Frequently Asked Questions: Cisco NetSpace

Last Updated November 14, 2012

This FAQ provides information to help the Cisco Networking Academy® community understand the new Cisco NetSpace™ learning environment and how to prepare to successfully upgrade from Academy Connection. Look for additional information and periodic updates in the Academy Evolution area of Club NetAcad in the Instructor Communities. If you don't see your questions answered here, please contact your Academy Support Center (ASC) representative or the Global Support Desk.

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Cisco NetSpace Overview

Q1. What is Cisco NetSpace?

A. Cisco NetSpace is the name of our new online learning environment replacing Academy Connection. NetSpace is the second phase of Academy Evolution that you have all been waiting for—our technology evolution.

Q2. What kind of technology improvements will I see in NetSpace?

A. Recent technology advances are transforming education—cloud computing, the proliferation of rich-media content, and the rapid rise in the use of mobile devices and applications are all changing the market landscape, and have enabled new models for teaching and learning.

NetSpace is a cloud-based learning environment that combines best-of-breed SaaS applications for teaching, learning, and collaboration, all driven by market needs and the latest educational trends and best practices. NetSpace features Canvas® from Instructure, a learning management system with integrated collaboration and communication services designed for today's digital-savvy students.

Q3. Why are we moving from Academy Connection to NetSpace?

A.   Over the past few years we have heard requests from the NetAcad™ community to provide easier tools and resources to help manage NetAcad classrooms. NetSpace is the answer to those requests. Some of the many advantages of NetSpace include the ability to:

- Improve student outcomes through integrated classroom collaboration and communication tools for informal and social learning
- Support flipped classroom and blended-distance learning models
- Customize NetAcad courses and enrich your instruction by adding your own additional content in any type of format, including video, audio, and links
- Strengthen classroom relationships via chat, video, and voice integration
- Stay productive anytime, anywhere with mobile device access to class, calendaring, and grading
- Stay better connected to students via built-in collaboration and social media tools, alerts, notifications, and mobility integration
- Simplify grading by viewing everything needed to grade an assignment in a single display
- Take advantage of reports designed to help monitor student outcomes and provide remediation
- Help students develop critical 21st century skills as part of their learning experience, to give them a competitive edge in today's workforce, and in life

Q4.   Will NetSpace provide a different experience compared to Academy Connection?

A. There are significant improvements in NetSpace compared to Academy Connection. The first thing you will notice is that the design and user experience of NetSpace is very different, including the classroom learning environment. Some of the changes include:

- A modern visual look and feel similar to other current websites and applications
- An intuitive and user friendly interface that makes it easy to get started
- Integrated tools to support your own pedagogical teaching style and help you to really engage with your students

- Mobility applications for extended access
- A translation-ready user interface

Q5.   Are NetAcad curricula and other offerings changing also?

A.   No, not at this time. When you upgrade to NetSpace you will access the same curricula, resources, and tools that you are already familiar with. When each curriculum is revised, the new version will take advantage of the improved features and capabilities of the NetSpace classroom learning environment. You can expect to see some curricula changes rolling out within the next year.

Q6.   Will there be additional improvements made to NetSpace after the initial release?

A.   Yes. NetSpace is a solution that delivers immediate results today, yet is flexible enough to accommodate future technologies and innovations to help improve teaching and learning. In addition, part of the value of the new NetSpace classroom learning environment is that it allows enhancements to be made on a regular basis without interruption to users.

Q7.   What is the difference between Cisco NetSpace and Academy NetSpace?

A.   Cisco Netspace is our new interactive learning environment replacing Academy Connection. Academy NetSpace is the gaming site available at www.academynetspace.com. To avoid confusion, we have renamed links and references to the gaming site to "Academy NetSpace Games." The site URL and site content will remain the same. In the future we plan to incorporate the games into the Cisco NetSpace environment.

Availability

Q8.   When will NetSpace be available?

A.   NetSpace is available now to everyone in the NetAcad community and it's easy to start the process to upgrade to NetSpace—just click the NetSpace banner on the left side of your Academy Connection homepage.

Q9.   When should I upgrade to NetSpace?

A.   You can choose to upgrade to NetSpace over a period of time when it is most convenient for you, and you can then create your new NetAcad courses in NetSpace. All classes in Academy Connection will need to end no later than June 30, 2013. If a class in Academy Connection will not complete by June 30, 2013, please open the class in NetSpace to ensure your students have enough time to complete the course. There are many tools and training resources available to help you upgrade from Academy Connection to NetSpace, and Cisco, Academy Support Centers (ASCs), and Instructor Training Centers (ITCs) are ready to assist with the upgrade process.

Q10.   Where can I find the latest information on NetSpace availability and upgrading?

A.   In addition to information from your ASC, ITC, and email announcements from NetAcad, we encourage you to visit the Club NetAcad community regularly for the latest information on availability, upgrading, training resources, and more. To access NetSpace information in Club NetAcad:

- Log in to the NetAcad communities at http://community.netacad.net
- Navigate to the Academy Evolution area of Club NetAcad, then select Cisco NetSpace
- Available resources include videos, presentations, training tutorials, FAQs, and other informational documents
- Ask questions in the Forum, read the Blog posts

- Get the latest on availability and how to upgrade to NetSpace

Q11. I'm already familiar with Academy Connection—can I choose which environment I want to use?

A. During the next few months, yes you can. However, all classes in Academy Connection will need to end no later than June 30, 2013. We encourage you to begin learning about NetSpace and take advantage of both in-person and online training resources available to you. Cisco will offer global training webinars, and your ASC and ITC may offer localized training and assistance.

Training Resources

Q12. What kinds of training and training materials are available?

A. There will be multiple types of training available to appeal to various learning styles and preferences, in both self-paced and instructor-guided formats. Training resources include hands-on learning, video tutorials, webinars, user guides, and more. In addition, NetAcad Partners (ITCs and ASCs) may provide localized training and support for instructors and institution managers. To receive the latest information, we encourage you to visit Club NetAcad in the [Instructor Communities](#) website for updates.

Q13. How long will it take me to learn how to use NetSpace?

A. Training for most instructors and institution managers can be covered in approximately two hours.

Q14. Am I required to attend training on NetSpace?

A. No. Multiple types of training resources will be available to appeal to various learning styles and preferences, including hands-on training, tutorials, webinars, user guides, and more.

Q15. Will I have to do anything different in NetSpace versus Academy Connection?

A. NetSpace builds on the functionality of Academy Connection and improves on it with many more features and new functionality. With NetSpace, you gain a fully integrated system to manage classroom activities and streamline your course development, to save you time and make the time you invest more productive.

Q16. Where do I go if I need help with NetSpace?

A. You will continue to receive support in the same ways you have traditionally been supported—through your ASC, the Networking Academy Support Desk, and from your peers in the instructor communities.

Q17. How easy will it be for my students to use NetSpace?

A. NetSpace has been designed for today's digital savvy students with a modern, intuitive interface and integrated collaboration and communication services. NetAcad students who have already used this new learning environment have adapted quickly to NetSpace with very little training.

Upgrade Process

Q18. What do I need to do to upgrade from Academy Connection to NetSpace?

A. The upgrade process involves three steps: prepare, check, upgrade. The first step, "prepare," acquaints you with what NetSpace offers and provides training on how to use core features. The "check" step will check your understanding of core NetSpace features. The "upgrade" step asks you to confirm that you are ready to upgrade, and that you understand that once you upgrade to NetSpace, all new classes must be created in NetSpace.

Q19. What if I want to upgrade to NetSpace but am having difficulty completing the assessment?

A. Please review the tutorials on the Club NetAcad [Instructor Communities](#) area or reach out to your ASC or ITC for additional help.

Q20. Will access to historical information about classes originally created in Academy Connection still be available after upgrading to NetSpace?

A. Both instructors and students will be able to access Academy Connection to see historical information through June 30, 2013. A solution for retrieving historical information after Academy Connection closes will be provided.

Q21. After I upgrade to NetSpace, will changes I make to my profile in Academy Connection also be applied to my profile in NetSpace?

A. No. The Academy Connection profile is only available for changes related to classes in Academy Connection. After upgrading, all changes to your profile that you want to be permanent must be made in NetSpace.

Q22. Does everyone at my academy need to upgrade to NetSpace at the same time?

A. No. Upgrading to NetSpace is done on an individual basis, not by academy or by region.

Q23. How do students upgrade to NetSpace?

A. Students upgrade to NetSpace once they are enrolled in a course by an upgraded instructor. They receive an email to join the course and follow an easy process to gain access to NetSpace.

Academy Status

Q24. What if I receive an error when I attempt to upgrade to NetSpace that states the academy I am associated with is inactive?

A. Please consult the NetAcad Contact at your academy to resolve the issue.

Q25. If I am associated with both an active and inactive academy, can I still upgrade to NetSpace?

A. You will be able to upgrade to NetSpace if you are associated with at least one active academy. Once in NetSpace, you will only be able to create courses for the active academy.

Creating Courses in NetSpace

Q26. Can I move all of my active Academy Connection classes over to the NetSpace environment?

A. Classes active in Academy Connection cannot be moved to NetSpace. We recommend using NetSpace to create new courses that have not yet begun, and continue using Academy Connection to manage and finish your classes created there until they are completed. This will avoid the creation of duplicate classes in both environments.

Q27. Is the term used for a class, as we know it in Academy Connection, different in NetSpace?

A. Yes. In NetSpace, the term used is "course." An instructor opens new courses within the NetSpace learning environment, and students are enrolled in courses.

Q28. After I upgrade to NetSpace, can I still open a new class in Academy Connection?

A. No. Once you complete the upgrade process to NetSpace, you need to create new courses within NetSpace. If you attempt to open a class in Academy Connection after you have upgraded to NetSpace, you will receive an error message.

Q29. Can I transfer a course I created in NetSpace into Academy Connection?

A. No, once you create a course in NetSpace it remains in this environment.

Q30. Can I import existing class lists into NetSpace?

A. Yes. Existing student contact data can be imported into NetSpace from many learning management systems and other sources. Click **View or Add Enrollments** on the Teach tab, then select the **Upload a .CSV file** option

Q31. Can I add my own content to a NetSpace course, or modify existing course content?

A. You can add your own additional content to any course created in NetSpace in multiple file formats, including embedding rich media such as audio and video. You can also upload a zipped collection of files into your course and NetSpace will extract them all out for you. You will not be able to modify or delete existing NetAcad course content that is part of the course template and curriculum.

Q32. Once I've added my own content, can I copy content from one course into another one in NetSpace?

A. Yes, in the NetSpace classroom environment the Course Import Tool makes it easy to extract course content, assignments, and quizzes from previous courses and quickly import them into existing courses. In addition to recreating the structure and content of the course, the Course Import Tool will intelligently re-schedule due dates and calendar events to the new date ranges of the new course, including day substitutions for the new time period. To access the Course Import Tool, select **Settings**, then click the **Import Content into this course** button and follow the directions.

Q33. Can I import content from another system into NetSpace?

A. Yes, the same Course Import Tool used to copy content within NetSpace can also be used to import course materials from different learning management systems into a NetSpace course. Currently supported systems include Canvas, Angel, Blackboard 6/7/8/9, Blackboard Vista/CE, Moodle, WebCT 6+, Common Cartridge 1.0/1.1/1.2, D2L, and QTI. To access the Course Import Tool, select **Settings**, then click the **Import Content into this course** button and follow the directions.

Q34. Can I create a survey in NetSpace for my students?

A. Yes. The Quiz Tool in NetSpace is used to create and administer online quizzes and surveys. You can create a Graded Survey or Ungraded Survey. A Graded Survey will appear in the Gradebook while an Ungraded Survey will not.

Q35. Can I import quiz questions rather than having to manually enter each question in NetSpace?

A. Yes. You can import quizzes in the IMS QTI format, which is the standard format used by all of the major learning management systems. To import a quiz into your course, select **Settings**, then click the **Import Content into this course** button, then **Import Quizzes**, and follow the directions.

Q36. Can students using the Groups functionality save their work in an online NetSpace repository?

A. Yes. Each group formed in NetSpace is given a space on our servers that is associated to the course in the NetSpace classroom environment. Each group space provides up to 50 MB of storage, in addition to the storage provided for the course itself. Groups also offer collaboration capabilities, announcements, and discussions—just like the functionality offered for a course.

Q37. Are there any factors to consider when setting personal notification preferences in the classroom environment?

A. The Notification Preferences functionality in the NetSpace classroom environment allows you to select how and when you want to be notified when various events occur within your course. This same functionality is extended to students, so they'll be notified whenever there is a change in a due date, an updated assignment, or a message sent from within the classroom environment.

If you choose to receive any notifications via SMS text messaging, you can enter your mobile phone number then select your carrier from the **Select Carrier** drop-down menu. If your carrier is not currently displayed, select **Other**. **Please note** that standard text messaging rates specified by your carrier will apply, and all costs are the responsibility of the recipient. In addition, all SMS text messages sent from NetSpace currently originate from the U.S., so recipients are responsible for any international incoming/outgoing mobile charges that may occur.

Q38. Does NetSpace provide a way to view student and course performance data at my academy?

A. Yes, the NetSpace classroom environment provides a rich Analytics feature available to academy managers and instructors. Analytics delivers intuitive dashboards to aid in making data-driven decisions that improve learning. NetAcad Contacts and NetAcad Success Leads can view data related to all NetSpace courses at their academy. Instructors can view data related to their own individual NetSpace courses.

Device and Browser Support

Q39. What mobile devices are supported by NetSpace?

A. NetSpace is accessible through any browser-supported mobile device. The NetSpace classroom environment can also be accessed on an iPad or iPhone, using a native iOS application called Canvas for iOS. Instructors can use a native iOS application called Speedgrader™ to grade assignments on an iPad or iPhone. You can download both iOS applications from the App Store. Android versions of the NetSpace classroom environment will be available in early 2013.

Q40. Is the curricula supported on iOS devices now too?

A. The NetAcad curricula have not changed with the release of NetSpace and are still based on Adobe Flash. The iOS apps supporting NetSpace will not support the curricula at this time due to the Flash components. But as each curriculum is revised, the Flash components will be replaced so that new versions released in NetSpace will be fully supported on all types of mobile devices. You can expect to see curriculum changes begin to release within the next year.

Q41. Will Cisco Packet Tracer be available on mobile devices?

A. There are no plans to provide a mobile solution for Packet Tracer at this time.

Q42. What is the recommended browser for NetSpace?

A. NetSpace performance is best with the two most recent versions of the following browsers: Google Chrome, Internet Explorer, and Mozilla Firefox.

Multilanguage and Accessibility Needs Support

Q43. Is NetSpace available in languages other than English?

A. The NetSpace user interface (UI) is translation-ready, and we are excited about having the capability to bring this highly requested functionality to our users:

- The classroom learning environment UI is available in English and Spanish now.
- We are working on plans to provide the entire NetSpace UI translated in multiple languages:
  - Target availability date for Spanish, French, Russian, Simplified Chinese, and Arabic is the first half of 2013
- Visit Club NetAcad in the [Instructor Communities](#) website for updates on when additional languages will be released.

Q44. What resources are available for those with accessibility needs?

A. NetSpace will continue to provide access to NetAcad curricula and resources for those with accessibility needs. The accessibility theme will continue to be available for all CCNA curricula and other curricula will continue to support keyboard navigation and screen reader functionality. The following instructor resources are available in the Resources area of NetSpace:

- Document explaining some helpful Packet Tracer shortcuts
- Scripts to help screen reader users navigate through the user interface

Network Access/Bandwidth

Q45. Will NetSpace be able to be used in low bandwidth areas?

A. Yes, NetSpace can be used in low-bandwidth areas. We are continuing to test and observe the use of NetSpace in all types of global environments.

Instructor Training Centers

Q46. If an ITC has already upgraded to NetSpace, does an instructor need to upgrade to NetSpace in order to enroll in a course offered by the ITC?

A. Yes, all instructors who would like to enroll must be using the NetSpace learning environment in order to access the ITC course.

Q47. How do Instructor Trainers create courses for instructor training?

A. Qualified Instructor Trainers can create instructor training courses using the same course creation steps that instructors use when creating student courses.