



Fall Orientation Welcome Package

Online Learning Student Semester Guide

We're Glad You're Here!

Welcome to College of the North Atlantic's Online Learning community. 😊

Whether you're beginning your first post-secondary program, returning to school after some time away, or adding new skills to advance your career, you've taken an important step toward achieving your goals.

Online learning offers the flexibility to study from home, work, or anywhere with an internet connection while earning the same recognized credential and meeting the same academic standards as students studying on campus. Programs may be offered in [online synchronous or online asynchronous formats](#), allowing you to choose the learning experience that best fits your schedule and lifestyle.

This semester guide has been designed to help you get started and connect you with the people, tools, and resources that will support your success throughout your studies.

Inside, you'll find information about:

- Student Self Service and My CNA
- Registration, fees, and textbooks
- Important dates and deadlines
- Technical support and help services
- Student supports and academic resources
- Accessing your online courses
- Using Brightspace
- Exams and assessments

Top 10 Tips for Online Learning Success

1. **Check your CNA email regularly.**
Important information about registration, exams, scholarships, deadlines, and student services will be sent to your [CNA email account](#).
2. **Log in to Brightspace frequently.**
Review announcements, course updates, discussion posts, and messages from your instructors.
3. **Stay organized.**
Record assignment due dates, quizzes, exams, and other important deadlines in a planner or digital calendar.
4. **Create a study schedule.**
Set aside dedicated time each week for your courses and treat it like a scheduled class.
5. **Test your technology before classes begin.**
Ensure your computer, internet connection, webcam, and software are working properly and keep your system updated.

6. **Use a supported browser.**

Microsoft Edge or Google Chrome are recommended for the best experience with Brightspace and other online learning tools.

7. **Ask for help early.**

If you experience technical, academic, or personal challenges, contact the appropriate support service as soon as possible.

8. **Stay ahead of important assessment dates.**

Review exam dates early and plan for work, travel, family commitments, or other responsibilities before assessment periods begin.

9. **Stay aware of important academic dates.**

Regularly review the [Key Dates & Deadlines](#) page to avoid missing registration, withdrawal, fee payment, or exam deadlines.

10. **Know your options if unexpected circumstances arise.**

Familiarize yourself with College policies related to deferred exams, withdrawals, accommodations, and student supports before you need them.

 **Remember:** Successful online students stay connected, stay organized, and ask for help when they need it. You are not expected to navigate your online learning journey alone—support is available every step of the way.

Getting Started at CNA

My CNA: Your Student Portal

[My CNA](#) is your gateway to student supports and resources at College of the North Atlantic. Through My CNA, you can access Student Self Service, student webmail, academic supports, library services, counselling resources, health and dental information, student policies, and more.

Student Self-Service

[Student Self Service](#) gives you access to important student tools and information, including course registration, grades, account balances, fee payments, enrollment verification, health and dental opt-out options, tax forms, and other self-service features. Please contact the [Student Service Help Desk](#) if you have any issues with your Self-Service account.

Online Registration: Prior to the registration period, program students who have been accepted and confirmed their seat will receive email notification from the college prompting them to register. Follow the steps outlined under the [registration process guide](#). If you require assistance during registration, contact the [Student Services Help Desk](#).

Student Check-In: As the final step in the registration process, all students must complete the Student Check-In at the **beginning of each semester**. The Student Check-In is located within Student Self Service under the same tile used for online registration. Completing this step confirms your attendance and activates your enrollment for the semester.

Accessing Your Grades: You can view your final grades through **Student Self Service** by selecting **Enrollment & Grades > View My Grades**. Final grades are posted at the end of each semester and can be accessed online at any time.

Account Balance: Your Student Self Service account allows you to view your current account balance, tuition and fee charges, payments received, and any outstanding amounts owing to the College.

Confirmation of Enrolment: A Confirmation of Enrolment (COE) or Statement of Account may be required for student funding, loans, lines of credit, or other purposes. Current semester documents can be accessed through Student Self Service under **Enrollment & Grades**. Allow up to **one week after the start of the semester** for enrolment information to be updated. Students with outstanding fees will not be able to access a COE until their account balance has been cleared. For enrolment verification related to a previous semester, submit a [Request Form](#) to your [Admissions Officer](#).

Fee Payments: Students are responsible for paying tuition and fees by the published deadlines. Account balances and payment options are available through Student Self Service. Be sure to review the [Key Dates & Deadlines](#) page and monitor your account regularly throughout the semester.

Health & Dental Opt-Out: If you already have comparable coverage through another plan, you may choose **not to participate in the CNA plan** by completing the required process through Student Self Service before the [published deadline](#).

Student ID Cards: All CNA students are encouraged to obtain a Student ID card, which can be used for exams and assessments, work-integrated learning requirements, and student discounts. Student ID cards can be [requested online](#) through Student Self Service or, at some campuses, in person. Students will be required to upload a photo and a valid piece of photo identification as part of the request process.

T2202A Tax Forms: Used for income tax purposes and provides information about eligible tuition fees paid during the tax year. Students can access and download their tax form through Student Self Service once it becomes available.

Student Communications

Staying informed is an important part of your success as an online student. CNA uses several communication tools to share important information, course updates, and campus announcements.

CNA Webmail

Your [CNA Webmail account](#) is the College's official method of communication. Important information regarding registration, fees, exams, scholarships and awards, program updates, and student services will be sent to your CNA email account. Be sure to check your email regularly so you don't miss important deadlines or announcements.

Brightspace Messages

Brightspace includes an internal messaging system that allows instructors and students to communicate within their courses. This tool is used for course-related questions, updates, and discussions. Messages sent through Brightspace remain within the platform and are separate from your CNA Webmail account.

Brightspace Announcements

Announcements are posted throughout Brightspace to keep you informed. Instructors may use course announcements to share reminders, updates, assignment information, and other important course-related communications. Make it a habit to review announcements each time you log in.

 **Tip:** Check your CNA Webmail and Brightspace regularly to stay informed and connected throughout the semester.

Accessing & Navigating Your Online Courses

Brightspace

CNA's online courses and programs are delivered through **Brightspace**, the College's learning management system. Brightspace is your online classroom where you can access course materials, participate in discussions, submit assignments, complete quizzes and exams, communicate with instructors and classmates, and monitor your academic progress.

Before classes begin, take some time to review the [How to Access Your Online Courses](#) guide and watch the [Brightspace Overview Video](#). These resources will help you become familiar with the platform and ensure you are prepared for a successful start to the semester.

 **Tip:** Log in to Brightspace regularly to check course announcements, review upcoming deadlines, and stay connected with your instructors and classmates.

Brightspace Pulse App

[Brightspace Pulse](#) is a free mobile app that helps you stay organized and connected to your courses while on the go. The app brings together your course calendars, upcoming assignments, announcements, grades, and important deadlines in one convenient location.

With Brightspace Pulse, you can receive notifications about course updates, track due dates, and monitor your academic progress from your smartphone or tablet.

 **Tip:** Download the Brightspace Pulse app before classes begin and connect it to your CNA Brightspace account to stay informed and never miss an important deadline.

Computer Requirements

To participate in online courses, students must have access to a reliable internet-connected computer that meets [CNA's minimum system requirements](#). Specific programs may have additional hardware or software requirements, so be sure to review the College's [Bring Your Own Device \(BYOD\)](#) requirements for your program before purchasing a computer.

Basic computer skills, such as using email, saving files, downloading software, and navigating the internet, are important for success in an online learning environment.

 **Important:** Due to compatibility limitations with some required course software, **Google Chromebooks are not recommended**. In addition, some programs may require software that only runs on a Windows operating system. Students using Apple/Mac computers may need additional software or configuration to access certain course applications.

If you have questions about system requirements, contact the [Online Learning Help Desk](#) before classes begin.

Software & Microsoft 365

As a CNA student, you have access to [Microsoft 365](#), which includes a variety of tools to support your studies, such as:

- CNA student email
- Microsoft Word, Excel, PowerPoint, and other Office applications
- Microsoft Teams
- OneDrive cloud storage
- Microsoft 365 web applications

Some programs may require additional software. For example, courses that use **Sage 50** or **Microsoft Access** require a Windows-based computer. These applications are not fully compatible with Chromebooks, and some features may not be available on Apple devices.

 **Tip:** Test your computer, internet connection, and software before your first class to ensure you're ready for a successful start to the semester.

Your Online Learning Support Team

Student Services Supports Team

We're here to support you throughout your online learning journey. Each online program has a dedicated support team available to assist with admissions, registration, academic guidance, accessibility services, student support, and program-specific questions.

Use the [Student Services Support Team](#) page to connect with the appropriate contacts for your program, including Admissions Officers, Instructional Coordinators, Guidance Counsellors, Accessibility Services, Student Development Officers, and other support staff.

 **Tip:** When contacting a member of the support team, be sure to include your full name, student number, and program of study to help us assist you more efficiently.

Help Desk Support

CNA has two help desks available to support students, depending on the type of assistance you need.

Online Learning Help Desk

The Online Learning Help Desk provides technical support for issues related to your online courses and learning technologies, including:

- Course login and access issues
- Course content and navigation problems
- Online exam access
- Password resets

- Software troubleshooting (Microsoft 365, Respondus LockDown Browser, etc.)

When contacting the Online Learning Help Desk, please include your student number, course name and number, and a detailed description of the issue, including any error messages you may have received.

👉 For hours of operation and contact information, visit [Online Learning Help Desk](#).

Student Services Help Desk

The Student Services Help Desk assists with Student Self Service and administrative matters, including:

- Password resets
- Online registration
- Viewing and paying fees
- Health and dental plan enrollment changes
- Student Self Service account support

To request assistance, contact the [Student Services Help Desk](#) and include your student number.

💡 **Tip:** If you're unsure which help desk to contact, start with the Student Services Help Desk for registration and account-related questions, and the Online Learning Help Desk for course and technology-related issues.

Before Classes Begin

Learner Course Plan

Your [Learner Course Plan](#) is a valuable tool for tracking your progress through your program. It outlines the courses required for graduation, including any prerequisite and co-requisite requirements, helping you plan your studies and stay on track each semester.

Students are encouraged to review their Learner Course Plan regularly, particularly before registration, to ensure they are selecting the appropriate courses and meeting program requirements.

If you have questions about your program plan or course selection, contact your Instructional Coordinator through the [Student Services Support Team](#) page.

Key Dates & Deadlines

The [Key Dates & Deadlines](#) page is your go-to resource for important academic dates throughout the semester. It includes registration periods, fee payment deadlines, course withdrawal dates, exam periods, supplementary exam deadlines, and other key milestones. Reviewing this page regularly will help you stay organized, meet important requirements, and avoid missing deadlines that could affect your studies.

💡 **Tip:** Bookmark the Key Dates & Deadlines page and refer to it often throughout the semester.

Textbooks

Required textbooks for online courses can be purchased through the [CNA Online Learning Bookstore](#). Some courses may also require eBooks, which must be purchased directly from the publisher. Before purchasing

an eBook or a used copy—verify the ISBN and confirm the required edition with your instructor to ensure you are obtaining the correct resource.

Please note that eBooks are typically non-refundable, so it is important to confirm all textbook requirements before completing your purchase.

Online textbook orders are normally processed within **three business days** of receiving payment and may take up to **five business days** during peak periods at the start of the semester. Students are encouraged to order textbooks early to avoid delays and ensure they are prepared for the first weeks of class. If your order hasn't arrived within 10 business days from order date, email the [Service Coordinator](#).

Tuition & Fees

Understanding your tuition and fee obligations is an important part of preparing for your studies. Tuition and fees vary by program and may include costs for tuition, technology fees, health and dental coverage, textbooks, and other program-specific requirements. Be sure to review the fee information for your program and monitor your student account regularly to ensure all payments are made by the published deadlines.

 **Tip:** Visit the [Tuition & Fees](#) and [Program Cost Information](#) pages for detailed fee information, payment options, and important payment deadlines.

Student Loans

[Financial assistance](#) may be available through provincial and federal student aid programs. Students should contact their provincial or territorial student aid office for information about available funding and the application process.

If you are receiving student loan funding, eligible College fees—including tuition, technology fees, health and dental fees, and other applicable charges—will be deducted directly from your loan funding. If you choose not to participate in the Health and Dental Plan, any applicable funds will be returned and applied to your student loan balance.

Student loans are typically processed at the beginning of the semester and may take **5–10 business days** to be deposited into your bank account. Once your funding has been released, notification will be sent to your CNA student email account.

 **Important:** Textbooks and other personal expenses may need to be paid before loan funding is received, so students should plan accordingly.

If your student loan funding has not arrived by the fee payment deadline, you must submit a [Financial Contract Request](#) to request an extension. Please note that financial contracts are not available for textbook purchases. If your loan application is denied, you remain responsible for all tuition and fee payments.

Students with existing government student loans should also maintain an account with the [National Student Loan Service Centre](#) (NSLSC) where you can:

- Check the status and balance of your student loans
- Review details of new and existing loans
- Update your contact information
- Access tax documents
- Request Confirmation of Enrolment

- Review payment and transaction history
- Explore repayment assistance options
- Manage and customize loan repayment arrangements

If you have a student loan and are enrolled as a full-time student, you are not required to make loan payments while attending school. However, you must create an account with the National Student Loans Service Centre (NSLSC) and submit a **Confirmation of Enrolment** request through your NSLSC account each semester. This request is not completed automatically and must be submitted separately for every term. When completing your request, select **Clareville Campus** as your campus location if you are enrolled in an online asynchronous program.

Sponsored Students

If your tuition and fees are being paid by a sponsor, such as an employer, government agency, or funding organization, you must provide written confirmation outlining the costs that will be covered. Sponsorship documentation should be submitted before classes begin to avoid delays in processing.

Students are responsible for ensuring all sponsorship paperwork is received by the College and for understanding any costs that are not covered by their sponsor. Submit your sponsorship authorization to Admissions before classes begin. Documentation can be emailed to your [Admissions Officer](#).

If your sponsor provides the funds directly to you and you have not received them by the fee payment deadline, you must submit a [Financial Contract Request](#) to request an extension. Please note that financial contracts are not available for textbook purchases.

If you have questions regarding sponsorship or funding, contact your Admissions Officer through the [Student Services Support Team](#) page.

Health & Dental Benefits

Eligible full-time students (Fall/Winter 4+ courses; Intersession 2+) courses are automatically enrolled in the CNA Health and Dental Plan, which provides coverage for services such as prescription medications, extended health benefits, and dental care.

If you have alternate coverage and do not wish to participate in the plan, you must complete the opt-out process through [Student Self Service](#) before the [published deadline](#). Family coverage may also be available for an additional fee.

For information about coverage, deadlines, insurance cards, and plan details, visit [My CNA](#).

 **Important:** Health and dental charges will remain on your student account until the opt-out period has ended. If you successfully opt out, your account will be updated, and the charges will be removed.

Academic Support Services

Academic Advising

Academic Advising is available to help you make informed decisions throughout your educational journey. Whether you need assistance planning your program, understanding academic requirements, exploring available options, or navigating challenges that may impact your success, academic advisors are here to support you.

At CNA, Academic Advising is a shared responsibility involving instructors, Instructional Coordinators, Guidance Counsellors, Admissions staff, and Student Development Officers. To connect with an advisor and learn more about available supports, visit [My CNA](#).

Online Academic Help Centre

The [Online Academic Help Centre](#) provides free virtual academic support for a variety of courses. Students can book one-on-one appointments with instructors using their CNA Microsoft 365 credentials.

Appointments are delivered through Microsoft Teams and are automatically added to your Outlook calendar. If you are unable to attend a scheduled session, please cancel your appointment to allow another student to access the service.

 **Tip:** The Online Academic Help Centre is a great resource for additional support with course concepts, assignments, and study strategies.

Peer Tutoring

The [Peer Tutoring Program](#) is a free service available to CNA students who would like extra academic support. Peer tutors are fellow students who have successfully completed their courses and can help you better understand course material, improve study skills, and build confidence in challenging subject areas.

Students interested in becoming a peer tutor should note that peer tutors are compensated at a rate of **\$20.00 per hour**. Students seeking tutoring support can access the service at no cost.

Whether you're looking for academic assistance or interested in becoming a tutor, information and application details are available through CNA's Peer Tutoring services.

 **Tip:** Seeking academic support early can help you stay on track and achieve your academic goals.

Library Services

CNA [Library Services](#) provides access to research assistance, online databases, e-books, journals, and other learning resources. Students can search collections using Enterprise, access resources online, and connect with library staff for support with research and information literacy.

 Visit the [Student Services Support Team](#) page to find library service contacts for your program:

Accessibility Services

CNA is committed to supporting students with disabilities by providing reasonable accommodations that promote equal access to learning and academic success.

If you require accommodations, it is your responsibility to notify the College and provide appropriate supporting documentation, such as a medical report or educational assessment. Accommodation plans are developed in consultation with Accessibility Services and may include supports such as:

- Extended time for tests and exams
- Alternative testing environments
- Adaptive technologies
- Note-taking or learning supports
- Other accommodations based on individual needs

Students are encouraged to connect with an [Accessibility Services Coordinator](#) as early as possible, ideally within the first two weeks of the semester. Maintaining communication throughout the term is important, particularly if accommodations are required for midterm or final exams.

 **Important:** Accommodation arrangements are not automatically renewed each semester. Students must contact Accessibility Services at the beginning of each term to ensure their supports are in place.

Guidance Counsellors

Our Guidance Counsellors are here to support your personal, academic, and overall student success throughout your program. Whether you need help adjusting to online learning, managing academic challenges, developing study strategies, or connecting with additional College and community resources, support is available.

To find a Guidance Counsellor, visit the [Student Services Support Team](#) page and select your program to view contact information for your dedicated support staff.

 **Tip:** Don't wait until you're struggling to reach out. Connecting with a counsellor early can help you stay on track and make the most of your online learning experience.

Academic Requests & Processes

Student Forms

A variety of forms are available to support your academic journey, including requests for exemptions and credit transfers, Prior Learning Assessment and Recognition (PLAR), course or program withdrawals, deferred exams, transcript requests, and more.

Visit the [Student Forms](#) page to access forms, instructions, and additional information related to common student requests.

 **Tip:** Before submitting a form, review any associated deadlines and supporting documentation requirements to help avoid processing delays.

Exemptions, Credit Transfers & Prior Learning Assessment & Recognition

If you have completed previous coursework or gained relevant knowledge and experience through work, training, or other learning opportunities, you may be eligible for an [Exemption, Credit Transfer](#), or [Prior Learning Assessment and Recognition \(PLAR\)](#).

Applications must be submitted by the [published deadline](#) each semester. Be sure to review the requirements and submit all required documentation as early as possible. Processing may take up to two weeks after the start of the semester.

 **Important:** Applications for [Early Childhood Education \(ECE\) programs](#) are managed separately and have different submission deadlines. If you have questions or have not received an update on your application within two weeks of the semester start date, contact the [Instructional Coordinator](#) for your program. Include your student number in all correspondence.

Course & Program Withdrawals

If you are considering withdrawing from a course or your program, it is recommended that you speak with your [Guidance Counsellor](#) before making a decision. They can help you understand the potential academic, financial, and program-related impacts of withdrawing.

To withdraw from a course or program, complete the appropriate Course/Program Withdrawal form available on the [Online Learning website](#).

Refunds

Students are responsible for initiating their own refund requests. If you withdraw from a course or program, any refund eligibility will be determined in accordance with College policies and published deadlines.

Refunds are processed by the College and may take **2–3 weeks**, with longer processing times possible during peak periods. Any outstanding balances on your student account will be deducted before funds are returned. For sponsored students or those receiving student aid, refunds may be returned directly to the sponsor or funding agency.

 **Tip:** Review [withdrawal and refund deadlines](#) before making changes to your registration, as they may affect both your refund eligibility and student funding.

Online Learning Exams

Exams and assessments in Online Learning programs may be completed **online, in person, or through a combination of both methods**, depending on your program and course requirements. Most online exams may require the use of invigilation software, a webcam, microphone, and a reliable internet connection. It is important to review your course information carefully and follow any instructions provided by your instructor regarding quizzes, midterms, final exams, and other assessments.

As a student, you are responsible for ensuring that you:

- Know your exam dates, times, and requirements
- Have access to the required technology and software
- Complete any necessary exam registration or supervision requirements
- Review exam rules and procedures before your assessment
- Monitor your CNA email and Brightspace course for exam-related updates

When writing an online or supervised exam, you are required to present a valid government-issued photo ID or CNA Student ID for identity verification.

If circumstances beyond your control prevent you from writing an exam as scheduled, you may be eligible to request a [deferred exam](#). Deferred exam requests must be submitted according to college guidelines and may require supporting documentation.

 **Tip:** Review the [Student Guide to Online Exams](#) and visit [Online Learning Exams](#) early in the semester to familiarize yourself with exam requirements, schedules, accommodations, software requirements, and important deadlines.

Academic Integrity

[Academic integrity](#) is the foundation of your learning experience at CNA. As a student, you are expected to complete all coursework honestly and ethically, demonstrating your own knowledge, skills, and abilities.

Academic integrity includes:

- Completing assignments and exams independently unless collaboration is specifically permitted
- Properly citing and acknowledging the work of others
- Following course, exam, and College policies
- Using technology and online resources responsibly

Examples of academic misconduct may include plagiarism, cheating, unauthorized collaboration, impersonation, falsifying information, or any other action that provides an unfair academic advantage. Students are encouraged to familiarize themselves with CNA's academic regulations and student conduct policies available through [My CNA](#).

 **Tip:** If you are unsure how to properly reference sources, collaborate on an assignment, or use AI and other online tools appropriately, speak with your instructor before submitting your work. Maintaining academic integrity protects the value of your credential and contributes to a fair learning environment for all students.

Student Engagement

Student Orientation

Student Orientation is designed to help new and returning Online Learning students prepare for a successful semester. It's an opportunity to connect with instructors and support staff, learn about key services and resources, and get answers to your questions before classes begin. Learn more about orientation by visiting [Student Orientation](#).

Student Events & Campus Life

The fun is just beginning! As a CNA Online Learning student, you are part of the College community and are welcome to participate in student events and activities taking place throughout the year.

Be sure to check the CNA [Events Calendar](#) regularly for information on orientation activities, student engagement events, awareness campaigns, workshops, contests, and campus celebrations happening across the province.

Whether you're studying online or on campus, there are many opportunities to connect with fellow students, get involved, and enhance your student experience.

 **Don't miss our Signature Events held across CNA campuses each fall!** These events are a great opportunity to meet other students, participate in fun activities, enjoy food and prizes, and learn more about student life at CNA. Online students are welcome to attend events at their closest campus—or any CNA campus.

 **Tip:** Watch your CNA email and follow CNA's social media channels for updates on upcoming events, student activities, and special campus-wide celebrations.

Student Governance

Student Governance gives CNA students an opportunity to have a voice in student life and contribute to decisions that affect the student experience. Through the **Student Representative Council (SRC)**, students can participate in leadership roles, represent their classmates, advocate for student interests, and help organize activities and events throughout the academic year.

Both full-time and part-time students are encouraged to get involved. Opportunities may include serving as a class representative or running for elected positions such as President, Vice-President, or Secretary.

Student representatives also work closely with college staff and participate in discussions that help shape student services, policies, and initiatives. In addition, the **Council of Student Executives (CSE)** provides student representation at the provincial level and on key College committees.

To learn more about student leadership opportunities, council structure, and student representation, review the [Student Governance Handbook](#).

 **Tip:** Watch your CNA email for information about SRC elections, student leadership opportunities, and ways to get involved in student life throughout the year.

Scholarships & Awards

CNA offers a variety of scholarships, awards, bursaries, and prizes to recognize academic achievement, community involvement, leadership, and student success. These opportunities are made possible through the generous support of donors, organizations, businesses, and community partners.

Online Learning students may be eligible to apply for many of these awards. Scholarship opportunities and application information are available through the [College website](#), and additional opportunities are often shared through your CNA student email account.

 **Tip:** Application deadlines vary throughout the year, so check your CNA email regularly and review award criteria carefully to ensure your application is submitted by the required deadline.

CNA & Online Learning Websites

The **CNA** and **Online Learning** websites are your primary sources for information throughout your studies. These websites provide access to program information, registration, student services, forms, Brightspace resources, exam information, key dates and deadlines, policies, and other important resources.

Use the website search functions to quickly find the information you need, and bookmark frequently visited pages for easy access throughout the semester.

 **Tip:** If you are unable to find the information you're looking for or need clarification, contact your program support team for assistance.

Social Media

Stay connected with College of the North Atlantic through our official social media channels. Following CNA on social media is a great way to learn about student events, important announcements, scholarships and awards, student success stories, and other opportunities happening across the College.

 **Tip:** Follow CNA on social media and regularly check your CNA email to stay informed about activities, events, and resources available to students throughout the year.

Facebook: <https://www.facebook.com/CNANewfoundlandLabrador>

BlueSky: <https://bsky.app/profile/cna-news.bsky.social>

YouTube: <https://www.youtube.com/user/CNamarketing>

Instagram: https://www.instagram.com/cna_news/

Additional Resources

LinkedIn Learning

As a CNA student, you have free access to [LinkedIn Learning](#), an online learning platform that offers thousands of expert-led courses in business, technology, leadership, communication, creative skills, and professional development.

With access to more than 16,000 courses, you can learn at your own pace, build new skills, earn certificates of completion, and explore topics that support your academic and career goals. Courses are available 24/7 and can be accessed from your computer, tablet, or mobile device.

 **Tip:** LinkedIn Learning is a great resource for developing workplace skills, strengthening your résumé, and preparing for future career opportunities.

Access to Information & Protection of Privacy (ATIPP)

College of the North Atlantic collects personal information only for purposes related to your education and student experience, such as admissions, registration, academic progression, student services, and graduation. Your personal information is protected under privacy legislation and is only shared as permitted by law or with your consent. If you would like the College to release information to another individual or organization, you must complete a **Consent for Release of Personal Information** form in Student Self Service that specifies what information can be shared and with whom. For additional information about privacy and access to information, visit the [CNA website](#).

 **Important:** Submitting a Consent for Release of Personal Information form does not authorize another person to act on your behalf or make decisions for you. It only permits the release of the information identified on the form.

Ask for Help

If you have questions, need assistance, or are experiencing challenges during your studies, don't hesitate to ask for help. CNA offers a variety of [support services](#) to help you succeed, and staff are available to answer your questions or connect you with the appropriate resource. Whether you need academic guidance, technical support, accessibility services, registration assistance, or help navigating student services, support is available throughout your program. Remember—you are not expected to navigate your online learning journey alone. Help is available whenever you need it. For student loan and funding questions, contact your **Student Development Officer (SDO)** through the [Student Services Support Team](#) page.

 **Tip:** The beginning of each semester is a particularly busy time, so response times may be longer than usual.

Important Links & Quick Contacts

Keep this section handy throughout the semester for quick access to the resources and support services you'll use most often.

Essential Student Resources

My CNA

Student services, webmail, library resources, health and dental information, policies, and student supports.

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

Student Self Service

Register for courses, complete Student Check-In, view grades, access tax forms, pay fees, request enrolment documents, and more.

 <https://www.cna.nl.ca/MyCna/Getting-Started/Student-Self-Service.aspx>

Brightspace

Access your online courses, assignments, discussions, quizzes, grades, and course communications.

 <https://dls.cna.nl.ca>

Brightspace Pulse App

Stay connected to your courses using the Brightspace mobile app.

 https://dls.cna.nl.ca/current/Online_App.shtml

Online Learning Resources

Online Learning Website

 <https://dls.cna.nl.ca>

Key Dates & Deadlines

 <https://dls.cna.nl.ca/datesdeadlines.shtml>

Student Forms

 https://dls.cna.nl.ca/current/forms_current.shtml

Learner Course Plans

 https://dls.cna.nl.ca/future/learner_course_plans.shtml

Textbooks

 <https://dls.cna.nl.ca/future/textbooks.shtml>

Tuition & Fees

 <https://www.cna.nl.ca/admissions/canadian-students.aspx>

Support Services

Student Services Support Team

Find your:

- Admissions Officer
- Instructional Coordinator
- Guidance Counsellor
- Accessibility Services Coordinator
- Student Development Officer
- Library Contact

 <https://dls.cna.nl.ca/contact-us.shtml>

Academic Advising

 <https://www.cna.nl.ca/MyCna/Academic-Support/Academic-Advising.aspx>

Online Academic Help Centre

 <https://www.cna.nl.ca/MyCNA/Academic-Support/Academic-Help-Centre.aspx>

Peer Tutoring

 <https://www.cna.nl.ca/MyCNA/Academic-Support/Peer-Tutoring.aspx>

Accessibility Services

 <https://www.cna.nl.ca/MyCna/Personal-Support/Accessibility-Services.aspx>

Library Services

 <https://www.cna.nl.ca/MyCNA/Academic-Support/Libraries.aspx>

Help Desk Support

Online Learning Help Desk

For:

- Brightspace access issues
- Course content problems
- Password resets
- Software troubleshooting
- Exam access issues

 1-877-465-2250 (Option 1)

 **Live Chat:**  <https://livechat2.cna.nl.ca/newchat/chat.aspx?domain=dls.cna.nl.ca>

 <https://dls.cna.nl.ca/helpdesk.shtml>

Student Services Help Desk

For:

- Student Self Service issues
- Registration
- Password resets
- Fee payments
- Health & Dental changes

 <https://www.cna.nl.ca/MyCNA/Resources/Online-Registration-Process.aspx>

Financial Information

Student Loans

National Student Loans Service Centre

 <https://www.csnpe-nslsc.canada.ca/en/home>

Admissions

 <https://dls.cna.nl.ca/contact-us.shtml>

General Online Learning Inquiries

 <https://dls.cna.nl.ca/contact-us.shtml>

Textbook Inquiries – Online Bookstore

 <https://dls.cna.nl.ca/contact-us.shtml>

Stay Connected

CNA Webmail

 <https://webmail.cna.nl.ca/>

Facebook

 <https://www.facebook.com/CNANewfoundlandLabrador>

Instagram

 https://www.instagram.com/cna_news/

YouTube

 <https://www.youtube.com/user/CNamarketing>

BlueSky

 <https://bsky.app/profile/cna-news.bsky.social>

Before Contacting Support

To help staff assist you more quickly, always include:

-  Full Name
-  Student Number
-  Program Name
-  Course Name/Number (if applicable)
-  A detailed description of your question or issue

 **Remember:** Your CNA email account is the College's official method of communication. Check it regularly for important updates regarding registration, fees, exams, scholarships, and student services.



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