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Support Desk Changes

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Please feel free to contact us:

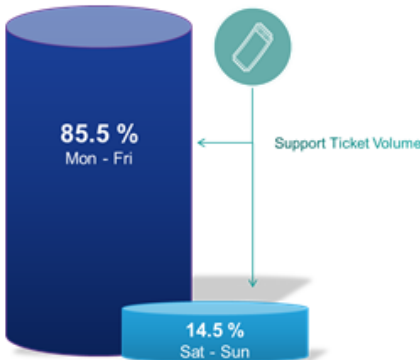
E. support@theascp.org
T. 1.800.368.6109
Days/Hours: M-Friday
8:00 am - 6:00 pm EDT
7:00 am - 5:00 pm CDT

Mark Your Calendars for the following events from the ASCP!

Below are a few of the upcoming events on the 2014-2015 educational webinar series schedule. These webinars are free to attend and are one of the ways that your membership with the ASCP gets you more!

October 7, 3:00.
Netspace, More Than Just Classroom

Changes to the Support Desk



Beginning in August
Global Support Desk Hours:
Sunday, 7:00 pm - Friday, 7:00 pm (UTC -7)

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As of August 1, 2014 the networking Academy Support Desk operating hours have changed. The Support Desk is now available **Sunday 7 pm through Friday 7 pm.**

Cisco Networking Academy Support Changes

Who do you call when you need help or have a

Management

November 4, 3:00.
Academy Success
Dashboard: What is is?

January 13, 3:00.
Instructor Learning:
Global Instructor
Resources



Student Scores Do Not Equal Teacher Evaluation

Americans don't support rating teachers on student scores.

According to the Phi Delta Kappa Gallup poll, only 38 percent of Americans favor using student performance on standardized tests to evaluate teachers, with parents being less supportive at 31 percent.

Of three reasons proposed for evaluating a teacher's performance in the classroom, 77 percent of Americans said helping teachers improve their ability to teach is a very important reason for evaluating them.

question about Cisco NetSpace? Who do you call for strategic guidance on how to present IPv6? Who do you call when you want to share student success stories?

You call The Academy Support Center Partnership!

The Networking Academy Support Desk is a secondary point of contact if the Academy Support Center Partnership is not available. Please note that if you contact the Support Desk, they will ask if you've contacted your ASC and will request contact details as needed.

Changes to Cisco Networking Academy Support Desk will be happening in the coming months to make the process easier and more accessible. While online support methods will be expanding, traditional phone support will still be available.

The Academy Support Center Partnership can still be reached through the normal methods. You can call 1 (800) 368-6109, email support@theascp.org, or submit a ticket through www.theascp.org.

You can read the full PDK/ Gallup poll [here](#)

% of Ticket Volume by Contact Method

| Contact Method | Percentage |
|----------------|------------|
| Email | 32% |
| Chat | 34% |
| Phone | 16% |
| Web | 18% |

Beginning in January 2015
Global Support Desk will offer support by Email, Chat or Web

Cisco Confidential

Beginning 2015, Cisco Global Support will diversify it's support offerings, introducing more Email, Chat, and Web support opportunities.

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