAY affect your current or future loan(s). Please reach out to DLSDO@cna.nl.ca.

SCHOLARSHIPS & AWARDS

CNA provides an opportunity for students in many programs to compete for a variety of awards, scholarships, bursaries, and prizes. These awards are made possible by the generous contribution of donors which include numerous organizations, companies, and individuals. A list of [scholarships/awards](#) is available to online students. Also, check your college webmail account

for more scholarship announcements! Deadlines vary throughout the year, but most are mid-January. Check the application for exact deadline date.

EXAMS

Exams could be written online, on-campus or a combination of both. Online exams may require students to use a webcam and microphone. Please check with your instructor in each course regarding midterms, finals, or other assessments. It is your responsibility to ensure you are available for your scheduled exams and have the technology required. If you are not able to write as scheduled, please notify your instructor well in advance. More information on exams is available on our [website](#).

Valid Photo ID: You must present a valid photo ID (Driver's license, provincial id, student ID, etc.) when writing an exam using Respondus Monitor or writing in-person exams.

Deferred Exams: If extenuating circumstances apply, you may be eligible to apply for a deferred exam. To apply for a deferred exam, you must submit the [request form](#) and provide relevant documentation.

COMMUNICATIONS

College Webmail: Important information such as registration, exams, job opportunities, scholarships/awards, etc., are communicated via your [College webmail](#) account. Please ensure you check your webmail regularly, so you do not miss valuable information. Instructions on how to access your College Student Webmail can be found on the [website](#) (Under + Login Procedure for Students).

Brightspace/D2L Email: Students and instructors will use email within their courses to communicate on course related information. Please note, you cannot email to external email addresses using Brightspace email.

Brightspace News: Within the Brightspace common area there is a primary news section where we post announcements. Within your individual courses, there is a news section that your instructor may use to communicate course related information.

SOCIAL MEDIA

Check out our social media channels under [CNA in social media](#).

CNA & ONLINE LEARNING WEBSITES

The primary [College](#) and [Online Learning](#) websites contain a wealth of information. Use the search option to find specific information that you may need. If there is anything that you need clarified, please do not hesitate to contact us ([Help Desk](#)).

ACCESS TO INFORMATION & PROTECTION OR PRIVACY (ATIPP) ACT

When we collect personal information on applications, forms, etc., it will be for the purpose of facilitating admissions, registration, academic progression, graduation, etc. More information is available on our [website](#). Consent for Release of Personal Information must be signed/submitted and indicate what information and to whom it can be disclosed. This form does not enable a third party to advocate or speak on behalf of a student.

ONLINE LEARNING HELP DESK

A dedicated [Help Desk](#) support team is available to serve your technical support needs. Our team members possess a wide range of technical skills and look forward to answering your questions, finding solutions to your problems, and ensuring that your online experience is an enjoyable one. We aim to provide prompt courteous service within one business day. **NOTE:** When corresponding with the Help Desk, include your course name/number and Student ID number and details on the problem you are experiencing, including any error messages you may have received.

ASK FOR HELP

If you have questions, or experiencing difficulties, ask for help. [Support staff](#) are available to assist you or direct your inquiries to the appropriate personnel. Please note that due to a high volume of calls/emails at semester start-up, there may be a delay in response. For student loan inquiries, please contact our Student Development Officer (SDO) by emailing dlsdo@cna.nl.ca.