




US Academy Newsletter



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Announcements

Academy Conference 2006: Sneak Preview

Learn about new technical and educational program information at Academy Conference 2006, which is scheduled for June and July.

Here are some details to help you plan for the conference:

- Conference registration fee – \$250
- Educational programs – two full days of workshops and presentations
- Social events – welcome reception and customer appreciation evening event
- Meals – breakfast and lunch included
- Hotel accommodations – special room rates available for under \$150 per night
- Locations and dates – to be announced in early January

To learn more about the Academy Conference, visit the [2005 Academy Conference](#) Webpage, where you can view and download pdfs of presentations delivered during last year's conference.

Academy Students, Instructors Bring Relief after Katrina

Doug Weaver was a man on a mission. The professor and Academy Main Contact at West Virginia University at Parkersburg (WVUP) had just returned from a two-week tour with the National Guard in support of relief efforts near New Orleans and was about to embark on another journey, this time as a civilian.



The day before his tour ended, Doug learned that the military's Task Force Belle Chase Joint Operations Center needed a new Emergency Operations Center set up immediately. Doug volunteered to lead a team of six from WVUP: three CCNA students, one CCNP student, and another instructor in addition to himself. The National Guard enthusiastically accepted Doug's offer but cautioned that the crew would need to be onsite within a week.

With the clock ticking, Doug secured WVUP's permission for the team to take time off for the trip. Although the University generously covered the staff's classes during their absence, they were unable to finance the estimated \$5,000 in travel expenses. With three days to go, Doug appealed to Cisco Systems. The good news came from Cisco's Corporate Responsibility team and 24 hours later, the six-person crew was under way.

The team expected to have three days to move the control center, including computer terminals, giant projection screens, network and telephone cables, and a server. However, when they arrived in Louisiana on October 5 they learned that they had only 24 hours

[Learn how the team accomplished their goal and view pictures of their journey.](#)

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Curriculum

Locate Curriculum Errata through Academy Connection Help Tool

View the current list of known errors in Academy courses by logging in to Academy Connection, clicking **Help** in the upper-right corner, and clicking **Curriculum Quality > Find Answers** from the **Program Support** page. After typing the keyword **errata** in the **Search Text** field, click **Search** to see results.

Answer ID	Course
3362	CCNA 1-4 v3.1.1 English Curriculum Errata List
3363	CCNA 1-4 v2.1.2 Canadian French Errata List
3364	CCNA 1-4 v3.1.1 Arabic Curriculum Errata List
3365	CCNA 1-4 v3.1.1 German Curriculum Errata List
3366	CCNA 1-4 v3.1.1 Hungarian Curriculum Errata List
3367	CCNA 1-4 v3.1.1 Japanese Curriculum Errata List
3368	CCNA 1-4 v3.1.1 Polish Curriculum Errata List
3369	CCNA 1-4 v3.1.1 Portuguese Curriculum Errata List
3370	CCNA 1-4 v3.1.1 Spanish Curriculum Errata List
3371	CCNA 1-4 v3.1.1 Standard French Curriculum Errata List
3372	CCNP 1-2 v3.1 English Curriculum Errata List
3373	CCNP 3-4 v3.0 English Curriculum Errata List
3374	CCNP 3-4 v4.0 English Curriculum Errata List
3375	Fundamentals of Java Programming v2.0 English Curriculum Errata List
3376	Fundamentals of Network Security: PIX & Router v1.2 English Curriculum Errata List
3377	Fundamentals of UNIX v2.0 English Curriculum Errata List
3378	Fundamentals of Web Design v1.2 English Curriculum Errata List
3379	Fundamentals of Wireless LANs v1.2 English Curriculum Errata List
3380	HP IT Essentials I: PC Hardware and Software v3.1 English Curriculum Errata List
3381	HP IT Essentials I: PC Hardware and Software v3.1 Standard French Curriculum Errata List

3382	HP IT Essentials II: Network Operating Systems v3.0 English Curriculum Errata List
3383	HP IT Essentials II: Network Operating Systems v3.0 Standard French Curriculum Errata List
3384	IP Telephony v1.0 English Curriculum Errata List
3385	Panduit Network Infrastructure Essentials v2.0 English Curriculum Errata List

The errata lists are available in Excel format and can be saved by right-clicking the file link. The CCNA Curriculum Errata Lists have tabs for each CCNA course. Users can download the latest curriculum errata and select **Notify Me by E-mail if this Answer is Updated** to receive notifications of updates.

CCNA 3 Skills-Based Routing Practice Exam and Final Practice Exam Now Available with CNS Pilot

Cisco Network Simulator (CNS) is a Cisco IOS simulation tool intended to give instructors an automated skills assessment option to complement the traditional, summative hands-on skills exams.

CNS is now available for use as a pilot with CCNA 2 and 3 student classes. The pilot release includes the following:

- CCNA 2 Skills-Based Mid-Term Practice Exam
- Two forms of a CCNA 2 Skills-Based Final Practice Exam – Interior Gateway Routing Protocol (IGRP)
- CCNA 2 Skills-Based Practice Final Exam – RIP
- CCNA 3 Skills-Based Routing Practice Exam – EIGRP
- CCNA 3 Skills-Based Switching Practice Exam
- CCNA 3 Skills-Based Final Practice Exam – Includes OSPF routing and switching

During this pilot phase, instructors are asked to only use CNS as practice for CCNA 2 and CCNA 3 hands-on skills.

Prior to accessing CNS exams, student computers must have the following:

- Java Run-Time Environment (JRE) browser plug-in, which is distributed for free by its developer, Sun Microsystems
- Ability to communicate with the server skills.netacad.net on ports 80 and 443

[Detailed instructions](#) are available online to ensure that student computers are ready to access CNS exams.

During this pilot, server performance, stability, and system load will be monitored. Due to server load limitations during peak hours, students may experience latency or may be unable to access CNS.

Note: Even if an instructor can schedule an exam on the **Assessment Home** page, this is no guarantee that students will be able to access the CNS exam at the scheduled time. If the CNS load is greater than expected, additional hardware will be moved into production.

To guide instructors in setting up and using CNS, a CNS FAQ document and a CNS Tutorial PowerPoint are posted under the **General** section on the **CCNA Tools** page.

Since this is a pilot program, feedback can be submitted through the following paths:

- **Help > Assessment Quality**
- **Forums & Chat > Instructor Community > CCNA > Cisco Network Simulator**

HP IT Essentials Instructional Support Materials

Various HP IT Essentials resources such as instructor guides, lab manuals, and other tools are available to instructors when teaching in the Cisco Networking Academy Program. Instructors can download the latest versions of these materials by visiting the course **Tools** page or **Class Home** page of an active class. Academy Connection users can navigate to the **Tools** page by clicking **Tools** in the **Resources** menu on the right.

- **Instructor Guides** – Instructor guides are designed to assist instructors in delivering courses. Each guide includes a course overview and a sample course syllabus. The guides summarize the learning objectives and offer teaching tips and class preparation notes.
- **Instructor and Student Lab Manuals** – Instructor lab manuals (ILMs) contain the instructor versions of labs, including lab solutions. Student lab manuals (SLMs) contain the student versions of labs. ILMs and SLMs are produced for each course.
- **Scope and Sequence Documents** – These provide a short overview of each course.
- **Instructor PowerPoints** – These are PowerPoint slides that instructors can use to present course content. There is a set of slides covering every module/chapter of a course.
- ***New* HP IT Essentials II KnoppixLab Map** – This package was developed to assist instructors in delivering Linux labs from the HP IT Essentials II: NOS course. Many schools use a Windows OS environment. A run-from-CD version of Linux allows a computer to be booted into the Linux OS without affecting the host machine's hard drive. We have chosen Knoppix v3.9 to validate these labs. The package includes the following:
 - A spreadsheet that maps each Linux lab to an alternate Knoppix lab and provides instructions for completion
 - An instructor lab manual that includes a short Knoppix instructor guide and Knoppix labs with answers
 - A student lab manual that contains Knoppix labs without answers

For more help in using these materials, instructors can visit a new discussion titled **HP IT Essentials II Knoppix Labs**. The forum can be accessed from the Academy Connection home page by clicking **Forums & Chat** in the **Resources** menu and then selecting **HP IT Essentials** under Instructor Community.

- ***New* HP IT Essentials II Ver. 3.0 Delta Document** – This document details the HP IT Essentials II course content changes from version 2.0 to 3.0.

- **HP IT Essentials I Supplementary Videos** – The supplementary videos for HP IT Essentials I are available for download. When the file is unzipped, users can open the Videos.htm file in the Media_videos folder to see a list of available videos. The videos work best with Windows Media Player.
- **HP IT Essentials Curriculum Errata** – [See related headline.](#)

Retirement of FVDC v1.2 and Java v1.2

We plan to retire both FVDC v1.2 and Java v1.2 the first week of January 2006.

This requires no action on the part of instructors or curriculum leads. Current classes in these courses can continue unchanged until the class end date. Although the courses will be retired, newer versions of both courses are available for creating new classes: PNIE v2.0 and Java v2.0.

Once retired, these course versions will continue to appear in the following situations:

- Available for all class activities for current classes, including exam activation and gradebook entries
- Viewable from the class home page (student and instructor versions)

However, the courses will no longer be available for the following functions:

- NOT viewable in the **Course Materials** area on Academy Connection
- NOT downloadable from Academy Connection
- NOT available for creating new classes

The newest version of the course must be enabled by an Academy before it can be accessed. Legal main contacts and curriculum leads may enable course offerings at their Academy by following these steps:

1. Log in to Academy Connection.
2. Access the **Administrator Home** page.
3. Click on the name of your Academy under the **Manage My Academies** section of the page.
4. Click on **View/Edit Academy Information** under the **Administer Academy** section of the page.
5. Click on the **Enable/Edit Course Offerings** link under **Academy and Curriculum**.
6. Click on the checkbox to the left of each version and language for the course you wish to enable at your Academy and select the anticipated class start date.
7. For each course you enable, select **Yes** or **No** to indicate if the course will be replacing a similar course at your Academy.
8. Click **Submit** at the bottom of the page.

Recent [Academy Connection](#) Headlines

Additional headlines are available. Simply login to [Academy Connection](#).

- [New Network Security v2.0 Curriculum Released](#)
- [CCNA Instructional Support Materials and IFT Retirement](#)
- Updated CCNP 1-4 Curricula Now Available (content available only on Academy Connection headlines)
- [Firewall Specialist Status for Networking Academy Students](#)

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Tools for Academies

[Robert Half Technology 2006 Salary Guide for North America](#)

Learn about starting salaries for IT professionals as well as new trends and developments in the field. Topics include the following:

- IT employment outlook
- Hottest technology jobs and skills
- The role of certification in hiring
- IT salaries and regional hiring trends

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Tools for Students

[CCNA Certification Prep Center Now Available](#)

The CCNA Prep Center includes sample questions, simulations, e-learning modules, labs, tips from CCNA professionals, expert advice, success stories, and other resources to help students prepare for CCNA certification exams.

The CCNA Prep Center is designed to assist those preparing for the CCNA certification. Although this site contains useful content, it does not cover all the skills and knowledge needed to prepare for CCNA certification exams. Users will need additional information, training, and support to pass the exams.



A Cisco.com user ID and password are required to access the CCNA Prep Center. Candidates can obtain a Cisco.com user ID by registering at the [CCNA Prep Center](#).

Encourage Students to Register for Alumni Benefits

As exam time nears, help students prepare for a career in IT by introducing them to the Alumni Community. When students register as Academy alumni, they gain access to resources such as career development and job placement tools.

If students are eligible to join the Alumni Community, a link will appear in the left menu on their Academy Connection Student Home page. Students become eligible after they complete a core course such as CCNA 1 and receive a passing grade in the online gradebook.

Students can click the **Alumni Home** link from their Student Home page to begin the registration process. After registration is complete, they will be eligible for the following benefits:

- Continued access to the most current version of any completed curriculum
- Peer support through Alumni Community forums and chats
- Access to the CCNA Certification Prep Center
- Access to valuable information about Cisco products through the Cisco Learning Connection customer Website
- Access to career development tools and resources through the Career Connection job board at cc.netacad.net
- Discounts on products and services

An Alumni data sheet can be downloaded and distributed to students. The data sheet, which is found at www.cisco.com/go/USalumnidatasheet, describes the alumni program in greater detail.

For more information, please visit www.cisco.com/go/alumniregister. You can also send an e-mail to academy-alumni@external.cisco.com.

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Success Stories

Academy Students, Instructors Bring Relief after Katrina

New Utrecht High School Academy Students Crowned America's Fastest Geeks for Second Consecutive Year

New Utrecht High School Academy students Roman Ambartsumov and Stavroula Floutsis beat out three high schools and four colleges to be crowned America's Fastest Geeks. Extreme Tech and PC Magazine sponsored the two-day showdown, held in New York City at the Digitallife conference October 14 and 15.

The event pitted two-person teams against each other to determine the top high school and college. Each team-member was tasked with building a computer, which involved connecting a floppy drive, RAM, NIC, hard drive, CD-ROM, IDE cable, and FDD cable into the case; ensuring everything had power; connecting the keyboard, mouse, and monitor; and booting the computer. The team that finished in the least amount of time moved on to the next round of competition.



Stavroula (left) and Roman celebrate their victory.

The top high school team, New Utrecht, faced off against the top college team, ITT, in the final round on day two. New Utrecht captured the title for the second consecutive year when Roman and Stavroula completed the task in 2.05 and 3.30 minutes. In addition to receiving crowns and the title of America's Fastest Geeks, both students received Toshiba laptop computers courtesy of CompUSA.

Roman and Stavroula are enrolled in computer repair and Cisco Networking Academy classes at New Utrecht High School under the supervision of Michael J. Saporito, assistant principal and instructor of computer repair. John Sacco and Straty Floutsis, also of New Utrecht High School, were America's Fastest Geeks in 2004.

Read the full story at <http://region7online.com/nycregion7/cwp/view.asp?A=3&Q=275824>.

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Workforce Development

It's Time to Promote IT Careers!

By Peter Joyce, Cisco Networking Academy Program Workforce Development Manager

As many of you know, this fall, we conducted a series of pilot recruitment events with Networking Academy graduates and Cisco partners. While these events were very successful, I was reminded of our continuous challenge – helping students understand the opportunities of this somewhat secretive industry!



The first round of recruitment events involved many small and medium-sized firms. As you can imagine, these businesses are very particular about hiring new staff. They need individuals who are strong in a number of technical areas. Since these positions involve interfacing with customers, candidates must also give strong first impressions and be able to articulate their technical knowledge in a succinct and clear manner. I am pleased to say that some candidates received great job offers. Many others received second interviews and are in the pipeline. Despite the success, I was reminded of how many of our students at the high school and college levels have limited exposure to the industry before looking for work. As a result, they have a limited understanding of the types of jobs available, the emerging technologies, and the relevant skill sets.

Groundhog Job Shadow Day is a terrific way to get students excited about the opportunities in IT. Last year, Cisco Systems participated in Groundhog Job Shadow Day by hosting students from the Networking Academy program. This year our goal is to host students in over 100 sites across all 50 U.S. states – including Cisco offices and facilities, colleges and high schools participating in the Networking Academy program, and other industry settings.

We're currently constructing a Website with everything you need to get started.

Four Ways to Keep Your Students Connected

Keep students connected to the IT industry by supporting the activities listed below. Start with a manageable activity you know you can accomplish and build on your success:

- *Guest speaker* – Invite an industry representative to speak to your students about a day in the life of an engineer or IT professional, the latest technology trends, or a special area of the curriculum. To find a speaker, approach your Cisco Account Manager, use graduates from your program, or contact vendors through your school.
- *Tour* – Use your contacts to arrange an off-site tour to view a company's network infrastructure or learn about new applications. This takes a bit more planning – including transportation– but the payoffs are great. You can begin by searching for [Cisco partners in your area](#).
- *Virtual Field Trip* – If your transportation budgets are tight or non-existent you can schedule a field trip to come to you. Download one of our virtual field trips from **Academy Connection > Tools > General > Virtual Field Trips**. Or look on our [public video archives](#) for some great short videos.
- *All Academy Day* – Here's a great way to celebrate the Academy 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.

Watch for more information on available resources, and remember to tell us about your successes.

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Gender Initiative

Cisco and the NCWIT Launch Nationwide Initiative to Address Gender Gap in IT - New Program Offers Valuable Online Learning Tools

Cisco Systems announced it is joining forces with the National Center for Women & Information Technology (NCWIT) to increase awareness of education and career opportunities for girls and women in science, technology, math, and engineering. The initiative introduces a comprehensive digital library (www.ncwit.org/cisco) designed to give students, parents and educators the tools to learn more about careers in high-tech fields and the importance of girls' participation.

The U.S. Department of Labor predicts that more than two million professional technology-related jobs will be added to the U.S. workforce by 2012. But according to research from the Information Technology Association of America (ITAA), an industry trade group, the percentage of women in the American information technology (IT) workforce has declined by 18.5 percent in eight years, with women now representing barely one-quarter of IT workers.

To address this trend, the initiative provides a variety of resources that parents and educators can use to encourage young women to excel in math, computing, and technology, along with sample lesson plans for teaching computing to girls. The program Website also includes a wealth of information for students about interesting careers in technology and details about local clubs, programs, and summer camps for girls in technology.

"Cisco Systems is proud to support an educational initiative that fosters mentoring and reaches out to inspire young women nationwide to meet the enormous demand for qualified technology professionals -- occupations that rank among the highest paying and fastest growing," said Jayshree Ullal, Senior Vice President, Data Center, Switching and Security Technology Group at Cisco. "Through our relationship with NCWIT, we are taking action to address a national concern by providing the tools needed to ignite an interest and passion in professional fields that young girls may not have been exposed to before."

This initiative is part of a larger Cisco program focused on increasing females' access to IT training and career opportunities, beginning with the Cisco Networking Academy Program. Through Cisco's Women Action Network and the Girls Get IT initiative, Cisco is working with Networking Academies worldwide to collect and disseminate information on best practice recruitment and retention strategies to increase the number of females in IT-related degree programs and careers.

"Our mission is to increase the participation of girls and women in IT," said Lucy Sanders,

chief executive officer at NCWIT. "We're eager to bring awareness to a national level and help provide the much needed resources and guidance to get girls excited about technology."

Cisco and NCWIT are working in collaboration with several industry organizations on the initiative, including Educational Development Center, the Information Technology Association of America, the Stanford University Office of Science Outreach, and Junior Achievement.

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Market Research

[Download the market research](#) which is 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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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 Academy Connection and click **Help** at the very top of the page > **Program Support in English** > **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

The Help Desk is available 24/7 and can answer all questions related to the Academy Program as well as the assessment server:

- Online: Log in to Academy Connection and select **Help** > **Program Support in English** > **Contact the Support Desk**.
- Phone: 888-327-1116
- Email: webmaster@cisco.netacad.net
- Live Chat (replaces AOL Instant Messenger): Log in to Academy Connection and select **Help** > **Program Support in English** > **Live Chat in English**.

Technical Assistance Center (TAC)

Also available 24/7, TAC provides support on technical issues and hardware and software-related problems:

- Web: <http://www.cisco.com/public/support/tac/home.shtml>
- Email: 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.

Sales Support for Equipment

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

- Phone: 1-866-554-5535
- Email: AcademyOrders@SIGMAnet.com

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Newsletter Feedback

For comments and questions about the newsletter, please email US_newsletter_feedback@cisco.com.

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