

## OPPORTUNITY AT-A-GLANCE: Becoming an Academy Support Center (ASC)

The considerations below are provided to help your institution determine its future role in Cisco Networking Academy.

Considerations	More details	What may help
1. <b>Determine if you are interested in being the day-to-day central contact point for academies</b>	This institution role supports and guides academies as they initially enter and as they continue participating in the program. ASCs focus on connecting academies with the resources and information they need to be successful and sustainable.	<ul style="list-style-type: none"> <li>• Review <i>Membership Guide</i></li> <li>• Review the ASC Handbook</li> </ul>
2. <b>Read ASC qualification requirements</b>	<p>An ASC must submit an application and demonstrate the following requisites:</p> <ul style="list-style-type: none"> <li>• A self-sustaining business model, internet access, and a signed membership agreement</li> <li>• The ability to provide baseline support to academies (see below for details)</li> <li>• One ASC Contact to be the person who interacts directly with Cisco</li> <li>• One or more ASC Advisors who are willing to provide direct assistance to instructors and administrators at their supported academies</li> </ul>	<ul style="list-style-type: none"> <li>• Review <i>Membership Guide</i></li> </ul>
3. <b>Assess your capability (human and capital resources) to provide the required baseline support</b>	<p>ASCs must provide at a minimum the following baseline support:</p> <ul style="list-style-type: none"> <li>• Act as first point of contact for supported academies in need of operational assistance related to academy and course management</li> <li>• Assist new supported academies with the onboarding process</li> <li>• Assist supported academies with finding instructor training and setting up their classrooms and labs, including ordering equipment</li> <li>• Localize and disseminate critical communications from Cisco</li> <li>• Build awareness and offer training to increase understanding and usage of new and helpful resources and tools from Cisco and NetAcad partners</li> <li>• Collaborate with academies to improve the quality of academy operations and instruction in Networking Academy courses</li> <li>• Provide marketing support for academies to attract students</li> <li>• Assist academies with alignment of Networking Academy courses to current offerings</li> </ul>	<ul style="list-style-type: none"> <li>• Review <i>Membership Guide</i></li> <li>• List and survey your academies</li> <li>• Determine current support offerings</li> <li>• Evaluate gap between your current offerings and required baseline services</li> </ul>
4. <b>Develop a sustainable business model</b>	<ul style="list-style-type: none"> <li>• Understand your costs and ROI</li> <li>• Determine the need to charge fees for support or service; if so, understand what academies can afford to pay and/or have paid in the past</li> </ul>	
5. <b>Understand how your performance will be measured</b>	<ul style="list-style-type: none"> <li>• Level of academy participation in annual customer satisfaction survey</li> <li>• Customer satisfaction based on quarterly instructor survey</li> </ul>	<ul style="list-style-type: none"> <li>• Review <i>Membership Guide</i></li> </ul>
6. <b>Complete <i>Apply to Become an ASC/ITC</i> form in NetSpace</b>	<ul style="list-style-type: none"> <li>• Differentiate your offerings; design a process to monitor and proactively support your academies</li> </ul>	<ul style="list-style-type: none"> <li>• Consult with your AAM or CSR Manager</li> </ul>

