

**KEY FACTS ABOUT  
CONTACT NORTH |  
CONTACT NORD**

**FLEXIBLE, AFFORDABLE, EQUITABLE  
ACCESS TO EDUCATION AND TRAINING**

Contact North | Contact Nord partners with Ontario's 24 public colleges, 22 public universities and 250 literacy and basic skills and training providers to help 4 million Ontarians living in 600 small, rural, remote, Aboriginal and Francophone communities access post-secondary education and training programs and courses offered and taught by these education and training providers without leaving their community.

Local access to education and training opportunities supports regional and community economic development and promotes a culture of lifelong learning.

## FULFILLING THE MANDATE

Established in 1986 by the Government of Ontario, Contact North | Contact Nord fulfills its mandate by delivering Five Core Services for Students, Faculty & Instructors, Colleges, Universities, Literacy and Basic Skills and Training Providers, available in English and French, through:

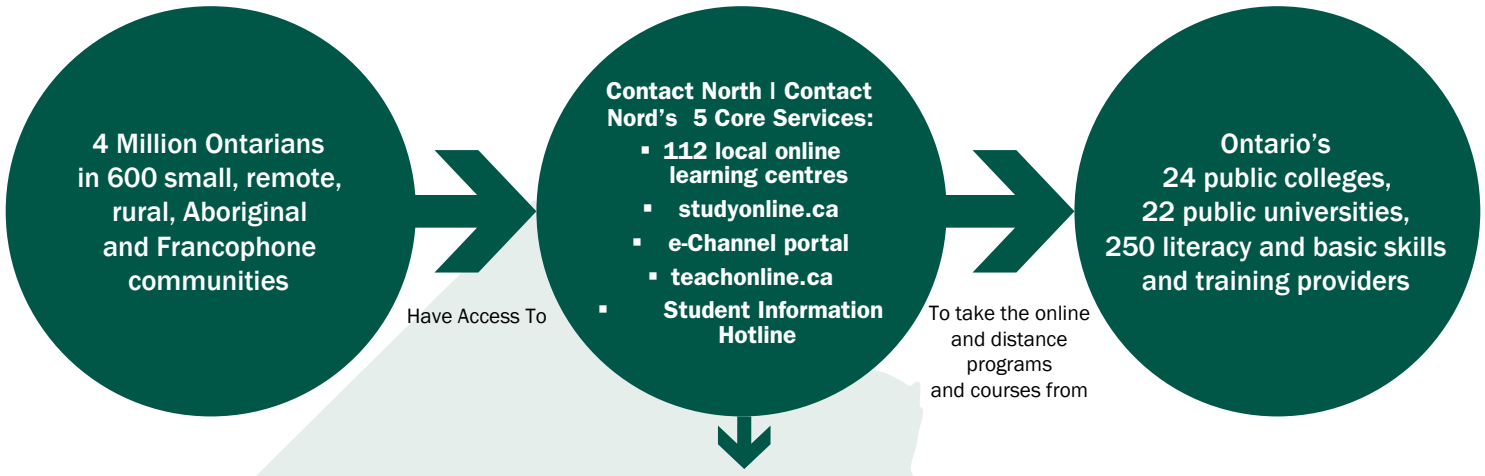
1. 112 local online learning centres in communities across the province where Ontarians can:
  - Use web conferencing, videoconferencing and audioconferencing distance learning platforms to connect to, and participate in, their programs and courses offered and taught by the colleges, universities and literacy and basic skills and training providers.
  - Use computer workstations and high-speed Internet access to complete their fully online courses.
  - Get information on available programs and courses from the colleges, universities, and literacy and basic skills and training providers.
  - Get help with the registration process.
  - Write their supervised exams and tests.

Each of the 112 local online learning centres has knowledgeable, local staff available to support students and prospective students.

2. [studyonline.ca](http://studyonline.ca) provides 24/7 access to information on available online and distance programs and courses offered by Ontario's 24 public colleges, 22 public universities, and 250 literacy and basic skills and training providers and available student support services. [studyonline.ca](http://studyonline.ca) supported 130,000 visits in 2014.
3. The e-Channel portal ([www.e-channel.ca](http://www.e-channel.ca)) provides 24/7 access to information on available literacy and basic skills courses and student support services. [e-Channel.ca](http://www.e-channel.ca) supported 5,000 visitors in 2014.
4. [teachonline.ca](http://teachonline.ca) provides 24/7 access to information and resources for faculty and instructors teaching online and at a distance. [teachonline.ca](http://teachonline.ca) supported 140,000 visitors in 2014.
5. The Student Information Hotline provides access for Ontarians to connect live via phone (1-877-999-9149), e-mail or chat with staff who provide information on online and distance programs and courses, other student services, and assistance with the registration process.

## WHAT CONTACT NORTH | CONTACT NORD IS NOT

1. It is not an educational institution or training provider.
2. It does not offer or deliver programs or courses.
3. It does not have faculty or instructors.
4. It does not award credit for courses completed or credentials.
5. It does not provide academic counselling, tutoring, or other direct student support services.



**CONTACT NORTH | CONTACT NORD'S 5 CORE SERVICES**

- **112 local online learning centres**  
 Provides 3 distance education platforms, computer workstations, Internet access, information on available programs and courses, assistance with the registration process, and a place to write supervised exams and tests.
- **studyonline.ca**  
 Provides 24/7 access to information on available online and distance programs and courses offered by Ontario's 24 public colleges, 22 public universities, and 250 literacy and basic skills and training providers and available student support services. studyonline.ca supported 130,000 visits in 2014.
- **e-Channel Portal ([www.e-channel.ca](http://www.e-channel.ca))**  
 Provides 24/7 access to information on available literacy and basic skills courses and student support services. e-Channel.ca supported 5,000 visitors in 2014.
- **teachonline.ca**  
 Provides 24/7 access to information and resources for faculty and instructors teaching online and at a distance. teachonline.ca supported 140,000 visitors in 2014.
- **Student Information Hotline**  
 Provides access for Ontarians to connect live via phone (1-877-999-9149), e-mail or chat with staff who provide information on online and distance programs and courses, assistance with the registration process and other student services.