Operations Handbook
Cisco Academy
Version 4.0
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Introduction

Welcome to the Cisco Networking Academy® program. Thank you for participating as a major contributor to the success of teachers and learners in the world’s largest classroom.

Your institution is participating as a Cisco Academy, where you will specialize and excel in teaching students 21st century skills using academy curriculum to help students succeed in the global economy.

This document is written based on recent process and system improvements that are part of Academy Evolution. We have also inserted references to other existing processes in order to give you a complete end-to-end view of your overall role and responsibilities as a Cisco Academy.

All documents referenced within this handbook can be accessed in the Club NetAcad community space Files section.
Overview of the Cisco Networking Academy Program

Institution Roles

The Cisco Networking Academy teaches students Information and Communications Technology (ICT) skills using proprietary Cisco curriculum and tools. Members of the Networking Academy include educational institutions, NGOs, and industry and government organizations that can participate in the program as a Cisco Academy, Instructor Training Center (ITC), Academy Support Center (ASC), or a combination of these roles. All of these types of institution roles are able to participate (as shown in Table 1) by contributing to the success of millions of students as they strive to achieve their educational and career objectives:

<table>
<thead>
<tr>
<th>Institution Role</th>
<th>Main Institution Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Academy</td>
<td>Teach students ICT Skills</td>
</tr>
<tr>
<td>Academy Support Center</td>
<td>Provide baseline support to academies</td>
</tr>
<tr>
<td>Instructor Training Center</td>
<td>Train Cisco Academy Instructors</td>
</tr>
</tbody>
</table>

Individual Roles within the Cisco Academy

As a Cisco Academy there are specific job functions that we need individuals at your academy to perform. A person can take on multiple roles as appropriate.

NetAcad Contact (required role)

Central point of contact between your academy and Cisco to:
- Update [Academy Profile](#)
- Designate [NetAcad Success Lead](#)
- Manage the [Contract Process](#)
- Choose [Academy Support Center](#)
- Add other users to system
- Access [Cisco Communications](#) to share with other individuals at academy
- Provide [Academy feedback to Cisco](#)

NetAcad Success Lead (required role)

Responsible for driving quality and sustainability at your academy, including
- Understand and ensure compliance with all [policies and procedures](#)
- Act as point of contact for Cisco Quality Team at your academy
  - Review [quality metrics](#) after each class completion
  - Suggest quality improvements to your academy members
- Work with Academy Support Center as a resource for best practices and assistance with processes and tools
- Improve low quality performance areas
- Participate in Club NetAcad online community

**NetAcad Instructor (required role)**
Teach students Networking Academy curriculum. For additional instructor information and resources, click [here](#).

**NetAcad Staff (optional role)**
Anyone who works at the academy and provides administrative or instructional support can fill this optional role.

**Membership Benefits**
Cisco Networking Academy membership is your connection to the following benefits:

- Industry Certification-based curriculum
- Online Assessments
- Hands-On Lab Exercises
- Networking Simulation Tools
- Learning Management System
- Online Resource Library
- Instructor Teaching Aids
- Student Learning Aids
- Quality Metrics
- Equipment Discounts
- Discounted Certification Vouchers
- Academy Marketing Toolkit
- Global Support Desk
- Ecosystem of Academy Partners

**Starting Out**
The first time you log into Academy Connection you will have to sign the new Website Usage Agreement, which outlines the terms of use for accessing the Cisco Networking Academy internal website. Additionally you must update your individual user profile.

Once you have filled out your user profile, you will be able to access the new community experience. To access the new community experience from the Administrator home page in Academy Connection, click on the **New Experience** banner on the left. Clicking on this link will take you to the New Experience home
page, community, and support areas.

New Experience home page > View Membership Agreement Profile
Setting Up Your Academy Profile

As a new or migrated academy you must fill out or verify your academy profile information, your NetAcad Contact information, and sign the Cisco Academy Membership Agreement. The following steps show you how to complete these tasks.

Fill Out Your Academy Profile

New Experience home page > Manage tab > View/Edit Membership Agreement Profile

Note: Click the green arrow on the left side of the screen that corresponds to the institution you wish to view (if you are associated with more than one institution).

The General Information screen will appear. Here you need to fill out or verify your academy’s name, address, country, and state/province (postal code is optional). See screen shot below.

You cannot edit the Institution ID or Institution Name. When you have finished completing or updating the fields, click the Next button at the bottom right corner of the screen, or click on Cisco Academy near the top of the page.

(Note: If your browser is set to open pages in new tabs instead of new windows, when you close your browser you will lose any selections you have made.)

Please keep in mind that it violates Cisco’s trademark rules to use the word “Cisco” or the term “Networking Academy” as part of your academy’s name.

If you want to change the name of your academy, please use the link in Academy Connection on the View/Edit Academy Information page.
Work flow steps show admin users the work to be done.

Enter General Information
Enter details about your institution.

Forms are easier to read and understand, notice the validation checkmarks.
You will be asked to update/verify this information once a year when you renew your Membership Agreement.

**Designate NetAcad Contact and NetAcad Success Lead**
The next screen will be the “Cisco Network Academy” screen. This is where you enter the contact details for your NetAcad Contact and NetAcad Success Lead(s), as well as information about the academic level of your students.

You will be asked to update/verify this information, as well as your academy profile information, on an annual basis.

**Designate Institution Education Level**
To help manage the program and serve you better, we are aligning our Education Level designations with the ISCED-97 framework developed by UNESCO and used by the OECD. This international framework will allow you to provide information about your institution based on the typical starting age of your students, the length of the program of study, and the goal for which you are preparing your students.

**New Academy Education Level**
In an effort to more accurately categorize the education level of Cisco Academies, we will be leveraging UNESCO’s International Standard Classification
ISCED-97, which provides an internationally recognized and globally relevant set of designations for the categorization of educational programs.

The framework contains two types of information: a general category that indicates the “level” of the program and a type which indicates the goal of the program.

First, you must determine the general category that best fits your institution: Lower Secondary, Upper Secondary, Post-Secondary Non-Tertiary, or Tertiary Education. These categories are determined based on the typical starting age of students and the approximate length of the program.
In order to help us manage the program and to serve you better, please answer the following questions about your institution and your student's goals. The answers to these questions will help us align with international standards for the classification of educational institutions. For more information please visit ISCED 87.

Select "None of the above" if your institution is not an education institution (e.g., Non-Government Organization).

- **Lower Secondary (Type I general),**
  Typical starting age of students is 12-13.
  Approximate length of the program of study is 2-3 years.
  Prepares students for direct access to Upper Secondary education on their way towards Tertiary Education.

- **Lower Secondary (Type II pre-vocational or pre-technical),**
  Typical starting age of students is 12-13.
  Approximate length of the program of study is 2-3 years.
  Prepares students for direct access to Upper Secondary on their way to the labor market.

- **Lower Secondary (Type III vocational or technical),**
  Typical starting age of students is 12-13.
  Approximate length of the program of study is 2-3 years.
  Prepares students for direct access to the labor market.

- **Upper Secondary (Type I general),**
  Typical starting age of students is 15-16.
  Approximate length of the program of study is 2-3 years.
  Prepares students for Post Secondary or Tertiary education.

- **Upper Secondary (Type II pre-vocational or pre-technical),**
  Typical starting age of students is 15-16.
  Approximate length of the program of study is 2-3 years.
  Prepares students for direct access to Post Secondary education on their way to the labor market.

- **Upper Secondary (Type III vocational or technical),**
  Typical starting age of students is 15-16.
  Approximate length of the program of study is 2-3 years.
  Prepares students for direct entry into the labor market.

- **Post-secondary non-tertiary (Type I general),**
  Typical starting age of students is 17+.
  Approximate length of the program of study is 2 years.
  Prepares students for direct access to Tertiary education (Higher Education - University).

- **Post-secondary non-tertiary (Type II pre-vocational or pre-technical),**
  Typical starting age of students is 17+.
  Approximate length of the program of study is 2 years.
  Prepares students for direct access to other Post Secondary programs.

- **Post-secondary non-tertiary (Type III vocational or technical),**
  Typical starting age of students is 17+.
  Approximate length of the program of study is 2 years.
  Prepares students for direct entry into the labor market.

- **Post-secondary non-tertiary,**
  Select this option if unable to determine Type III for Lower Secondary.

- **Tertiary Education Short (2-3 years),**
  Approximate length of the program of study is 2-3 years.
  Higher Education, College, University, Post-Graduate.

- **Tertiary Education Medium (4-5 years),**
  Approximate length of the program of study is 4-5 years.
  Higher Education, College, University, Post-Graduate.

- **Tertiary Education Long (6 years),**
  Approximate length of the program of study is 6 years.
  Higher Education, College, University, Post-Graduate.

- **Tertiary Education Second Stage,**
  Advanced research degree and PhD.
Next, within the general category you must choose the type (I, II, or III) of program that best fits the Cisco Academy at your institution. These types are based on the goal of the program, namely what you are preparing your students to do next. Please note that for Tertiary Education this second level of detail is based only on the length of the program.

In order to help us manage the program and to serve you better, please answer the following questions about your institution and your student’s goals. The answers to these questions will help us align with international standards for the classification of educational institutions. For more information please visit USAID.

Select “None of the Above” if your institution is not an education institution. (Example: Non-Government Organization).

Choose the term that best describes your institution:

- **Lower Secondary (Type I general)**. Typical starting age of students is 12-13. Approximate length of the program is 2-3 years. Prepares students for direct access to Upper Secondary education.
- **Lower Secondary (Type II pre-vocational or pre-technical)**. Typical starting age of students is 12-13. Approximate length of the program is 2-3 years. Prepares students for direct access to Upper Secondary on their way towards Tertiary Education.
- **Lower Secondary (Type III vocational or technical)**. Typical starting age of students is 12-13. Approximate length of the program is 2-3 years. Prepares students for direct access to the labor market.
- **Lower Secondary**. Select this option if you are unable to determine Type I-II for Lower Secondary.
- **Upper Secondary (Type I general)**. Typical starting age of students is 15-16. Approximate length of the program is 2-3 years. Prepares students for Post Secondary or Tertiary education.
- **Upper Secondary (Type II pre-vocational or pre-technical)**. Typical starting age of students is 15-16. Approximate length of the program is 2-3 years. Prepares students for direct access to Post Secondary education.
- **Upper Secondary (Type III vocational or technical)**. Typical starting age of students is 15-16. Approximate length of the program is 2-3 years. Prepares students for direct entry into the labor market.
- **Upper Secondary**. Select this option if you are unable to determine Type I-II for Lower Secondary.
- **Post-secondary non-tertiary (Type I general)**. Typical starting age of students is 17+. Approximate length of the program is 2 years. Prepares students for direct access to Tertiary education.
- **Post-secondary non-tertiary (Type II pre-vocational or pre-technical)**. Typical starting age of students is 17+. Approximate length of the program is 2 years. Prepares students for direct access to other Post Secondary programs.
- **Post-secondary non-tertiary (Type III vocational or technical)**. Typical starting age of students is 17+. Approximate length of the program is 2 years. Prepares students for direct entry into the labor market.
- **Post-secondary non-tertiary**. Select this option if you are unable to determine Type I-II for Post Secondary.
- **Tertiary Education Short (2-3 years)**. Approximate length of the program is 2-3 years. Higher Education, College, University, Post-Graduate.
- **Tertiary Education Medium (4 - 6 years)**. Approximate length of the program is 4-6 years. Higher Education, College, University, Post-Graduate.
- **Tertiary Education Long (6 years)**. Approximate length of the program is 6 years. Higher Education, College, University, Post-Graduate.
- **Tertiary Education Second Stage**. Advanced research degree and PhD.
At the bottom of the Cisco Academy Information page, you can see the name of the Academy Support Center (ASC) that Cisco has assigned to your academy. ASCs exist to provide your academy baseline services to enhance sustainability.

Contact your Area Academy Manager (AAM) if no ASC is assigned or if you wish to change your ASC. Click the Save button to save your entries, then click the Next button or Membership Agreement near the top of the page.

(Note: If your browser is set to open pages in new tabs instead of new windows, when you close your browser you will lose any selections you have made, unless you have clicked the Save button before closing your browser.)

Review/Accept Membership Agreement and Membership Guide

The third screen is the Membership Agreement Screen. This is where you review your Membership Agreement and Membership Guide.

You can download the Membership Guide and the Membership Agreement using Adobe Acrobat to review their contents. If the NetAcad Contact can act as the legal signatory, that person can review and accept the Membership Agreement online. If not, the NetAcad Contact can forward a link to the Agreement in an email to the appropriate legal signatory. The signatory can then review and accept the agreement online. The academy signatory must sign the Academy Membership Agreement every three years.

Part of signing your Membership Agreement is reviewing and agreeing to comply with the policies in the Membership Guide, which explains your role and responsibilities as an academy and the policies you must adhere to in order to maintain membership in the Cisco Networking Academy community.

If your signatory is unable to sign the Membership Agreement online, you can download the agreement and sign a paper version. To sign a paper version:

- Print the document single-sided
- Review content
- Complete all information in the signatory section
- Have authorized signatory sign the agreement
- Make a legible soft copy of the signed agreement (pdf format preferred if possible)
- Email the signed agreement to netacadagreements@cisco.com

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A cosigned final version of your agreement will be available on your institution's Membership Profile and Agreement page in approximately 15 business days.

The Membership Guide is located on the Membership Agreement page of your profile.

Once the Membership Agreement has been signed, you will be able to access the New Experience home page and manage your academy.
New User Experience

New Experience Home Page
The Manage and Learn tabs and the primary navigation bar enable access to key administrative and professional development tasks and resources.

NetAcad Contact and NetAcad Success Lead Home Page View
This is a generic version of the New Experience home page Manage tab view for NetAcad Contacts and Success Leads. The institutions that are displayed will vary based on the number of institutions with which you are associated.

The links that display will vary based on your role(s) in each specific institution.

The four links shown are standard for all NetAcad Contacts and Success Leads:

- View Academy Success Dashboard (This will only display if you have students who have completed course feedback and exams in a class.)
- View Institution Information
- View/Edit Membership Agreement Profile
- Search for Services

**Communities**

**Participate to Educate, Innovate, and Collaborate**

You can make a difference to educators and students in your own area or halfway across the world by participating in Club NetAcad and the other Curriculum Communities such as Cisco CCNA®, IT Essentials, CCNA Security, Cisco CCNP®, and Passport21 to Entrepreneurship.

All academy members have access to community forums, files, and blogs. For discussion on topics that are not curriculum specific and to access important information on Academy Evolution, please join us in Club NetAcad.

**Cisco Library (only available after migration)**

The Cisco Library contains support and reference materials for students, instructors, and academies. The library consists of two sections:

- Offerings — Contains the Cisco Networking Academy courses and supporting documents
- Program — Contains all other academy related materials, including marketing materials, FAQs, certification voucher information, and more.

Another way to locate resources is to use the search feature to locate resources available to you. The search menu is located in the upper right-hand corner of the primary navigation bar.

**Support Resources**

Four methods for accessing support are:

- Community support
- FAQs and Tutorials

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Community Support

Instructors and administrators can interact on the community support forums. All areas are curriculum/topic specific with the exception of Club NetAcad. Community areas include:

- Club NetAcad
- CCNA
- CCNA Security
- CCNP
- IT Essentials
- Passport21
- Packet Tracer

FAQs and Tutorials

If your question is not answered in the community support area, search the FAQs and Tutorials.

If you have questions about the New Experience home page, click Home Page. If you have questions about Academy Connection, click Academy Connection.
Global Support Desk
New Experience home page > Primary Navigation Menu Bar > Support

At the bottom of the Support Page you can reach the 24-hour Global Support Desk to Ask a Question or start a Live Chat with a support representative.

Your Academy Support Center

An Academy Support Center (ASC) is a new institution role in Networking Academy. Every academy must have a relationship with an ASC to participate in the program. The documentation of this relationship will be included as part of your academy profile. ASCs are not curriculum specific. They are your central point of contact for all academy-related matters and can point you to the myriad of curricular, quality, and operational resources available to you. Therefore, no
matter how many academy curricula you offer, you must be associated with one ASC.

An ASC should provide you with at least two Academy Support Advisors and at least two ways to contact these Advisors. The Academy Support Advisors’ role is to work directly with the academy to ensure they have a single point of contact for questions and assistance with the resources and tools available to all academies as members of the program.

Academy Support Advisors from your ASC will help ensure your academy is as successful as possible. Your Academy Support Advisor is expected to help you with the following:
- Onboarding your academy and new instructors
- Understanding academy quality and sustainability best practices
- Training for NetAcad Contacts and Success Leads
- Understanding critical communication from Cisco—including language help

Feel free to also contact your ASC if you have questions about the following:
- Learning management system
- Equipment purchasing and requirements
- Academy policies and guidelines
- Success metrics
- Marketing toolkit (http://community.netacad.net/web/home/marketing-toolkit)
- Discounted certification vouchers

Your NetAcad Contact and Success Lead will be expected to provide feedback on your ASC’s performance on a yearly basis.

ASCs will promote community through Club NetAcad. They will work with academies to create best practices that can be shared with the community through Club NetAcad. In some cases, ASCs may sponsor local events to further build community.

At migration, your academy will be assigned an ASC based on geographic proximity or any existing regional relationships where the Regional Academy has transitioned to an ASC.

Even though Cisco is assigning the ASCs to academies, you are still able to change your ASC by contacting the Global Support Desk academysupport@netacad.net

Please consider the following when evaluating a change to your ASC:
- Requirements in your area (such as a requirement that you select an ASC aligned with your Ministry of Education)

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Annual Planning

As educational institutions, many of you already create annual plans. Some tools that may help you with your annual planning are:
  - Sustainability Calculator
  - Academy Success Dashboard

Annual Sustainability Planning
Academies are encouraged to consider all of their costs and create a comprehensive business plan to support Academy success and sustainability. The Cisco Networking Academy has two tools to assist Academies:

Guidelines for Academy Sustainability

New Experience home page > Primary Navigation Menu Bar > Library > Program > Getting Started

Under the Find Resources tab type in Sustainability Considerations. You will then be able to download this tool.

Sustainability Calculator

New Experience home page > Primary Navigation Menu Bar > Library > Program > Getting Started

Under the Find Resources tab type in Sustainability Calculator. You will then be able to download this tool.

Academy Success Dashboard

Success metrics are compiled into a single report that provides insight into areas that your academy controls. Success metrics are composed of results from completed course feedback forms and data entered into Academy Connection and the online grade book. Academy Contacts and Success Leads have access to a link to view the Academy Success Dashboard from the Manage tab.
For more information on how to use the Academy Success Dashboard:

New Experience home page > Learn tab > Administrator Training > Academy Success Dashboard
Welcome to the Academy Success Dashboard learning opportunity. The Academy Success Dashboard is a quick and easy way to view vital statistics about your academies. The Academy Success Dashboard also provides a way to see how your academy performance compares to other academies in your country. This learning will guide you through the purpose, navigation, and interpretation of your Academy Success Dashboard.

News forum

The following PowerPoint file is a high level overview to assist with the use of the Academy Academy Success Dashboard for NetAcad Contact, Success Leads, ASC Contacts, and Support Advisers.

Academy Success Dashboard Quick Guide

The following WebEx recording explains why you should use the Academy Success Dashboard.

Academy Success Dashboard Overview

The following WebEx recording was created to show how to navigate and use the Academy Success Dashboard.

Navigation and Use of the Academy Success Dashboard
Info for New Instructors

If you are new to Networking Academy, the following section lists the steps for you to find all the necessary information to set up classes and access teaching resources.

If an Answer ID is listed next to the topic, please go to:

New Experience home page > Primary Navigation Menu Bar > Support

In the middle of the page, in the FAQ section, click Academy Connection and enter the Answer ID in the space provided and press enter.

Managing Courses
If you are a new instructor you must take the Instructor Orientation course and be registered for the appropriate curriculum training in order to add/download a course to your academy. (For information on how to enroll in Instructor Orientation, please see Answer ID 3539.)

Enable Curriculum (Answer ID 1113)
To create a class, you must enable a curriculum in the system.

Download Curriculum (Answer ID 612)
Under this tab you can choose course, course version, and language offerings.

Create a Student Account (Answer ID 1108)
Create a Class (Answer ID 617)
Add an Existing Student to a Class (Answer ID 685)
Examination Activation (Answer ID 624)
View Assessment Content and Default Attributes (Answer ID 3674)
Course Completion Letter and Certificates (Answer ID 3531)

Online Gradebook
The Membership Guide requires that Cisco Academies ensure that student results are recorded in the online Gradebook, including online final, skills assessment, course feedback, and graduation status.

For more information about the online Gradebook, see the following topics:
- Gradebook Weight Examples (Answer ID 2041)
- Secure of Export of Gradebook (Answer ID 3698)
- Graduate Students from Class (Answer ID 1320)

Course Feedback (Answer ID 1427)
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Instructional Resources

New Experience home page > Primary Navigation Menu Bar > Library > Offerings
> Choose the course you are interested in.

Ordering Lab Equipment

Your ASC can help you identify which lab equipment you need when you are setting up your academy. To order, go to:

New Experience home page > Primary Navigation Menu Bar > Support

Under FAQs click the link to Academy Connection and search Order Equipment.

This page provides information about what equipment you need for each course, and the link to the Cisco Partner locator (below), in order to find a Cisco partner from whom to order your equipment.

http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do

Cisco Packet Tracer

New Experience home page > Primary Navigation Menu Bar > Library > Offerings
> Packet Tracer

Passport21 to Entrepreneurship

Passport21 is a set of innovative offerings that supplement the Networking Academy curricula. The Passport21 offerings are optional learning materials for instructors to use in their classes. These learning materials are designed to help students prepare for 21st century careers by exposing them to the attitudes, mindsets, and skills required to compete in the global workplace.

Passport21 can be accessed from the Academy Connection Administrator home page at the bottom of the navigation menu on the left, click on Passport21.

Vouchers for Students

New Experience home page > Primary Navigation Menu Bar > Library > Offerings
> Cisco Certifications and Voucher
Administrative Tools and Tasks

Cisco Communications—Add User as a Friend
Cisco often sends important information that should be shared between members at the academy. In order to send messages to other individuals at your academy:

1. Navigate to the users’ Public page.
   - This can be accomplished by clicking their name as referenced in a forum post, file resource, or blog post.
2. From the left-hand menu, select add as friend.
   - Once confirmed by the individual, they will be available on the Friends List located in the left-hand menu of your My Private Page.

Once another user has been added as a friend it is possible to forward messages to that individual.

Feedback to Cisco
Academies are welcome to provide feedback to Cisco.

If you want to provide other feedback to Cisco, please feel free to post your comments in the discussion forum in Club NetAcad.
Opt-In for Important Messages
Academy Connection Administrator or Instructor home page > My Profile > Participation Options

It is possible to configure your user profile so that you receive important communications from Cisco. You can opt-in to receive information about any or all of the following:

- Promotions
- Tools, Tips, and Resources
- Events
- Curricula Updates
- Top Stories

Add Other Users to System (Answer ID 599)
It is possible to add non-student users to the system, including instructors, observers, equipment manager, and registrar.

View Academy Information
To view your academy information, please go to one of the following:

- New Experience home page > Manage Tab > View Membership Agreement Profile
  This will allow you to view your new Academy Profile and Membership Agreement.

- New Experience home page > Manage Tab > View Institution Information
  This will allow you to view the data associated with your Academy in Academy Connection.
Instructor Training

Instructor Training Required

As part of the Networking Academy program you determine which instructors will teach your students. Before being eligible to teach students the Networking Academy curriculum, all instructors must successfully complete the Academy Orientation training requirements. (See Instructor Training Guidelines in the Membership Guide for more details.)

Step 1: Go to Learn tab, click Instructor Training

Step 2: Register for Training
Ongoing Instructor Professional Development Opportunities

Both formal and informal Instructor Professional Development (IPD) opportunities are available for NetAcad Instructors. We advise NetAcad Instructors to complete at least four hours of continuing education annually.

Networking Academy strives to provide professional development opportunities to all of its instructors.

IPD, by design, includes resources, activities, and interactions created for the purpose of helping instructors prepare or improve their ability to positively impact student success. IPD is offered by Cisco and the Instructor Training Centers.

How to Access Cisco Networking Academy Sponsored Instructor Professional Development

Step 1: Go to New Experience home page > Learn Tab > Instructor Informal Learning
Step 2: Select the Learning Opportunity

Welcome to the Cisco Networking Academy Professional Development Site

This site is restricted to Cisco Networking Academy instructors and Administrator Professionals global access into Cisco Networking Academy's Professional Development Community.

To Read More about the Purpose of this site Click Here

Learning Opportunities

Select Learning Opportunities

How to Access IPD Events

Events focused on IPD such as virtual conferences, webinars, or in-person events now can be posted and registered for through the New Experience home page.
Step 1: Learn tab > Instructor Events

What appears is a new window, which looks like a link to a WebEx site that has upcoming Instructor Events and a listing of past events.
Step 2: Select a session and register

Lab Setup Assistance (available after migration)

New Experience home page > Primary Navigation Menu Bar > Cisco Library > Program > Getting Started

On the Find Resources tab locate the name of the course you are setting up equipment for and download the appropriate document.

Instructor Curriculum Support

Instructor Training Centers (ITCs) are responsible for providing assistance to NetAcad Instructors with technical curriculum or lab questions for up to one year after the NetAcad Instructor completes the training. After one year, please contact your ASC or the Support Desk, or use the community boards to answer any questions you may have.

Instructor Trainer Career Path

Instructor Trainers train NetAcad Instructors at ITCs. If a Cisco Academy Instructor is interested in becoming a candidate for the Instructor Trainer designation, he/she should follow the steps for the qualification process:

- Be nominated by a Cisco-authorized ITC
- Achieve and maintain industry certification associated with the Networking Academy curriculum
- Complete Instructor Trainer application
- Take and pass pretest
- Pass a full day face-to-face evaluation, scheduled and delivered by a member of the Cisco Technical Advocacy team

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If candidates pass the face-to-face evaluation they will receive an official Cisco Networking Academy Instructor Trainer Certificate:
- In order for qualified Instructor Trainers to teach Cisco Academy instructors, they must be affiliated with a Cisco authorized ITC.
- For future release, the role of Instructor Trainer will be visible to all on the learning management system and the Instructor Trainer will be able to create and post Cisco Academy Instructor classes in the system.
- If Instructors do not successfully complete the evaluation, they are able to reapply after a six-month period.

Qualification Renewal Process
Once qualified, in order to maintain Instructor Trainer status, the following is required:

- Requalify every three years concurrent with industry recertification. Instructor Trainer status will expire on the industry certification renewal date unless it is kept current and is reported through the correct processes.
- Teach at least one instructor class every 12 months (coteaching would also qualify).
- Associate with at least one ITC.

NetAcad Resource Program (NRP)

Other Value-Added Services
A “value-added” service is a service that will enhance the academy offering but is not required by all academies. Examples of value-added services include, but are not limited to:
- Student job, internship placement
- Marketing and event planning support
- Fundraising
- Local language support desk
- Support with equipment

To find services in your area:
As a Cisco Academy you will be able to search for services provided by ITCs, ASCs, and NRPs from around the globe. The sample template below provides a sneak preview of the format. Release date has not yet been determined.
## Partner Services Template

**Academy Name Goes Here**  
yourURLgoeshere.com

**Institution Type**  
- Academy Support Center (ASC)  
- Instructor Training Center (ITC)  
- NetAcad Resource Partner (NRP)

---

### Services

<table>
<thead>
<tr>
<th>Provider</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>List the services you offer here</td>
</tr>
<tr>
<td></td>
<td>Provide a description of your services here</td>
</tr>
</tbody>
</table>

### Fee

<table>
<thead>
<tr>
<th>Provider</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>State your fee structure if you have one</td>
</tr>
<tr>
<td></td>
<td>List the languages you have available</td>
</tr>
</tbody>
</table>

---

*Date Updated - October 4th, 2011 (Make sure and change this date upon updates)*
Expanding Your Cisco Academy's Role in Networking Academy

If your institution is able to meet the minimum qualifications for participation, it may fulfill other roles as shown below:

<table>
<thead>
<tr>
<th>Institution Role</th>
<th>Main Institution Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academy Support Center</td>
<td>Provide Personalized Support to Academies</td>
</tr>
<tr>
<td>Instructor Training Center</td>
<td>Train Cisco Academy Instructors</td>
</tr>
</tbody>
</table>

If you are interested in offering value-added services (services beyond Instructor Training and Academy Support), you may be eligible to participate in the NetAcad Resource Program.

**Institution Role Qualifications**
See [Membership Guide](#) for details.

If you are interested in expanding the role of your academy within the Networking Academy program, please contact your AAM.
## Where to Go for Help

This is a guide for academies on where to go for answers to certain types of questions.

<table>
<thead>
<tr>
<th>Type of Question or Help Needed</th>
<th>Where to Go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints/issues regarding the program or new structure</td>
<td>Contact your AAM, Global Support Desk</td>
</tr>
<tr>
<td>Question that needs to be answered immediately</td>
<td>Global Support Desk</td>
</tr>
</tbody>
</table>

### Onboarding New Academies, Setting Up Academies

<table>
<thead>
<tr>
<th>Type of Question or Help Needed</th>
<th>Where to Go</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accepting Membership Agreements</td>
<td>Academy Support Center, Global Support Desk</td>
</tr>
<tr>
<td>Policies/policy compliance</td>
<td>Academy Support Center, Online Community, searchable FAQs, Global Support Desk</td>
</tr>
<tr>
<td>Ordering lab equipment</td>
<td>Online support resources</td>
</tr>
<tr>
<td>Setting up lab equipment</td>
<td>Academy Support Center, online support resources</td>
</tr>
<tr>
<td>Training for instructors</td>
<td>Instructor Training Center, online support resources</td>
</tr>
<tr>
<td>Orientation for new instructors or administrators</td>
<td>Online support resources, searchable FAQs</td>
</tr>
<tr>
<td>Managing courses, including: adding students to a course, setting up courses, using the online gradebook, downloading curriculum, etc.</td>
<td>Searchable FAQs, Club NetAcad, Academy Support Center</td>
</tr>
</tbody>
</table>

### Ongoing Operations

<table>
<thead>
<tr>
<th>Type of Question or Help Needed</th>
<th>Where to Go</th>
</tr>
</thead>
<tbody>
<tr>
<td>News and information on what is changing within the program</td>
<td>Online support resources, Academy Support Center</td>
</tr>
<tr>
<td>Giving feedback to Cisco</td>
<td>Club NetAcad, Global Support Desk, contact your AAM</td>
</tr>
<tr>
<td>Annual planning assistance</td>
<td>Cisco Library, Academy Support Center, online support resources</td>
</tr>
<tr>
<td>Administrative tasks within Academy Connection or the New Experience</td>
<td>Searchable FAQs, Club NetAcad</td>
</tr>
<tr>
<td>Help with translation</td>
<td>Academy Support Center, Global Support Desk</td>
</tr>
</tbody>
</table>
| Understanding quality metrics | Two methods:  
1. Enroll in “The Academy Success Dashboard Report” training from the Administrator Training link under the Learn tab.  
2. From the Cisco library, select Program, then FAQs and Tutorials. Search for Quality under Find Resources. |
<table>
<thead>
<tr>
<th>Locating NetAcad Resource Partners</th>
<th>Partner Services Information spreadsheet located in Club NetAcad</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finding certification discounts</td>
<td>Certifications and Vouchers</td>
</tr>
<tr>
<td><strong>Instructor Questions</strong></td>
<td></td>
</tr>
<tr>
<td>Curriculum (less than one year after training)</td>
<td>Instructor Training Center, Academy Support Center, Club NetAcad</td>
</tr>
<tr>
<td>Curriculum (more than one year after training)</td>
<td>Academy Support Center, online support resources</td>
</tr>
<tr>
<td>Instructor professional development opportunities</td>
<td>Instructor Career Path</td>
</tr>
<tr>
<td>Instructor qualification renewal process</td>
<td>Membership Guide</td>
</tr>
</tbody>
</table>

**Quick Resource Snapshot**

New Experience home page > Primary Navigation Menu Bar > Community > Club NetAcad > Files

- Cisco Networking Academy Membership Guide
- Cisco Networking Academy Membership Agreement
- Cisco Academy Handbook
- Academy Support Center Handbook
- Instructor Training Center Handbook
- Sustainability Guidelines
- Sustainability Calculator
- Communities Tutorial
Glossary of Terms and Acronyms

Academy: See Cisco Academy.


Academy Support Advisor: Person who works at the ASC and is responsible for supporting associated Cisco Academies.

Academy Support Center: Provider of baseline support; partners with academies to promote a quality student experience, sustainability, and student success.

Academy Support Center Contact: Specific person at an ASC who is the main contact with Cisco regarding quality, general communications, and feedback. Responsibilities include:
  • Identify correct institutional administrator to sign online Academy Support Center Membership Agreement
  • Respond to community ratings and comments

Area Academy Manager: Cisco-affiliated person responsible for Networking Academy Program in a specific geographical area.

Cisco Quality Manager: Point of contact for Cisco Academy Success Lead on quality.

Cisco: Refers to Cisco Systems, Inc.


Cisco Academy: Organization that teaches students necessary networking principals and skills using the Cisco Networking Academy curriculum and tools, in an effort to improve their career and economic opportunities.

Cisco Technical Manager: Cisco-affiliated person responsible for performing specific functions on behalf of Cisco.

Course Material: All educational material, including curriculum, lab exercises, teachers’ guides, and similar material made available to Cisco Academy by Cisco for use in the Program.

Curriculum: Web-based courses of study provided by Cisco as part of the Program for the purpose of classroom instruction.

Guideline: Recommendation for an institution in order to improve its performance.
**Instructor:** See NetAcad Instructor.

**Instructor Trainer:** Person who is affiliated with at least one ITC and is approved to train instructors.

**Instructor Training Center:** Entity that provides training for (and approves) new instructors, and also provides them with technical support for 12 months after their initial training. May also provide ongoing instructor professional development (IPD).

**Instructor Training Center Contact:** Specific person at an ITC who is the main contact with Cisco regarding quality, general communications, and feedback. Responsibilities include:
- Identify correct institutional administrator to sign online Instructor Training Center Membership Agreement
- Respond to community ratings and comments

**NetAcad Contact:** Specific person at a Cisco Academy who is the main contact for Cisco regarding quality, general communications, and feedback. Responsibilities include:
- Identify correct institution administrator to sign the online Cisco Network Academy membership agreement
- Respond to community ratings and comments
- Partner with Cisco to administer an annual customer satisfaction survey

**NetAcad Instructor:** Individual responsible for the instruction of a Cisco Networking Academy course at a Cisco Academy. A NetAcad Instructor teaches students.

**NetAcad Resource Partner:** Entity that offers one or more services within the Cisco Networking Academy ecosystem. Services include, but are not limited to: career development, marketing, grant writing, equipment discounts/donations, or any other capability that is important to academy sustainability or of value to the student outcome.

**NetAcad Resource Partner Contact:** Specific person at a NetAcad Resource Partner who is the main contact with Cisco regarding quality, general communications, and feedback. Responsibilities include:
- Identify correct institutional administrator to sign online NetAcad Resource Partner Membership Agreement
- Respond to community ratings and comments
- Partner with Cisco to administer annual customer satisfaction survey

**NetAcad Success Lead:** Person within each Cisco Academy who works with Cisco on all quality and academy sustainability matters. The Success Lead will:
- Be familiar with Cisco Academy required policy and procedures
- Review data annually and recommend improvements to their academy

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- Partner with their Cisco Quality Manager to ensure recommended improvements from Cisco are implemented

**NetAcad Staff:** Person(s) at an academy who provide(s) administrative support and leadership.

**Policy:** Requirement for institutions that is detailed in the Networking Academy Membership Guide, which community members are required to adhere to as part of their Membership Agreement.

**Technical Advocacy team:** Team that facilitates instructor development and support, leveraging the community at each stage of the lifecycle, via training, exposure, collaboration, and engagement opportunities.

**Quality Metric:** A composite of Cisco Academy data points, which are automatically captured to reflect academy quality at a particular point in time.