

**2022 Fall Orientation**

**WELCOME**  
**Package**

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

## MY CNA

[My CNA](#) is your gateway to student supports and resources at College of the North Atlantic such 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, 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 Distributed Learning Help Desk. Please contact the Student Service Help Desk ([SSHHelpReg@cna.nl.ca](mailto:SSHHelpReg@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, get your textbooks! A list of required textbooks is available on our [website](#). You should also verify the textbook with your instructor prior to purchasing.

## SOFTWARE

As a student of 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 completing a Computerized Accounting course, you are required to have SAGE 50 Accounting 2019. Please note, the SAGE software is known to cause issues for MAC users. For more information visit <https://goo.gl/A5U5xy>.

Please review information on [computer specifications](#) for online courses.

## 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! Be sure to check out the video **DL Know How – Accessing & Navigating Your Online Course**.



## **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](#).

## **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 do not want this insurance, it is your responsibility to decline the coverage through the Student Self Service before the deadline of **October 4, 2022**. 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](mailto:mary-ellen.alexander@cna.nl.ca).) To obtain more information, your insurance card, etc., visit [My CNA](#).

## **DISTRIBUTED LEARNING FORMS FOR ONLINE ASYNCHRONOUS STUDENTS**

All forms such as application for exemption/credit transfer, course withdraw, deferred exam request, request proof of enrollment, etc., are available on our [website](#).

## **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. For fall semester, the deadline is **September 14, 2021**. If you have submitted exemption/credit transfer forms or have applied to PLAR a course, we are processing those requests. If you do not hear from us by **September 28** please email [dlservice@cna.nl.ca](mailto:dlservice@cna.nl.ca) for follow-up.

## **PAYMENT OF FEES**

Fees are due **October 4, 2022** for the Fall semester. 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.**

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** go back directly 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 **October 4, 2022** 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](#) is pleased to provide 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 DL Admissions (709-466-4640) or email [dladmissions@cna.nl.ca](mailto: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 **October 4, 2022** submit the



[Financial Contract Request form](#) to request an extension on your fees due date. Financial contracts will not be issued for textbooks.

### **eCOUNSELLOR**

Our eCounsellor, Suzanne Keeping, is here to assist you from the time you express an interest in completing a program/course to the day you graduate and receive your parchment. Counselling services at College of the North Atlantic are free and confidential! The best ways to reach Suzanne are:

**Book an eCounselling Appointment through Bookings:** Click [here](#) to book your appointment.

**Email:** [ecounsellor@cna.nl.ca](mailto:ecounsellor@cna.nl.ca)

**Call:** Toll free 1-877-465-2250, option 4.

For an overview of the supports and services, office hours and other information, we encourage you to review Suzanne's eCounsellor page at <https://dls.cna.nl.ca/future/ecounsellor.shtml>.

### **ONLINE ACADEMIC HELP CENTRE**

CNA offers an [Online Academic Help Centre](#) in collaboration with our instructors. You can now use your student webmail/office 365 account credentials to book a session with an instructor to get help with communications, math or science courses.

### **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. If you did not do this, use the [Accessibility Services Request form](#) at the beginning of the semester. We will forward to the Coordinator of Accessibility Services in your region. 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 the Coordinator at the beginning of **each** semester to avail of accommodations for the term.

### **COURSE/PROGRAM WITHDRAWALS AND REFUNDS**

If you wish to withdraw from a course, you should first speak with the eCounsellor ([ecounsellor@cna.nl.ca](mailto:ecounsellor@cna.nl.ca)) to see how dropping a course might impact your program. To drop a course, complete the [Course Withdraw form](#). If you are withdrawing from your program, please complete a program withdrawal by contacting the eCounsellor. 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/student loans are returned to the sponsor/Student Aid.



## 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.

**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.

**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 [form](#), provide relevant documentation and pay a \$65 fee per request.

## 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 through the Outlook at on your mobile device will follow at the end of this document.

**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.

**Banners:** On the primary [DL website](#), we post banners that contain valuable information such as orientation, class start dates, registration dates, etc. Please take the time to click on a banner if the information is applicable to you.

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

## SOCIAL MEDIA

Like us on [Facebook](#) and follow us on [Twitter @cna\\_dl](#)



## **CNA & DL WEBSITES**

The primary [College](#) and [Distributed 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.

## **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.

## **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, confirmation of enrollment letters, etc., please contact our Student Development Officer (SDO) by emailing [dlsdo@cna.nl.ca](mailto:dlsdo@cna.nl.ca).

## **DL 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.

## **COVID-19 UPDATES**

For CNA COVID-19 updates visit <https://www.cna.nl.ca/news/coronavirus-update>.



# Accessing Student Webmail USING YOUR BROWSER

## Step 1:

Visit: <https://www.cna.nl.ca/MyCNA>

## Step 2:

Click on "Self Service Options"

## Step 3:

Click on "Webmail Access"

You can also simply visit: <https://webmail.cna.nl.ca>

## Step 4:

Enter your username and password in this format:

**Username:** firstname.lastname##@ed.cna.nl.ca

**Password:** dd-Mmm-YYYY

- **## is the last two digits of your student number**
- **Password is your date of birth**  
(i.e., 23-April-1999 or 5-Dec-1999)

www.cna.nl.ca | 1 888 982 2268

**cna**

college...

**YOUR  
WAY**



# Accessing Student Webmail

## USING THROUGH THE OUTLOOK APP ON YOUR PHONE

**Step 1:** Visit the App Store and download "Outlook"

**Step 2:** Enter your college email and select "Sign In with Office 365"

**Step 3:** You will be forwarded to a page where it will prompt you to enter your password for your college email. Enter the password and press "Sign In with Office 365"

**Step 4:** A message should pop up asking you to either turn on or off notifications; turn it on so you get a notification when you get an email. Your e-mail is now set-up! The orange circle is the college email and if you click the one in under it you can add another email such as a personal.

**Step 1:**



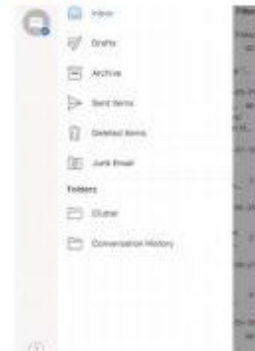
**Step 2:**



**Step 3:**



**Step 4:**



[www.cna.nl.ca](http://www.cna.nl.ca) | 1 888 982 2268

**cna**

*college...*

**YOUR  
WAY**