The Cisco Networking Academy Resource Guide

(Or "How to Live Wonderfully Well in Academy Land")

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Document Purpose

Most educational institutions have limited experience with high-technology vendor programs.
This document is designed to help you implement the Cisco Networking Academy Program (CNAP) by providing contacts, strategies, tips, and any other information we can think of to make your experience with the CNAP the best it can be. When seeking help or information regarding the CNAP, follow the sequence of steps provided below. Suggestions for improvements to this document may be emailed to "academies@cisco.com."

Step One: Examining the CNAP Web Sites

The CNAP is a web-based program. Regardless of whether you are a Cisco Academy Training Center (CATC), Regional Academy, Local Academy, or even an Academy prospect, virtually everything you might want to know can be found on the web.

The following lists URLs for CNAP web sites.

General Information   http://www.cisco.com/warp/public/779/edu/academy/
EMEA Academy Information   http://www.cisco.com/edu/emea/academies-english.html
Academy Community Server (US)   http://cisco.netacad.net/
Academy Community Server (non-US)   http://cisco.netacad-intl.net/
Academy Assessment Server   http://cisco-aas.netacad.net/
Student Services Site   http://students.netacad.net/
Academy Alumni Site (available Q499)   http://alumni.netacad.net
Parent Academy Web Site   _____

The General Information site provides public information about the program, including program overviews, answers to frequently asked questions, news highlights, Academy profiles, and a "Locator" that can help you find the nearest Academy. It also provides ways to get involved with the program by sponsoring an Academy, starting an Academy, and hiring an Academy intern. This site is most useful for people researching the program, but also has information helpful to existing Academies.

The EMEA Academy site has information specific to program operation in Europe, the Middle East, and Africa.

The Academy Community Servers (both US and non-US) are the information focal points for existing Academies. Regional Academies and CATCs are given Community Server accounts shortly after they sign their Academy contracts. Local Academies are given accounts by their Regional Academies. These web sites include the latest program news, the Academy curriculum, instructor resources, student projects, implementation guides, discussion groups, and many other resources for existing Academies. All Academies should bookmark this web site and access it at least once a week for the latest program information.

The Orientation site (scheduled to be available in Q499) will contain a 15-minute "tour" and a four-hour short course on the Academy program designed to provide basic information to new Academies.

The Academy Assessment Server allows Academy instructors to administer exams and quizzes on the Academy curriculum to Academy students. You must be enrolled in an Academy class to gain access to this server. The server compiles results of all tests given to all Academy students worldwide and allows Cisco's assessment personnel to gauge the effectiveness of each test question and the progress of each instructor and each student.

The Student Services Site allows Academy students to study the curriculum, check their grades, and look for internship opportunities. Academy instructors provide their students with access to the Student Services Site.

The Academy Alumni Site (scheduled to be available in Q499) will help graduates of the Academy program find jobs and share information with one another about their successes in the job market.

The CNAP is a hierarchical program. Described from the bottom up, Local Academies teach the curriculum to their students. Regional Academies support ten or more Local Academies by training their teachers and providing ongoing programmatic support. CATCs provide the same support for their Regional Academies. Your "parent" Academy may provide a web site for the use of its Academy "children." If so, this site provides important information about how your parent Academy implements the CNAP, including what your parent expects of you. A space is provided (above) for you to record the URL for your parent Academy's web site.

Step Two: Contacting Your Parent Academy

If the CNAP web sites do not have the information you seek, your next step is to contact your parent Academy. They can answer most of your questions. Each Academy has a "main contact." You should know the name, phone number, and email address of helpful individuals at your parent Academy, including the main contact.

Step Three: Contacting Cisco

If you cannot find answers to your questions from the Academy web sites or from your parent Academy, you can contact Cisco via the following e-mail addresses:

General Community Server Issues	webmaster@cisco.netacad.net
Training Issues	training@cisco.netacad.net
General Academy Questions	academies@cisco.com

If you prefer to use the telephone, the following numbers are available:

Program Questions (US)	**800-326-1941** and ask for extension **59418**
Program Questions (non-US)	**408-525-9418**
Technical Questions (US)	**888-327-1116**
Technical Questions (non-US)	**480-926-1828 or 480-539-0475**

You can also contact your local Cisco sales person. This is a particularly good course of action if your question concerns equipment orders or questions about other Academies in your area. Someone at your school probably knows the name and number of your Cisco sales person. Check first with the person who purchases network equipment for your school. If this fails to yield a name and number, you can contact Cisco's Customer Service department at 1-800-553-NETS or Cisco's Inside Sales department at 1-800-888-8187 (and then use the Inside Sales directory to connect to any extension). Both organizations can provide numbers for all Cisco sales offices.

In the event the previous options do not provide satisfaction, the following contact numbers will prove useful:

The Western US	contact Karen Bruntz (kbruntz@cisco.com) @ 408-527-9707
The Central US	contact Clydene Stangvik (cstangvi@cisco.com) @ 612-851-8361
The Eastern US	contact Gene Longo (glongo@cisco.com) @ 410-309-4870
Latin America	contact Lisa Streeter (streeter@cisco.com) @ 408-526-4697
Canada	contact Anne Miller (anmiller@cisco.com) @ 416-216-8126
Europe, Middle East, Africa (EMEA)	contact Bob Lewis (roblewis@cisco.com) @ 44 181 756-8925
Asia, Australia	contact Marcus Lim (marlim@cisco.com) @ 65 833 5540
Japan	contact Junko Ota (jota@cisco.com) @ 81 3 5219 6124