Online Learning Community

Frequently Asked Questions - 2023

What is the NASPA Community Hub and Online Learning Community (OLC).
The NASPA Community Hub, engage.NASPA.org, is where you manage your NASPA Account and Instructors will go to register students.

The Online Learning Community, learning.NASPA.org, is where you access any of your courses, such as CPE, Train-the-Trainer, Advisor's Academy, or the CPE Trainer Resource Hub. Quickly access your courses by selecting Dashboard once logged in.

How do I register for CPE Train-the-Trainer?
Please visit this website to register:
https://learning.naspa.org/products/certified-peer-educator-cpe-train-the-trainer

How do I register Students for Certified Peer Education (CPE)?
Register for a CPE Classroom for free here.

To manage your classroom and add students, go to your Community Hub at Engage.NASAPA.org and login. There you will click the tab My Events located on the left side and then scroll down to the bottom for the category CPE Registration. *Go to Event* takes you to a student view of your classroom where you can view the material yourself. *Register Students* takes you to the student registration page. Here you can view your available seats, reset student passwords, and purchase additional student seats. After inputting a students' name and email, click the *Save* button in the top right corner.

Is there a demonstration?
Yes, click here to watch our video walkthrough of your to register for a CPE Classroom, Register Students, access the CPE Trainer Resource Hub, and what students will see and how they can begin their CPE Training.

Where do I find the materials to facilitate the training?
Go to the Online Learning Community (OLC) at learning.naspa.org and login using your NASPA credentials. Under your Dashboard, select CPE Trainer Resource Hub. If you do not have access to the CPE Trainer Resource Hub, please contact us using the CPE Help Desk form or by sending an email to cpe@naspa.org.

Can I get the training in an editable format?
Currently, the training materials are only distributed in a Powerpoint slide deck that is not editable. This is due to CPE being a copyrighted program.

Do I need the internet to facilitate the training?
No, you do not need to be connected to the internet in order to conduct training. The training materials are in the form of downloadable powerpoint slides that cannot be edited. Please note that it is a large file and will take some time to download – make sure to do this in advance of your training. Students can do the training pre-test in their workbook and then transfer their answers into the online classroom.

Can my students see the presentation slides or follow along in the OLC?
This is not an option, as this training must be facilitated by a trained trainer. You can make any handouts for your students to follow along that you might find helpful. The student workbooks follow along with the presentation, as well.

How do my students sign on to take the exam?
When you register your students, they will automatically receive a link from NASPA for them to set up a password and then access the course. This email will come from 'office@naspa.org' with the subject line 'Your new NASPA website password'. After establishing a password and logging in, students can enter their classroom in the OLC. They do not need to make any purchase.

I forgot my password and username/I am locked out of the system.
Instructors, email membership@naspa.org
Students, let your instructor know and they can reset your password.

Where do I order student workbooks?
You can order student workbooks directly from the Register Students page or at:
https://www.naspa.org/publications/books/cpe-student-workbook

Each student completing the Classroom CPE training will need a workbook.

My online classroom is full, what should I do?
Each registration line is updated automatically when you purchase a CPE Student Workbook or a Virtual CPE Registration. If you believe your numbers are not correct, please use the CPE Help Desk form to submit a ticket for review.

Can I have multiple CPE Classrooms?
Your CPE Classroom is associated with your NASPA account. You can only have 1 CPE Classroom.

How do I receive a certificate for completing Train the Trainer?
You will automatically receive your certificate on completion of the course. You can view your certificate by going to your Dashboard and then selecting Transcript/Achievements.

Where do I find my students' certifications?
Students will automatically receive their CPE certificate on completion of the course. they can view the certificate by going to your Dashboard and then selecting Transcript/Achievements.

Does the CPE certification expire?
The CPE certification does not expire. Once a student is certified they do not need to retake the course or exam.

Does my Train the Trainer certificate expire?
You will need to complete at least one training every 2 years to keep your certificate active.

My students are not receiving the invitation email and/or I'm not seeing my classroom?
Your class might not be activated; please give NASPA 24 hours to activate your CPE Classroom after registering. If you are still not seeing your classroom, please contact us using the CPE Help Desk form.

While doing the Virtual CPE Training, I'm getting a 'Bad Request' message or 'The Course Content isNot Listed'.
Virtual CPE requires a stable, steady internet connection. We've found the best browser is the most up to date version of Google Chrome. It is important to clear your cookies or use a private browsing mode such as Incognito. If you continue to have issues, shutdown and then restart your computer and/or Wi-Fi.

How can I get in touch with the NASPA CPE Team
Please contact us using the CPE Help Desk form or send an email to cpe@naspa.org.