Operations Handbook

Academy Support Centers

Version 1.5

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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.

As a member of an **Academy Support Center (ASC)** you will **specialize** and **excel** in preparing and enhancing the success and sustainability of Networking Academy. Your efforts will have a positive effect on academy administrators, instructors, and students. You will provide essential operational support to academies in a relevant format. Localized operational support is essential throughout an academy's engagement starting with onboarding and throughout their lifecycle.

As part of the Academy Membership Agreement process, the NetAcad Contact at every academy will be required to select an ASC. As a member of an ASC, you will provide the following services to academies:

- Be an essential support agent for the largest public-private education partnership in the world.

- Participate in the open market. This means that academies have the flexibility to choose their ASC and other academy partners based on the quality, value, and level of support offered. To participate in the open market you will need to:
  - Determine a business model that meets your sustainability requirements as an ASC
  - Advertise your services through a global directory:
    - Describe your services
    - Define service region
  - Be able to decide whether you will support a particular academy
  - Operate per financial model. Possible models include:
    - Contract and fee with associated academies
    - Transactional fees
    - No required fees

- Validate support of academies through access to a Cisco® created report, **View Academies Supported** (more details are provided below).

Academy Support Center Roles

There are two required roles at an ASC: Academy Support Center Contact (one required) and the Support Advisor (two required). A person can be both an Academy Support Center Contact and a Support Advisor, or the roles can be fulfilled by two separate individuals. These ASC roles will interact primarily with Academy Contacts and Academy Success Leads at Cisco Academies. They will also interact with the following Cisco roles:

- Area Academy Manager (AAM)
- Cisco Quality Manager (CQM)
- Global Support Desk CSR

Academy Support Center Contact

Membership Agreement and Policy Compliance for an Academy Support Center
1. Provide documented business model to Cisco as part of the selection process.
2. Manage Annual Membership Administration
   a. Secure appropriate institution administrator to sign the online Academy Support Center membership
   b. Update ASC profile
   c. Ensure compliance with Cisco policies and minimum standards as outlined in the Membership Guide
   d. Ensure compliance with Cisco Guidelines
3. Develop Annual ASC Plan
   a. Document any support focus areas
   b. Review feedback from academies you support
   c. If necessary, address plans to improve any unsatisfactory performance areas
4. Ensure Services and Support are marketed/advertised using technologies provided

Support Advisors
Provide Localized Operation Support to Academies

Academies require support throughout their lifecycle. The type of support may vary depending on the maturity of the academy. The Support Advisor will be required to be knowledgeable about all areas of academy operation. They will be the channel that Cisco uses to ensure critical operational messages are received and understood by academies. Cisco will provide ongoing educational opportunities for Support Advisors to ensure ASCs have the information they need to be successful.

Baseline Support Provided by ASC to Cisco Academy

Onboarding
- Locating training or other services
- Selecting appropriate curriculum and setting up classrooms
- Ordering equipment
- Providing administrator orientation
- Assisting with New Experience and Academy Connection

Ongoing
- Directing academies to resources and support
- Translating critical communications from Cisco
- Familiarizing academies with new tools such as the Academy Success Dashboard
- Assisting academies with change initiatives

Academy Support Center Qualification Process

Prior to migration to the new business architecture, the system will not handle institution profiles or membership agreements for Academy Support Centers, Instructor Training Centers, or NetAcad Resource Partners. In order to determine how you will be participating in the program and retrieve important membership contact information, you will be required to fill out an **Intent to Participate (ITP)** form. Using the Cisco Legal web-based tool, Cisco will send the Membership Guide and online agreement to the signatory listed on the ITP form. The signatory will follow these steps to complete the Click to Accept process:

1. Receive an **Intent to Participate** form from your AAM
2. Fill out the **Intent to Participate** form and return it to your AAM
3. Meet with AAM or CQM to qualify for your desired institution role(s)
4. Once approved, your AAM will send the Membership Guide to you so that you may discuss the document with your legal signatory, if appropriate
5. Inform your legal signatory that they will receive a **Click to Accept** system email with a secured link to view all relevant Cisco Membership Agreements for each institution role they will play in the program
6. To review and accept the online agreement(s), the signatory at your institution will need to obtain a CCO (Cisco.com) user account and password. The CCO account process information will be sent to the signatory in advance.
7. Your AAM will let you know when your signatory has accepted the agreement. If you haven't heard from your AAM, please check in with your legal signatory on status.

8. You will be responsible for managing the approval of the Membership Guide and agreements annually.

Academy Support Center Renewal Process

Once qualified, the ASC Contact will be required to sign a renewal agreement yearly. In order to be provided a renewal agreement, your ASC must comply with the policies documented in the Membership Guide. If your institution is out of compliance, the ASC Contact is responsible for creating a plan to address out-of-compliance areas. All out-of-compliance areas must be corrected before the yearly renewal process is completed.

Cisco will consider a number of sources for feedback about an ASC's performance. Sources of feedback include:

- Ratings and percentage of response from the yearly customer satisfaction survey (Cisco Academies receive this survey directly from Cisco.)
- Community participation:
  o Your own Support Advisors' involvement with the community and response to the online community questions or posts
  o Support involvement of NetAcad Success Leads from academies aligned to you
- Global Support Desk
  o Number and type of escalations related to an ASC's performance

Academy Support Center Operations

Advertising Services
As part of migration, academies will initially be assigned an ASC with whom they already have a relationship or one within their geographic region. Since academies have the ability to change their ASC alignment, it is important that you advertise your services. The following is a preview of the type of tool that will be made available to you to advertise your services to all participants in the Cisco Networking Academy program.

The exact release date and pertinent training will be widely publicized as soon as they are available.

Supporting Academies

Information about Supported Academies
New Experience home page > Manage tab > View Academies Supported

Click "View Academies Supported"
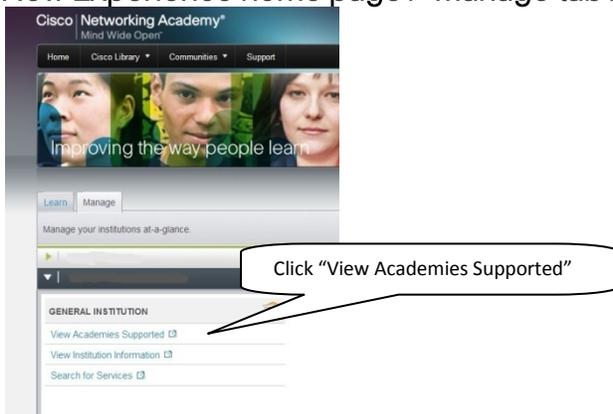
From this link, a report will be launched that provides the following contact information:
- Academy name and address
- Academy Contact name and contact information

- Academy Success Lead(s) and contact information
- Academy Instructor(s) and contact information
- Academy creation date
- Academy Membership Agreement signature date
- Academy Education Level
- Academy curriculum activity for the past 12 months

The Support Advisor should periodically validate this list of academies to ensure they are supporting academies that are aligned to their ASC in the system. If an academy appears on your list and you are not supporting that academy, you should call the Global Support Desk.

Method for Contacting the Academies You Support

The "send message" tool in Academy Connection will no longer be available to you. Using the New Experience functionality there are two ways for an ASC to communicate with the academies that they support: adding users as "friends" and posting a message on Club NetAcad.

To add Users as "Friends":

1. Navigate to the users' Public page.
   - o This could 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.
   - o 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 send messages to that individual.
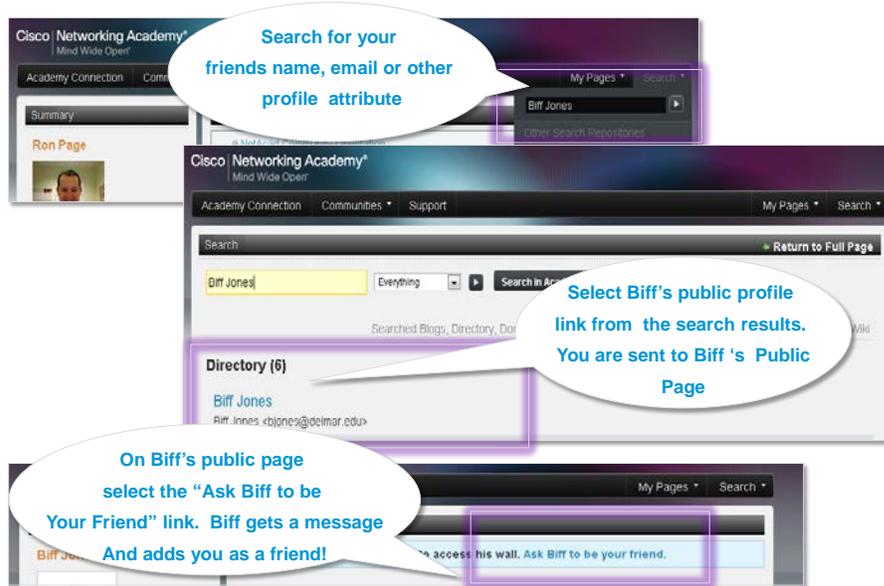
If you need to send a message to all your supported academies, you can pull the email addresses from the "View Academies Supported" report and create a group using your personal email tool.

Postings in Club NetAcad can support general communication to academies as well.

Opportunities to Become the Support Expert

There are four training methods to ensure Support Advisors are familiar with all areas of Cisco Academy operation. The four methods are:
1. Complete Administrator Trainings (New Experience home page > Manage)
2. Reviewing materials in the Cisco Library (accessible after migration)
3. Participate in scheduled ASC trainings
4. Monitor Club NetAcad posts and activity

Complete Administrator Trainings
New Experience home page > Learn tab > Administrator Training
As a member of an Academy Support Center, you should be familiar with all tasks that the NetAcad Contact and Success Lead would perform as part of their business. You can access these materials from this link or from the portal following these steps:
1. Click the Learn tab
2. Click Administrator Training from Networking Academy Learning Opportunities
3. Select the Learning Opportunity
4. Select Yes, when asked if you want to enroll yourself as a member of this course

5. You will be taken to a page that contains the training; complete the training at this time or access the training later
6. To access the training later, select the training from My Learning under the Learn tab
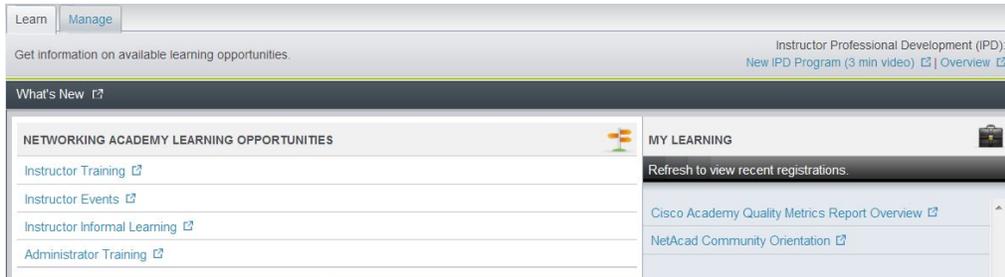
New Experience home page > Communities > Club NetAcad

Job-aids and materials have been created, including handbooks for each type of institution. A Support Advisor should be knowledgeable about all handbooks. Go to the File section of Club NetAcad to view these materials.

Cisco Library Materials

Programs and Offerings Libraries have been created. The library contains Cisco-provided tutorials and answers to frequently asked questions. These materials are available after migration.

Monitor Club NetAcad

Club NetAcad is a community area focused on operational types of activities. It is the only community space that is not curriculum specific. Come and join the conversations.

As a member of an ASC, you can provide input about topics that should be shared from the Main page or contribute to forums and post documents on a specific topic in Club NetAcad.

Quick Resource Snapshot

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

- Networking Academy Membership Guide
- 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 Connection: Refers to the Cisco Networking Academy Management System (CNAMS); http://www.cisco.com/web/learning/netacad/index.html

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 Global Quality Manager: Lead in charge of the Cisco Quality Managers.

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
- Partnerwith 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
- 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.