


# US Academy Newsletter



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## August Newsletter Highlights

Welcome to the first U.S. Academy newsletter of the 2005-2006 school year. In addition to the variety of helpful articles, the newsletter has been redesigned to incorporate the following features:

- **Abbreviated and expanded versions of the Table of Contents** - Two options for quick and easy access to information
  - **Location:** Top left navigation bar
- **Newsletter now available as PDF** - New format makes it easier to print and save to your computer
  - **Location:** Lower left navigation bar
- **Helpful links** - Featuring past issues of the newsletter, Academy Connection, and Academy Community links
  - **Location:** Lower left navigation bar
- **Market research** - Compiled for the Academy program by a public relations firm to keep you up to date in the IT world
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- **Streamlined “Who Do I Contact” section** - Directs you to helpful resources
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## In Memoriam - Tom Fosse



It is with great sadness that we inform you of the passing of Tom Fosse. Tom was one of the original instructors in the Academy program and served as an Academy administrator and instructor at Lakes Country CATC in Fergus Falls, MN until his passing last month.

As [Tom's obituary](#) notes, "Through much of his life, Tom was involved in education: as a high school teacher, an innovator, a school board member and as an adult educator. The past nine years he was employed as a Cisco Academy Regional Coordinator, a position that took him many places throughout the world.

"Tom loved spending time with his grandchildren, family and friends for any occasion. He enjoyed reading, riding his motorcycle, playing guitar, traveling and hunting trips. A summer day at Lake Lida with his family and friends was his idea of a perfect day and he would often say, 'Life doesn't get any better than this.'"

The following message comes from Tom's daughter, Teresa Lewis.

*Special Thanks from the Family of Tom Fosse*

"And in the end, it's not the years in your life that count. It's the life in your years." Abraham Lincoln

We can understand why Dad enjoyed going to work so much. He worked with really great people. Thanks to each of you for everything – the touching letters, beautiful cards, memorials, flowers, and your thoughts and prayers. We really appreciate the caring and support you've shown during this difficult time.

Cards and remembrances may be sent to Bonnie Fosse, PO Box 124, Rothsay, MN 56579 or [tlewis@eidebailly.com](mailto:tlewis@eidebailly.com).

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## Announcements



### Blended Distance Learning Now Available for Student CCNA and CCNP Classes

Based on successful student learning outcomes in a year-long Blended Distance Learning (BDL) Pilot Study, the BDL classroom environment is now an option in addition to the 100% in-person environment for instructors teaching student CCNA and CCNP classes. [Results of the pilot study](#) are available.

BDL is still an instructor-led classroom, but includes a combination of in-person and remote instruction. This option is intended for Academies that are successful with the in-person model, have a distance learning infrastructure with appropriate training in place, and have students who require this flexibility to complete CCNA or CCNP coursework.

BDL guidelines provide a recommended number of in-person hours for each of the CCNA and CCNP courses and other requirements to consider before offering BDL classes. Academies are responsible for developing a BDL implementation model to best meet the needs of their students, including the selection of and training on distance education tools.

Instructors are encouraged to participate in the BDL Discussion Forum in Academy Connection to network with other instructors and Academies moving into blended distance learning. An "Ask the Expert" BDL series is planned for September. This series will feature some of the pilot sites and their experiences.

[View BDL Guidelines and Frequently Asked Questions.](#)

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## Curriculum



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### Update on NEW Panduit Authorized Installer (PAI) Certification

For students taking the Panduit Network Infrastructure Essentials (PNIE) course, the new Panduit Authorized Installer (PAI) certification will be available sometime in December 2005. If students have previously taken the course, or are currently taking it, the certification will be retroactive. Students who pass the course will receive a voucher that covers the cost of the certification. However, non-Academy students will be charged a price of approximately \$100 - \$150. The certification will consist of a written exam as well as a hands-on skills exam with an emphasis on copper. Additional certification exams on fiber may be available in the future.

The PAI certification exams will be implemented through the current Academy infrastructure. Academies that have a large number of students taking the PNIE course, or are either in large population areas or areas where there are currently Panduit Certified Installers (PCI's), will have an opportunity to become testing centers. Panduit will donate testing equipment to the testing centers and provide a certification program for instructors. A field rep from Panduit or a PCI will be available to help proctor the exams. Opportunities for certification will occur at authorized testing centers at least one time per year.

Upon successful completion of the PAI certification exam, students will receive a Panduit Authorized Installer card, information on continuing education, and a letter of congratulations from the president of Panduit Corporation. All companies doing business with Panduit who apply for Panduit Certified Installer (PCI) status are required to have PAI certified installers on staff. In addition, Panduit will offer a 25-year warranty on products installed by PAI's who work at a PCI company.

For more information about the PAI certification, please visit the [Panduit Website](#) later this year. Additional information about the certification and how to apply to become a testing center will be available soon. If you have additional questions at this time, please email [sponscurr@cisco.com](mailto:sponscurr@cisco.com).

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### Java and UNIX Course Continuation

The Fundamentals of UNIX and Fundamentals of Java Programming curricula and assessments will not be retired in July 2006, as planned. These courses will be available for as long as they remain relevant and valuable to our Academies. For more information on this subject, review the related Academy Connection headline.

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### Network Security v2.0 Delay

The course release for Network Security v2.0 has been postponed. The new target release date is October 2005. Please see the related Academy Connection headline for further information.

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### CCNP 1 and 2 Version 3.1 Available Now!

CCNP 1 and CCNP 2 have been released as version 3.1. This release includes minor technical and grammatical revisions. Academies are encouraged to download the new versions and begin using them immediately. Details are available through the related Academy Connection headline.

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### Rich Media Tasks Added to CCNA 4 English 801 Certification Practice Exam

Rich media tasks have been added to the 801 Certification Practice Exam #2 in CCNA 4

English. This is the first time that rich media tasks are being used in scored, online Academy exams. Additional information on rich media tasks is available through the Academy Connection headlines.

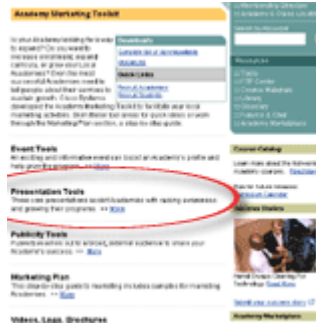
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## Tools for Academies

### Four New Presentations Available in Academy Connection Marketing Toolkit

Four new presentations will be available in the Academy Connection Marketing Toolkit beginning Monday, August 29. Each presentation contains speaking notes in the notes section of PowerPoint to assist instructors with their delivery.

- Academy Overview Presentation
- Student Recruitment Presentation
- Academy Recruitment Presentation
- Orientation Presentation



The first three items are updated versions of existing Marketing Toolkit presentations. The fourth item, Orientation Presentation, is new. It gives an overview of the Academy program and Cisco Systems, explains the significance of the program, and highlights various career options. This presentation is ideal for the first day of student or instructor classes.

To access the presentations, log in to Academy Connection and select **Tools > Marketing Toolkit > Presentations**.

### Download the New Student/Parent Recruitment Video from Academy Connection

The new Student/Parent Recruitment Video explains how the Academy program provides a powerful foundation for careers in technology and highlights the benefits of various Academy instructional methods, such as online content, classroom learning, hands-on labs, and interactive assessments.

To download the video, log in to Academy Connection and select **Tools > Marketing Toolkit > Videos, Logo, Brochures > Videos**.



### Academy Connection – Tools Pages, FTP Center, and Forums & Chat

Academy Connection has a variety of tools available for instructors and administrators. Explore the three areas listed below and discover a wealth of resources that will benefit you and your students.

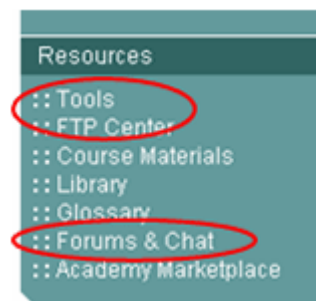
Log in to Academy Connection, and then choose from the **Resources** menu in the right navigation bar.

#### Tools

- Overview: Resources developed by Cisco to accompany Academy curricula. Tools vary by curriculum.
- Examples: Scope and sequence, instructor guides, lab manuals, skills-based assessments, presentations, engineering journal and workbook solutions, certification preparation, eSIMs, and Peter Packet

#### FTP Center

- Overview: Resources developed by Academy instructors and administrators for use by other Academy instructors and administrators. Users can search by keyword,



username, curriculum, information type, course version, or date, or upload their own materials to share with the community.

- Examples: Labs and lab idea, lesson plans, presentation materials, study guides and answer keys, charts, and quiz bowls

## Forums & Chat

- Overview: Provides interaction among members of the Academy program on aspects of the program such as Academy management, curriculum, assessment, mentoring, skills development, and career-path mapping. The Online Community provides an arena for members to communicate with each other and to exchange experiences and advice.
- Navigation: If your pop-up blocker will not allow you to access the site through the **Forums & Chat** link, direct your browser to <http://academy-community.net/>.
- Examples: Web pages and message boards such as Ask the Experts, Instructor News & Views, USA Instructors, Instructor Training, Online Assessment, Equipment & Lab Bundles, as well as message boards for each Academy curriculum.

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## New Articulation Agreements Resource Now Available

An articulation agreements resource can now be downloaded from the Tools section on Instructor and Administrator homepages in Academy Connection. This resource provides information and samples to assist in formulating or updating articulation agreements at your Academy. This includes general information about articulation agreements, sample agreements within the Academy program, a sample checklist, and sample responsibilities of parties signing the agreement. View the Academy Connection headline “New Academy Resource Now Available” for further details.

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## Help Desk Enhancements

The Cisco Networking Academy Support team is pleased to announce two new features that are available through the [Help link](#) on Academy Connection. These tools will allow users to find answers to their questions more quickly and efficiently:

- Search Term Highlighting – When users search for a term on the Find Answers page, all occurrences of that term will be highlighted in the search results.
- Search Text Feedback – This feature will provide feedback for search text on the Find Answers page that includes misspellings or words that are not found in any answers. This will allow users to refine their search.

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## Tools for Students

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### Connect Students to the Alumni Community

A new semester brings new opportunities for instructors to inform students about the many resources available to them when they register for the Cisco Alumni Community. How many times have you heard these questions from your students?

- How can I prepare for my certification?
- How can I get started in my job search?

Alumni registration opens the door for eligible students to access certification and career building resources online, among many other benefits. If students are eligible, they will see a link in the left navigation area on the post-login Academy Connection Student Home page. This link will appear after they have completed a core course such as CCNA 1 and their instructor has posted their passing grade in the online Academy gradebook.

Clicking on the **Alumni Home** link from the Student Home page will take students through the registration process. As soon as they complete registration, they are eligible for the following benefits:

- Continued access to the most current version of any completed curriculum

- Peer-to-peer communication through the Alumni Community forums and chats
- Access to the CCNA Certification Prep Center
- Access to valuable learning content about Cisco products through the Cisco Learning Connection Website
- Career development tools and resources through the Alumni Connection and Career Connection job board located at [cc.netacad.net](http://cc.netacad.net)
- Discounts on products and services

Encourage eligible students to sign up as soon as possible so they don't miss out on any special offers. [Watch the presentation on Alumni registration](#) or email [academy-alumni@external.cisco.com](mailto:academy-alumni@external.cisco.com) for additional information.

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## Successes

### [Kentucky Tech Students Score High](#)

Two recent graduates of Henderson County High School in Kentucky passed certification exams with flying colors.

Andrew Hill earned the highest CCNA exam score nationwide with 94 percent. Adam Floyd placed first in the nation on the COMP TIA A+ Hardware test with a score of 90.

[Read the full story](#)

### [Cisco Academy Teams up with Air Force National Guard in Washington](#)

*Submitted by Echo Rantanen, Spokane Community College, WA*



On June 2, thirty-five Spokane Community College Cisco Academy students traveled to Cheney, WA for an on-site network deployment with the Air Force National Guard. Students of varying expertise, from CCNA 1 to 4, were broken into six groups. Each group was responsible for a router/switch pod. Activities included VLSM, router configuration, RF, VOIP and lots of troubleshooting. Students came away with a greater appreciation of enterprise networking and teamwork. This was an excellent opportunity for students and it is planned to become an annual event.

The 256 Combat Communications Squadron recently became a Local Cisco Academy. Their mission is to maintain combat forces ready for the mobilization, deployment, and employment of Theater Deployable Communication equipment to support any military communications tasks including Theater Air Base in support of national security objectives. Peacetime activities include providing personnel and equipment to support state emergency tasks.

### [2005 SkillsUSA Internetworking Contest Results](#)

*Submitted by Bob Schoenherr, Cisco Systems*



*Internetworking competition winners. College/postsecondary winners are on the left, high*

The winners of the annual [SkillsUSA Championships in Internetworking](#) were announced in June. Thirty-six states sent a combined total of 60 students (26 college and 34 high school) to the national internetworking contest.

SkillsUSA is the national organization for students in trade, industrial, technical, and health programs. The annual SkillsUSA Championships in Internetworking recognizes the achievements of career and technical students and encourages them to strive for excellence and pride in their chosen occupations.

The internetworking contest consists of three core components: networking design, general networking

knowledge, and hands-on evaluations. The networking design problem tests a contestant's ability to design functionality, scalability, adaptability, and manageability of an internetworking system. The online written portion tests the student's complete knowledge of internetworking concepts. The hands-on component demonstrates the abilities of the contestant to make cables, troubleshoot network systems, configure routers and switches, and deliver customer service in a technical assistant center environment.

#### *High School Internetworking Winners*

- Gold - Ben DeCamp, Professional-Technical Education, Boise, ID
- Silver - Kyle Kroskey, Advanced Technology Center, Virginia Beach, VA
- Bronze - Sean O'Brien, Ben Barber Career Center, Mansfield, TX

#### *College/Postsecondary Internetworking Winners*

- Gold - Quinn Snyder, Northland Pioneer College, Holbrook, AZ
- Silver - Kathryn Wetmore-Komlo, Central Georgia Technical College, Macon, GA
- Bronze - Joseph Ingenito, Manatee Tech Institute, Bradenton, FL

For more information about this year's contest, visit <http://216.103.196.2/skillsusa05/default.htm> or <http://216.103.196.2/skillsusa05/Internetworking%20Contest%202005.pdf>.

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## **Workforce Development**

### **The New School Year: A Great Opportunity to Set Goals**

*By Peter Joyce, Cisco Networking Academy Program Workforce Development Manager*



As many of you know, the Academy team spent the summer traveling around the United States and reaching out to Academies through our road shows. I especially enjoyed hearing about how Academies have connected with a Cisco office or other local IT employers and developed a working relationship through which students have become excited about the opportunities ahead. These Academies reported improved recruitment, stronger retention, and even inspirational success stories.

Over the next couple of months, we will be sending out information on a variety of ways you can begin to develop relationships with employers. I hope you will review the list below and commit to one or more activities for this academic year. Start with one activity that is manageable and that you know you can accomplish. You will have opportunities to build on this success!

*Guest Speaker* – Plan to invite an industry representative to speak to your students on a day in the life of an engineer or techie, the latest technology trends, or a special area in the curriculum. To find a speaker, approach your Cisco Account Manager, use graduates from your program, or leverage other vendors through your school.

*Tour* – How about going off-site? Use your contacts to arrange a tour to view a company's network infrastructure or see new applications. This takes a bit more planning – including the transportation hurdle – but the payoffs are great! Need help? Why not look at [Cisco partners in your area](#)?

*Virtual Field Trip* – Are your transportation budgets tight or even non-existent? Schedule a field trip to come to you! Download one of our virtual field trips from Career Connection (**Academy Connection > Tools > General > Virtual Field Trips**). Or look on our [public video archives](#) for some great short videos.

*Groundhog Job Shadow Day* – Yes, that day of celebration in Punxsutawney is a perfect opportunity to get employers involved in your program. Last year, 400 Cisco volunteers visited schools and hosted students at local offices.

*All Academy Day* – Here's a great way to celebrate your program: a day of informal competitions, presentations, and fun! Establish small teams to compete in router

troubleshooting, computer repair, cable building, and a quiz bowl. Invite employers to judge the competitions. This year we will make a limited number of kits available to Academies on a rotational basis.

So pick out an activity and get a date set on your calendars. Watch for more information on available resources! And be sure to tell us about your success!

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## Gender Initiative

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### Girls in IT Event Encourages Women in Michigan

The Midwest Cisco Women's Action Network (WAN), in collaboration with the Cisco Networking Academy Program, hosted 35 female students at Davenport University in Warren, MI on June 3 for a half day of activities designed to encourage female students to pursue careers in IT.

This Girls in IT event included a panel discussion, featuring female senior executives from Cisco Systems, Visteon Corporation, Chrysler and Mercedes Benz NAFTA -DaimlerChrysler AG, Onstar-General Motors, and Caretech Solutions.

"The girls' awareness really heightens during these events," explained Clydene Stangvik, Cisco's Area Academy Manager for the Central and Mountain territory. "They want to know how to balance a family and move up as a woman in an IT career."

Jenna Martincheck, a 16-year-old junior from Cheboygan High School, drove four and a half hours with an adviser and three other students to attend the conference.

"I wanted to come and see how women can have careers in technology," said Martincheck, who plans to pursue a degree in marketing with a minor in IT. "It seems like a male-dominated field."

Girls in IT events are part of a larger Cisco initiative focused on increasing female access to IT training and career opportunities globally.

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### Gender Tools on Academy Connection

- Customize your own datasheets, fliers, and presentations – The Girls Get IT template is available on the Academy Connection pre-login site: **Digital Divide > Gender Initiative > Tools/Resources/Marketing Materials.**
- Download the "I Am an Engineer" video from the Academy Connection pre-login site: **Digital Divide > Gender Initiative > Tools/Resources.**

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## Market Research

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[Download the market research](#) which has been compiled for the Academy program by a public relations firm. Information is broken down by category: Job Market / Technology Trends, Gender, Cisco News, Theater-Specific Information

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### Articles of Interest

[ITAA Diversity Study: Numbers of Women, Minorities in Tech Too Low](#) (itaa.org)

[Online Courses Clicking as Hot Trend for Students](#) (principals.org)

[Students Imagine a World Where Technology Dissolves Boundaries: Imagine Cup 2005 draws 16,000 students to innovate and compete](#) (Microsoft.com)

[Reinventing the Route to D.C. Diploma: Washington, D.C. plans to offer the option of a fifth](#)

## Who Do I Contact with Questions or Concerns?

### FIRST TIER OF SUPPORT

#### [Look Online](#)

Search the intelligent knowledgebase to find immediate answers to questions regarding the Academy Program. Simply log in to the Academy Connection and click Help at the very top of the page > English Program Support > Find Answers.

### SECOND TIER OF SUPPORT

If you are a Local Academy, contact your Regional Academy. For Regional Academies, the next resource is your CATC.

### THIRD TIER OF SUPPORT

#### Help Desk

Available 24/7. The Help Desk can answer all questions related to the Academy Program as well as the assessment server.

- Online: Follow the **Help** link (see above) > **English Program Support > Contact the Support Desk.**
- Phone: 888-327-1116
- Email: [webmaster@cisco.netacad.net](mailto:webmaster@cisco.netacad.net)
- AOL Instant Messenger: NetacadAIM

#### Technical Assistance Center (TAC)

TAC provides 24/7 support on technical issues and hardware and software-related problems.

- Web: <http://www.cisco.com/public/support/tac/home.shtml>
- Email: [tac@cisco.com](mailto:tac@cisco.com)
- Phone: 1-800-553-2447

#### SMARTnet

- For information and renewals on existing SMARTnet accounts, contact Cisco at 800-213-1542.
- Renewals and new SMARTnet agreements are also available from SIGMAnet at 866-554-5535 or [AcademyOrders@SIGMAnet.com](mailto:AcademyOrders@SIGMAnet.com).

#### Sales Support for Equipment

As of January 17, 2005 U.S. Academy lab equipment orders will be processed and fulfilled by Cisco's Reseller Partner, SIGMAnet.

- Phone: 866-554-5535
- Email: [AcademyOrders@SIGMAnet.com](mailto:AcademyOrders@SIGMAnet.com)

## Newsletter Feedback

For comments and questions about the newsletter, please email [US\\_newsletter\\_feedback@cisco.com](mailto:US_newsletter_feedback@cisco.com).

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